

MARKETPLACE

Release Notes:

June 2021



Copyright Clearance Center

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WHAT'S NEW WITH MARKETPLACE?

Marketplace: June 2021 Release

Marketplace (marketplace.copyright.com) is a self-service, ecommerce site that enables people in business, higher education, publishing and other markets to quickly search, find, and purchase permissions to use and share content to conduct business, enrich instruction, and request article reprints and ePrints from thousands of publishers around the world.

With the June 2021 release, we offer all our academic and corporate Pay-Per-Use Services, formerly hosted on Copyright.com, on Marketplace, leveraging its advanced workflows and features. Marketplace now has a revised workflow to surface relevant types of use based on customer market and a new Academic project feature to support academic customers. New features and enhancements include:

- Updated workflow for all transactional customers
- Improved manage account functionality with enhanced Academic projects
- Expanded orders view in manage account to support Academic orders

Copyright.com

Copyright.com will continue as the marketing website for all CCC products and services, and serve as the copyright education hub, spanning the corporate, academic (higher-ed and K-12) and publishing markets and continue to function as the company's general business website.

Note: Customers will still be able to access Manage Account on Copyright.com for a limited time to process pending orders, copy previous orders over to Marketplace, and access historical order data. Academic customers will have time to close out any Copyright.com orders in progress and copy old orders onto Marketplace for new courses using the same content.

Benefits to Your Customers

Academic customers familiar with the workflow on Copyright.com will experience a more intuitive interface with Marketplace, enabling them to quickly select their intended content use, benefit from article- and/or chapter-level search, employ a new project-based template to incorporate multiple types of items with different permissions under a project, such as a coursepack, and experience an improved communication channel with publishers for special requests.

Customers new to Marketplace will also benefit from flexible invoicing and billing with invoices in their preferred currency (academic orders must be purchased using USD), the ability to consolidate orders, purchase rights on behalf of multiple clients, and view the license generated for each item ordered. Customers can also submit pricing inquiries for article reprints and ePrints from within their Marketplace search results.

Updated Workflow

New Market Buyer page

To deliver greater efficiency to our pay-per-use customers on Marketplace, we ask them to identify the type of project they are working on and confirm who they represent before presenting them with a list of relevant types of use. See screenshot below.

The five project options include:

- Academic course content/material
- Publications
- External Communication
- Internal Communication
- Document Delivery or Interlibrary Loan (ILL)

CCC Marketplace™

Sign In Cart Help Live Chat

All artificial intelligence learning Advanced Search Search Tips

< Return to Search

AI communications
Publication type: journal
Article: Artificial Intelligence and Learning Environments, Analogy for Automated Reasoning, Innovative Applications of Artificial Intelligence

ISSN: 1875-8452
Publication Year: 1988 - Present
Publisher: IOS Press
View all details

Language: English
Country: Netherlands
URL: <http://iospress.metapress.com/content/103140/>

I need permission to use copyrighted content in:

Academic course content/material
Coursepacks, student assessments, or library reserves

Publications
Books, journals, theses or other published products

External communication
Presentations, web postings, emails, or training programs

Internal communication
Reference/training materials, intranet postings, emails or photocopies

Document Delivery or Interlibrary Loan (ILL)
Commercial or academic library document delivery or ILL reporting

I represent or am a...

NEXT

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CCC Marketplace™

Sign In Cart Help Live Chat

All artificial intelligence learning Advanced Search Search Tips

< Return to Search

AI communications
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I need permission to use copyrighted content in:

Academic course content/material
 Coursepacks, student assessments, or library reserves

Publications
 Books, journals, theses or other published products

External communication
 Presentations, web postings, emails, or training programs

Internal communication
 Reference/training materials, intranet postings, emails or photocopies

Document Delivery or Interlibrary Loan (ILL)
 Commercial or academic library document delivery or ILL reporting

I represent or am a... Make a selection

- Academic Institution of Higher Ed
- Course Pack Provider / Copy Shop
- K-12 School / District or State DOE

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After selecting, the new work, the customer will then identify who they are by selecting an option from the “I represent or am a...” dropdown (shown above). Once selected, the ‘Next’ button is activated, and the customer can proceed. On the following page, the customers will be presented with the types of use based on their responses to their new project and who they are. Responding to these questions helps the customer more quickly proceed through the workflow by surfacing only relevant types of use (TOUs).

Academic Types of Use

To fully support academic pay-per-use services on Marketplace, the academic TOUs are now visible in the workflow. Customers are now able to select an academic type of use and answer the relevant questions to get a response and add the item to an existing or new academic project. See screenshot below.

