

Supporting RightsLink Permissions Special Requests

PubPortal allows you access to the same/similar features you value in the RightsLink Workflow and has added features to help differentiate RightsLink Special Requests from those of other CCC services.

Log on by visiting: pubportal.copyright.com

RightsLink Job Ticket ID

- To quickly identify RightsLink Special Requests in the Publisher Portal, the RightsLink Job Ticket ID has been added.
- This ID will always begin with 5, so to be easily identified.

601891721	test pub title	Pending	Differential brain response to alcohol cue di...	Jax1	Annual Reviews, Inc.
586958474	test pub title	Customer Responded	Differential brain response to alcohol cue di...	Jax1	Annual Reviews, Inc.
601891689	Portion=Page	Customer Responded	Portion=Page	Portion=Page	Portion=Page
601891688	Portion=Page	Customer Responded	Portion=Page	Portion=Page	Portion=Page

Automatic Priority Flagging of Top Customers

- One component of our 'Priority Flag' feature (see below) that is unique to RightsLink Permissions customers is the automatic flagging of special requests submitted by your top buyers. With the June release, we will automatically flag in PubPortal special requests you receive from your top 10 buyers. These are the 10 organizations that have contributed the most to your RightsLink revenue over the previous 18 months.
- Flags can be set and unset by clicking the flag icon in the search results or on the details page. This flag will enable you to quickly identify and prioritize special requests from your high value/high volume buyers.

Special Request Details Page:

To ensure consistency with the information in RightsLink Workflow, there have been additions to the 'Job Ticket Details' page in PubPortal.

- Customer Information Section
 - Features; Requestor's Name, Organization, Address, Fax, Phone Number and Email (if provided).

Page or page range of portion:	N/A	serialB (optional):	
		Publication date of portion:	2018-09-07
<input type="checkbox"/> Reuse content details			
Order reference number (optional):	ABC123	The requesting person/organization:	Jane Doe at ABC Publishing
Customer information			
Requester Name:	Dzmitry Padsokau	Fax Number:	fax test
Organization:	Acme Inc.	Phone Number:	978-814-20-15
Address:	test address 1 test address 2 test city, zip_code test US	Email:	test@test.com

Questions:

- Contact Customer Service
- RIGHTSHOLDERS@COPYRIGHT.COM
- 978-646-2800
- Live Chat option within the application