The screenshot displays the CCC Marketplace interface. At the top, the logo 'CCC | Marketplace™' is on the left, and navigation links for 'Sign In', 'Cart', 'Help', and 'Live Chat' are on the right. Below the header, a search bar contains the text 'artificial intelligence learning'. To the right of the search bar are icons for 'Advanced Search' and 'Search Tips'. A link '< Return to Search' is located below the search bar.

The main content area shows search results for 'AI communications'. The details include:
Publication type: Journal
Article: Artificial Intelligence and Learning Environments, Analogy for Automated Reasoning, Innovative Applications of Artificial Intelligence
ISSN: 1875-8452
Publication Year: 1988 - Present
Publisher: IOS Press
Language: English
Country: Netherlands
URL: <http://iospress.metapress.com/content/103140/>
[View all details](#)

Below the article details is a dropdown menu labeled 'Type of Use (TOU)'. A blue arrow points to the dropdown. The menu is open, showing the following options:
Make a selection
Photocopy for library reserves
Photocopy for a coursepack
Photocopy for classroom handouts
Use in an e-coursepack
Post in electronic reserves
Post in a Learning Management System...

At the bottom of the page, the footer contains the text: © 2021 Copyright Clearance Center | [About Us](#) | [Terms & Conditions](#) | [Privacy Policy](#) | [Contact Us](#)

The screenshot displays the CCC Marketplace interface. At the top, the logo 'CCC Marketplace' is on the left, and navigation links for 'Sign In', 'Cart', 'Help', and 'Live Chat' are on the right. A search bar contains the text 'artificial intelligence learning'. Below the search bar, a link '< Return to Search' is visible. The main content area shows a search result for 'AI communications', a journal article. Below this, a 'Type of Use (TOU)' dropdown is set to 'Photocopy for a coursepack'. A section titled 'PERMISSION DETAILS' is highlighted with a blue arrow. This section includes fields for 'Portion Type' (Page), 'Page range(s)' (109-125), 'Total number of pages' (17), 'Publication year of title being used' (1985), and 'Number of students/copies' (25). A green box indicates the price: 'PRICE: 128.50 USD'. A blue arrow points from the 'Total number of pages' field to the price box. At the bottom of the form is a 'LOGIN & CONTINUE' button. The footer contains copyright information and links for 'About Us', 'Terms & Conditions', 'Privacy Policy', and 'Contact Us'.

Academic Projects

Marketplace now supports academic project functionality. This key functionality allows academic customers to create new projects, incorporating multiple types of items with different permissions, add priced and special request items to their projects, manage project-level details, including number of students, and submit a purchase confirmation with a credit card or invoice generation.

Once a price or special request is returned, a customer can create a new project or select an existing project. See screenshots below.

All ▾ To Search Permissions Enter Title, Keywords, PMID, ISSN, ISBN, Authors, etc...

 [Advanced Search](#) [Search Tips](#)

[< Return to Search](#)

AI communications

Publication type: Journal

Article: Artificial Intelligence and Learning Environments, Analogy for Automated Reasoning, Innovative Applications of Artificial Intelligence

ISSN: 1875-8452

Publication Year: 1988 - Present

Publisher: IOS Press

[View all details](#)

Rights holder: IOS Press B.V.

Per page fee: 0.00 USD

Per copy fee: 5.00 USD

Type of Use (TOU) ⓘ Photocopy for a coursepack ▾

PERMISSION DETAILS

Portion Type ⓘ Page ▾

Publication year of title being used 1985

↳ Page range(s) ⓘ 109-125

Number of students/copies 25

↳ Total number of pages ⓘ 17

✓ PRICE: 128.50 USD

REQUESTED CONTENT DETAILS

Article/Chapter (optional) Artificial Intelligence and Learning Environmen Volume (optional) 5

Author/Editor Mayoh, Brian Edition (optional)

Date of issue (optional) YYYY-MM-DD  Your reference (Course) (optional)

COURSE DETAILS

Project ⓘ + Create Project  Start of term YYYY-MM-DD 

University / Institution Course name

[< Previous](#)

[Add to Project](#)

The screenshot shows a form titled "COURSE DETAILS". It includes fields for "Project" (with a help icon), "University / Institution", "Start of term" (with a date picker), and "Course name". A blue arrow points to the "+ Create Project" button. At the bottom left is a "< Previous" link, and at the bottom right is an "Add to Project" button.

If a customer has already created a project or projects, they can select a saved project from the dropdown. They can also search their projects, a helpful feature if they have a lot of projects to choose from. When creating a new project, they can give it a new name or opt for the project to have the same name as their “course name.” See screenshot below.

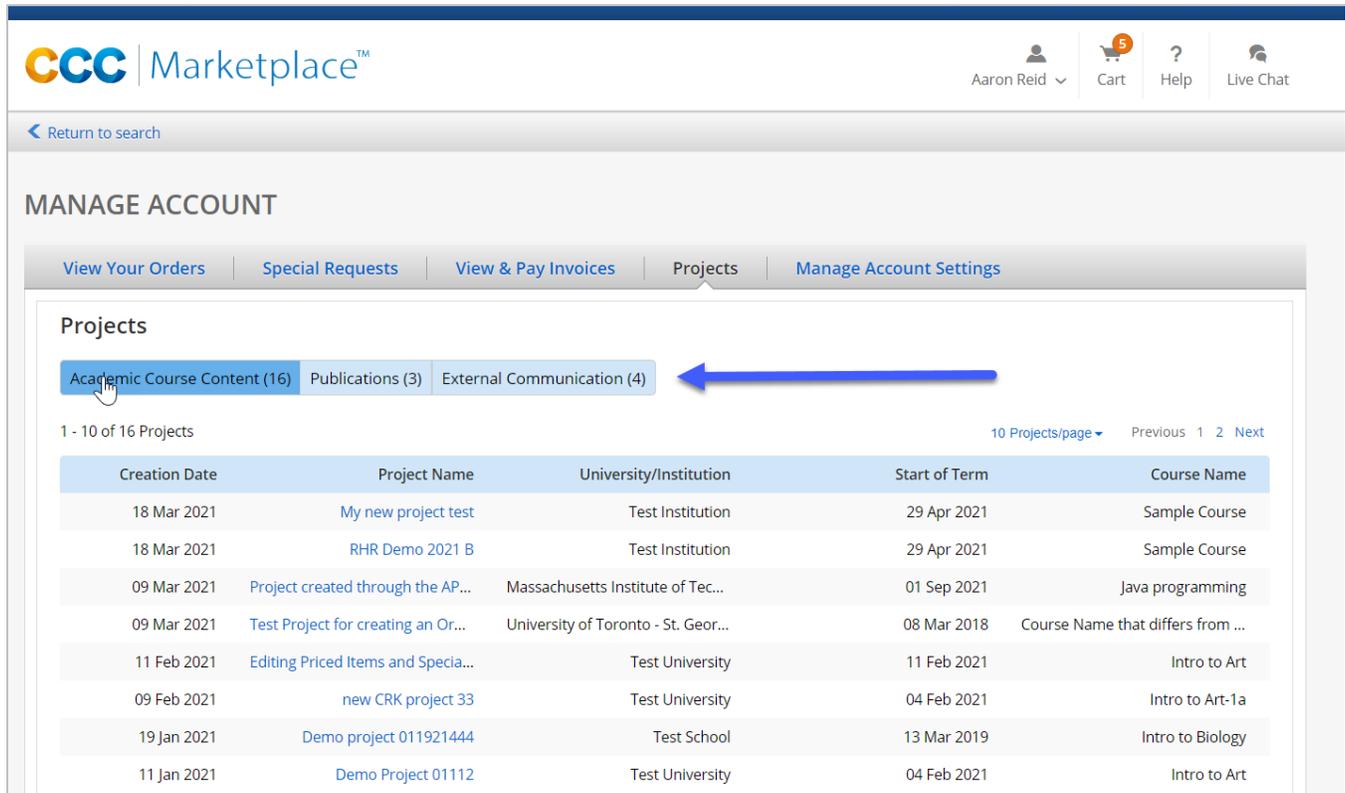
This screenshot shows the same "COURSE DETAILS" form, but the "Project" dropdown menu is open. The dropdown has a search bar and a list of project names including "My new project test", "RHR Demo 2021 B", "Project created through the API + DENY...", "Editing Priced Items and Special Requests", "new CRK project 33", "Demo Project 01112", "Demo Test Project 010921", "My new art project", "010720 Test", "My project on 010521", "120120 Demo", and "My very first project". Other form fields like "Instructor (optional)", "Your reference (optional)", "Your accounting reference (optional)", and "Order(s) entered by (optional)" are visible on the right. The "Add to Project" button is at the bottom right.

Once a new or existing project is selected, the customer can then add the item to their project. If it is a special request, the request is submitted upon adding the item to the project.

Projects View in Manage Account

Pay-Per-Use customers can now access all their projects from within the Projects tab in Manage Account. They will now see the Academic and Replication projects, if applicable, grouped by Academic, Publications, or External Communication.

Academic projects include project name, University/Institution, Start of Term, and Course name. A user can select the project name to navigate to a specific project. See screenshot below.



The screenshot shows the 'MANAGE ACCOUNT' section of the CCC Marketplace. The 'Projects' tab is selected in the navigation bar. Below the navigation bar, there are three filter tabs: 'Academic Course Content (16)', 'Publications (3)', and 'External Communication (4)'. A blue arrow points to the 'Academic Course Content (16)' tab. Below the filters, there is a table of projects with the following columns: Creation Date, Project Name, University/Institution, Start of Term, and Course Name. The table contains 8 rows of project data.

Creation Date	Project Name	University/Institution	Start of Term	Course Name
18 Mar 2021	My new project test	Test Institution	29 Apr 2021	Sample Course
18 Mar 2021	RHR Demo 2021 B	Test Institution	29 Apr 2021	Sample Course
09 Mar 2021	Project created through the AP...	Massachusetts Institute of Tec...	01 Sep 2021	Java programming
09 Mar 2021	Test Project for creating an Or...	University of Toronto - St. Geor...	08 Mar 2018	Course Name that differs from ...
11 Feb 2021	Editing Priced Items and Specia...	Test University	11 Feb 2021	Intro to Art
09 Feb 2021	new CRK project 33	Test University	04 Feb 2021	Intro to Art-1a
19 Jan 2021	Demo project 011921444	Test School	13 Mar 2019	Intro to Biology
11 Jan 2021	Demo Project 01112	Test University	04 Feb 2021	Intro to Art

When adding an item to a project or navigating to a specific project from within Manage Account, the user can view the project level details followed by the course builder section. The project details section contains the course level details, including course name and number of students. Selecting 'Edit Project' makes project level details editable. If a customer changes the number of students, all items within the project are recalculated. See screenshot below.

MANAGE ACCOUNT

View Your Orders | Special Requests | View & Pay Invoices | **Projects** | Manage Account Settings

Projects > Project Details

My new project

Project Number: MP1007704   [Edit Project](#) [Payment Details](#)

Created	18 Mar 2021	Instructor	Fake Professor
University / Institution	Test Institution	Your reference	ABC123
Start of term	2021-04-29	Your accounting reference	112211
Course name	Sample Course	Order(s) entered by	Aaron R
Course number	123456	Number of students/copies	100

[Hide Billing Address](#)

Aaron Reid +1 (322) 223-3223
 222 Rosewood Drive aaron_reid@copyright.com
 Danvers, MA 01923
 United States

Purchased Items Cost (0): 0.00 USD

PROJECT BUILDER
 You can build your project in the following tabs.

The Project Builder consists of tabs for the following items:

- Project Cart – priced items included accepted special requests
- Open Special Requests – a list of pending special requests
- Purchased – all items that have been confirmed for purchase and will be included on the invoice
- All Items – all items in the project, a complete list of everything in the first three tabs

The Project Cart lists all items in a project that have a price, including automated and accepted special requests. A customer can add items from within the project cart. Adding an item takes the customer back to the landing page so they can perform a new search. The project they are working on is retained in the workflow, simplifying the process for adding new items to the project.

At an item level, a customer can view publisher terms and conditions, edit details, and remove items from a project. See screenshot below.

The screenshot shows the 'PROJECT BUILDER' interface. At the top, there are four tabs: 'Project Cart (1)', 'Open Special Requests (0)', 'Purchased (0)', and 'All Items (1)'. A blue arrow points to the 'Project Cart (1)' tab. Below the tabs, a grey box displays 'Project Cart Total: 113.50 USD' and a note: 'Permission will not be secured for project cart items until you confirm their purchase.' To the right of this box are 'Add Item' and 'Purchase' buttons. Below this is a list of project items. The first item is '1. Legal Basics of Mineral Policy in Europe' with ISBN-13 9783211890035, Publisher Springer Vienna, and Type of Use Photocopy for a course... The price is 113.50 USD, marked as 'PRICED' with a green checkmark. A blue arrow points to the price. Below the item name are links for 'View Details', 'View All Details', 'Publisher Terms and Conditions', 'Edit', and 'Remove'. At the bottom right, it says 'Project Items: 1 - 1 of 1' and '10 Items/page'.

The customer can purchase items within their cart at any time, essentially committing those permission items to be invoiced or paid for immediately with a credit card. See screenshot below.

The screenshot shows the 'PROJECT BUILDER' interface. At the top, there are four tabs: 'Project Cart (1)', 'Open Special Requests (1)', 'Purchased (0)', and 'All Items (2)'. A blue arrow points to the 'Project Cart (1)' tab. Below the tabs, a grey box displays 'Project Cart Total: 113.50 USD' and a note: 'Permission will not be secured for project cart items until you confirm their purchase.' To the right of this box are 'Add Item' and 'Purchase' buttons. A blue arrow points to the 'Purchase' button. Below this is a list of project items. At the bottom right, it says 'Project Items: 1 - 1 of 1' and '10 Items/page'.

When a customer selects 'Purchase' they are navigated to a page to confirm their purchase. See screenshot below. On this page, they can:

- Select payment method, either invoice or pay by credit card
 - Invoice will be generated based on their start of term date
- Add a purchase order number, if applicable

- View the purchase total and count of items they want to purchase
- Accept all terms
- Confirm Purchase

MANAGE ACCOUNT

[View Your Orders](#) | [Special Requests](#) | [View & Pay Invoices](#) | [Projects](#) | [Manage Account Settings](#)

Projects > Project Details > Payment Details

Payment Method

Invoice (Pay Later) ⓘ

Credit Card (Your credit card will be charged immediately. No changes may be made to this project after purchase)

Billing address

Aaron Reid
222 Rosewood Drive
Danvers, MA 01923
United States
+1 (322) 223-3223
aaron_reid@copyright.com

PO Number (optional)

N/A

Purchase Total (1): 113.50 USD

I have read and accept the Publisher Terms and Conditions and CCC Terms and Conditions

[Cancel](#) **Confirm Purchase**

(Cont'd.)

Once confirmed, the customer is navigated back to the project with a confirmation message. The Purchase Total is updated with the new count and updated total cost for all items confirmed. See screenshot below.

MANAGE ACCOUNT

[View Your Orders](#) | [Special Requests](#) | [View & Pay Invoices](#) | [Projects](#) | [Manage Account Settings](#)

[Projects](#) > Project Details

My new project

Project Number: MP1007704 [Edit Project](#) [Payment Details](#)

Created	18 Mar 2021	Instructor	Fake Professor
University / Institution	Test Institution	Your reference	ABC123
Start of term	2021-04-29	Your accounting reference	112211
Course name	Sample Course	Order(s) entered by	Aaron R
Course number	123456	Number of students/copies	100

[Hide Billing Address](#)

Aaron Reid
222 Rosewood Drive
Danvers, MA 01923
United States

+1 (322) 223-3223
aaron_reid@copyright.com

 Purchased Items Cost (1): 113.50 USD

(Cont'd.)

In the 'Open Special Requests' tab in Project Builder, the customer is presented with a complete list of all submitted special requests for a project. A customer can also add a new item to the project here. They can manage each special request at a line item level, and this takes them to the special request view for that request, repurposing the special request functionality already available on Marketplace. They can also view publisher terms and conditions and remove special requests from a project, canceling out the request. See screenshot below.

PROJECT BUILDER
You can build your project in the following tabs.

Project Cart (1) | **Open Special Requests (1)** | Purchased (0) | All Items (2)

View and manage all special requests in your project. [Add Item](#)

[View All Details](#) Project Items: 1 - 1 of 1 10 Items/page

1. Legal Basics of Mineral Policy in Europe				Special Request
ISBN-13	9783211890035	Publisher	Springer Vienna	Manage Request
Type of Use	Photocopy for a course...	Portion	Page	PENDING
View Details				Publisher Terms and Conditions
View All Details				Remove

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(Cont'd.)

In the Purchased tab, the customer is presented with a list of all items that are confirmed for purchase and the total Purchased Items Cost. All items in this view will be invoiced based on the start of term for the project. At an item level, a customer can view publisher terms and conditions, edit details, and remove items from a project. See screenshot below.

PROJECT BUILDER
You can build your project in the following tabs.

Project Cart (0) | Open Special Requests (1) | **Purchased (1)** | All Items (2)

Purchased Items Cost: 113.50 USD
Purchased items will be invoiced. [Add Item](#)

[View All Details](#) Project Items: 1 - 1 of 1 10 Items/page

1. Legal Basics of Mineral Policy in Europe				113.50 USD
ISBN-13	9783211890035	Publisher	Springer Vienna	PURCHASED
Type of Use	Photocopy for a course...	Portion	Page	Publisher Terms and Conditions

[View Details](#) [Edit](#) [Remove](#)

[View All Details](#) Project Items: 1 - 1 of 1 10 Items/page

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(Cont'd.)

In the All Items tab, the customer is presented with a combined list of all items within the project. See screenshot below.

PROJECT BUILDER
You can build your project in the following tabs.

Project Cart (0) | Open Special Requests (1) | Purchased (1) | **All Items (2)**

View all project cart, special request, and purchased items in your project. [Add Item](#)

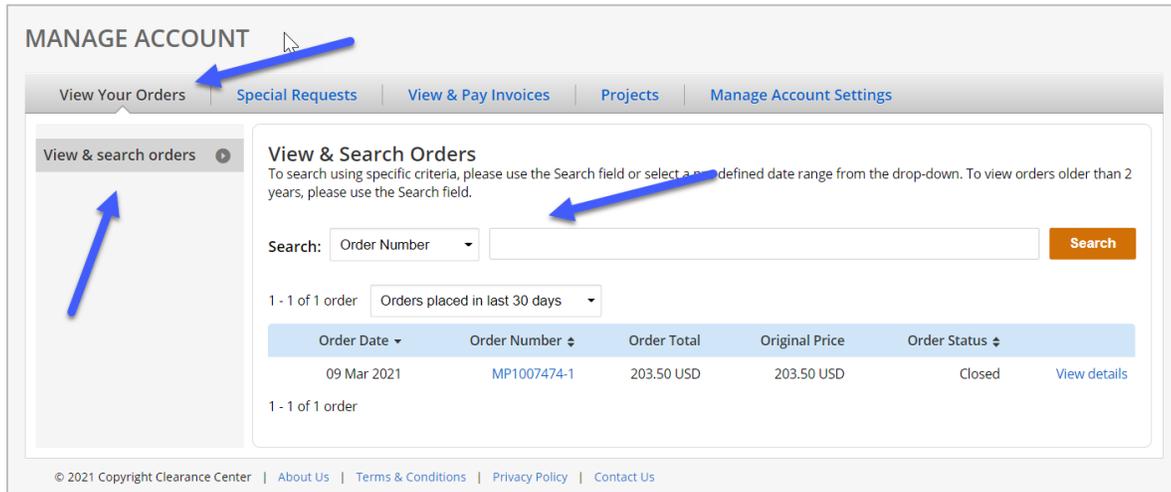
[View All Details](#) Project Items: 1 - 2 of 2 10 Items/page

1. Legal Basics of Mineral Policy in Europe				Special Request
ISBN-13	9783211890035	Publisher	Springer Vienna	Manage Request
Type of Use	Photocopy for a course...	Portion	Page	PENDING
View Details				Publisher Terms and Conditions
				Remove
2. Legal Basics of Mineral Policy in Europe				113.50 USD
ISBN-13	9783211890035	Publisher	Springer Vienna	PURCHASED
Type of Use	Photocopy for a course...	Portion	Page	Publisher Terms and Conditions
View Details				Edit Remove

View Your Orders in Manage Account

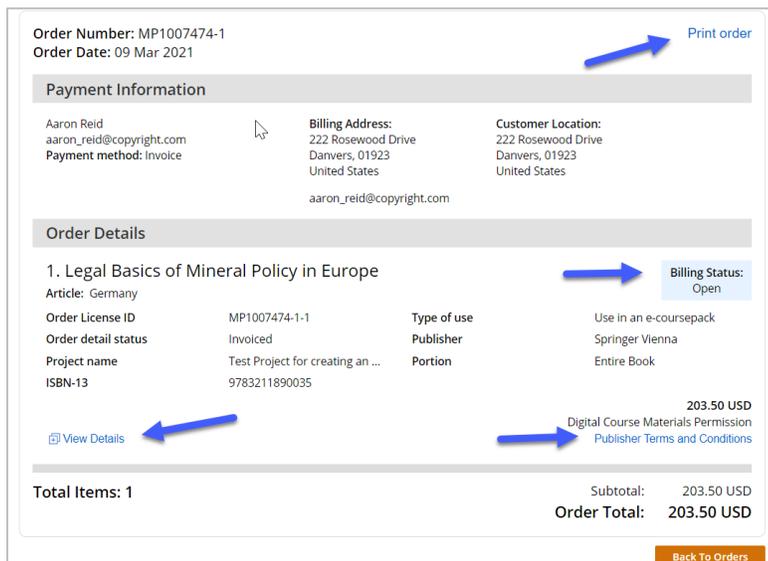
Academic orders surface within Manage Account as soon as they become an order, whether an invoice is created, or an order is paid immediately with a credit card. Academic orders are searchable within the View Your Orders tab. See screenshot below.

(Cont'd.)



Selecting 'View details, in the Order Details view present the customer with all the details for the order. See screenshot below. Here the customer can:

- Print order
- View billing status for each item in the order
- View expanded details view of each item
- Access publisher terms and conditions



(Cont'd.)

Invoices for academic orders are accessible from within the View & Pay Invoices tab. Here the customer can search, view, and pay invoices. See screenshot below.

MANAGE ACCOUNT

View Your Orders | Special Requests | **View & Pay Invoices** | Projects | Manage Account Settings

View & search invoices

Pay invoices

View & Search invoices

To search using specific criteria, please use the Search field or select a pre-defined date range from the drop-down. To view invoices older than 2 years, please use the Search field.

Search: Invoice Number Search

1 - 3 of 3 invoices Invoiced in last 6 months

Invoice Date	Invoice Number	Original Invoice Amount	Credit Memo Date	Credit Memo Number	Balance Due	Invoice Status
10 Mar 2021	TRX20002985	203.50 USD			203.50 USD	Open
09 Feb 2021	TRX20002916	227.00 USD			227.00 USD	Open
01 Feb 2021	TRX20002898	3,613.50 USD			3,613.50 USD	Open

Copy Orders from Copyright.com

Customers can access their orders placed on Copyright.com, including pay invoices, view order history, generate account activity reports, and add additional users. When selecting ‘Manage Account’ on the newly redesigned homepage for Copyright.com, they are now asked if they want to manage previously placed orders or new orders. They will be navigated to Manage Account on Copyright.com for orders placed prior to June 4, 2021 or to Marketplace for orders placed after June 4, 2021, depending on what option they choose.

In addition, customers can now copy their academic orders from Copyright.com directly into Marketplace. Once copied, they can log into Marketplace and view, manage, and purchase items in the newly copied projects directly within Manage Account. Once copied from Copyright.com, they will no longer need to transact on Copyright.com going forward. In a future release, we will support copying projects within Marketplace.

(Cont’d.)

Copy Order to Marketplace from Order History:

Customers select 'Copy order' from order history or from within the order details of an order previously placed on copyright.com. The Customer is taken to the edit order details page (see screenshots below) where messaging to assist the Academic buyer indicates:

“Academic Pay Per Use Permissions are now available on Marketplace. After completing this step, your Copyright.com order will become a new project on Marketplace. You can access and manage your new project within the Projects tab in Manage Account on marketplace.copyright.com.” Success in copying older orders from copyright.com to Marketplace is indicated with messaging "Your order was successfully copied to Marketplace. Navigate to Marketplace.copyright.com to manage your copied project."

(Cont'd.)

Publication Title or ISBN/ISSN

Go

Advanced Search Options

Order History

[View Orders](#)

[View Order Details](#)

View: All | **Open** | Closed | Or

Search all orders by: Confirmation Number

Go

Sort orders by: Order Date Ascending Descending

1, 2

CONFIRMATION #: 11487505
Order Date: 03/24/21

3 Course items: Biology of the neonate, FEMS microbiology reviews

University/Institution: JUNE'S TEST UNIV

Instructor: Prof Jones

Order entered by: June P

Start of Term: 03/31/2021

Course name: MOLECULAR BIOLOGY 101

Course number: 101

Number of Students: 15

[View order](#) | [Edit](#) | [Copy order](#)

CONFIRMATION #: 11487478
Order Date: 03/18/21

1 Course item: Legal basics of mineral policy in Europe : an overview of 40 countries

University/Institution: E COURSEPACK TEST

Start of Term: 03/24/2021

Course name: COURSE NAME

Number of Students: 15

[View order](#) | [Edit](#) | [Copy order](#)

CONFIRMATION #: 11487477
Order Date: 03/18/21

1 Course item: The Wall Street journal

University/Institution: BC

Start of Term: 03/23/2021

Course name: VC

(Cont'd.)

Publication Title or ISBN/ISSN

Go

Advanced Search Options

⏪ Back to view orders

Copy order >

Cancel Open Items >



Print this page

Print terms & conditions

Print citation information

([What's this?](#))

Confirmation Number: 11487505

Order Date: 03/24/2021

Customer Information

Customer: Penguin Pete

Account Number: 3001022613

Organization: Penguin Pete Inc

Email: jporg03162021@copyright.com

Phone: +1 (978)5551111

Search order details by: Choose One

Go

Sort order details by: Order Date

Ascending

Descending

This is not an invoice

Order Details

Course: MOLECULAR BIOLOGY 101

[Edit Course](#)

University/Institution: JUNE'S TEST UNIV

Instructor: Prof Jones

Start of term: 03/31/2021

Your reference:

Course number: 101

Accounting reference:

Number of students: 15

Order entered by: June P

Biology of the neonate

Billing Status:

Not Billed

Order detail ID: 69018367

Permission Status: **Granted**

ISSN: 0006-3126

Permission type: Use in electronic course materials

Publication Type: Journal

Type of use: Use in an e-coursepack

Publisher: S./KARGER AG

Per Page Fee: \$ 0.30

Rightsholder: KARGER AG

Page range(s): 1-5

Author/Editor: SPEER, C ; HALLIDAY, H L

Total number of pages: 5

pages:

(Cont'd.)

WHAT'S NEW WITH PUBLISHER PORTAL?

Publisher Portal: June 2021 Release

Support for Academic Special Requests

Publishers can now view, manage, and respond to special requests submitted by academic customers. When responding to academic special requests, new modals enable publishers to price per page/copy or a flat fee. If a publisher selects per page/copy, they can provide either per page or per copy pricing or both. Publishers will still be able to provide special terms, comments, and a reference number. See screenshots below.

Approve Request

Price by:  Per Page / Per Copy Fee Flat Fee

Flat Fee: USD
Required format: 1.25

Special Terms: (optional)

Comment: (optional)

Rightsholder Reference Number: (optional)

Approve

(Cont'd.)

Approve Request

Price by: Per Page / Per Copy Fee 
 Flat Fee

Per Page Fee:  USD
Required format: 1.25

AND / OR

Per Copy Fee:  USD
Required format: 1.25

Price: Pending

Special Terms: (optional)

Comment: (optional)

Rights holder Reference Number: (optional)

Customize Primary Special Request Display

Publishers can customize the columns and information that displays on the Publisher Portal landing page. Upon selecting ‘Customize Display,’ they can choose from a list of column options. See screenshot below for more examples.

(Cont’d.)

CCC Publisher Portal Welcome, Rebecca Shaffer

Customize Display
Alter the display of the results by selecting columns

- Status
- Organization
- Last Update Date
- Requester Name
- Request Date
- Assignee
- Flag Status
- Content Title
- Days to Expiry
- Publication
- Project Name
- Type of Use

[Reset to Default](#) [Save](#)

Search for Requests

All Assigned to me Unassigned Please type to search by Request ID [Search](#) [Clear](#) [Advanced Search](#)

Show Completed and Canceled Requests

Results per page: 25 Results 1 - 25 of 1238 [Customize Display](#) Previous 1 2 3 4 5 Next

Request ID	Status	Requester Name	Organization	Request Date	Last Update Date	Assignee	Price Quoted
602018451	Pending	Oleksii Perets	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018407	Awaiting Customer Reply	Jax1	TA_Vitebsk_State_Technological_University	24-Mar-2021	24-Mar-2021	seller_user_name	
602018406	Pending	Jax1	TA_Vitebsk_State_Technological_University	24-Mar-2021	24-Mar-2021	seller_user_name	
602018405	Pending	test@copyright.com	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018404	Pending	lperevoznyk@copyright.com	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018403	Pending	Oleksii Perets	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018402	Pending	Oleksii Perets	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018401	Pending	Oleksii Perets	Copyright	24-Mar-2021	24-Mar-2021		

Flag High Priority Requests

In addition to customizing the landing page, publishers can now flag high-priority special requests to quickly identify requests that require more immediate attention. On the Publisher Portal landing page, the flag icon for each item can be clicked on or off, depending on the status. There is also a flag option within each special request details view. See screenshot below.

Welcome. As of October 2019, Publisher Portal supports special requests workflows and transaction reporting for orders placed through Marketplace, CCC's next-generation e-commerce site now available at marketplace.copyright.com. These tools will initially support CCC's Republication Service and will eventually support all CCC transactional services. Historical Republication orders will continue to be available on [RightsLink® PubAdmin](#).

Special Requests Reports Promotions

Search for Requests

All Assigned to me Unassigned

Please type to search by Request ID

Search

Clear

Advanced Search

Show Completed and Cancelled requests

Results per page: 25 Results 1 - 25 of 1238

Customize Display

Previous 1 2 3 4 5 Next

Request ID	Status	Requester Name	Organization	Request Date	Last Update Date	Assignee	Price Quoted
602018451	Pending	Oleksii Perets	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018407	Awaiting Customer Reply	Jax1	TA_Vitebsk_State_Technological_University	24-Mar-2021	24-Mar-2021	seller_user_name	
602018406	Pending	Jax1	TA_Vitebsk_State_Technological_University	24-Mar-2021	24-Mar-2021	seller_user_name	
602018405	Pending	test@copyright.com	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018404	Pending	lperevoznyk@copyright.com	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018403	Pending	Oleksii Perets	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		
602018402	Pending	Oleksii Perets	Copyright Clearance Center, Inc.	24-Mar-2021	24-Mar-2021		

Questions?

Please contact Aaron Reid at areid@copyright.com or your CCC Account Manager.



Copyright Clearance Center

CCC builds unique solutions that connect content and rights in contextually relevant ways through software and professional services. CCC helps people navigate vast amounts of data to discover actionable insights, enabling them to innovate and make informed decisions. CCC, with its subsidiary RightsDirect, collaborates with customers to advance how data and information is integrated, accessed, and shared while setting the standard for effective copyright solutions that accelerate knowledge and power innovation. CCC is headquartered in Danvers, Mass. with offices across North America, Europe and Asia.

To learn more about CCC, visit www.copyright.com.

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