

MARKETPLACE

Release Notes:

October 2025



Copyright Clearance Center



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WHAT'S NEW WITH MARKETPLACE?

October 2025 Release

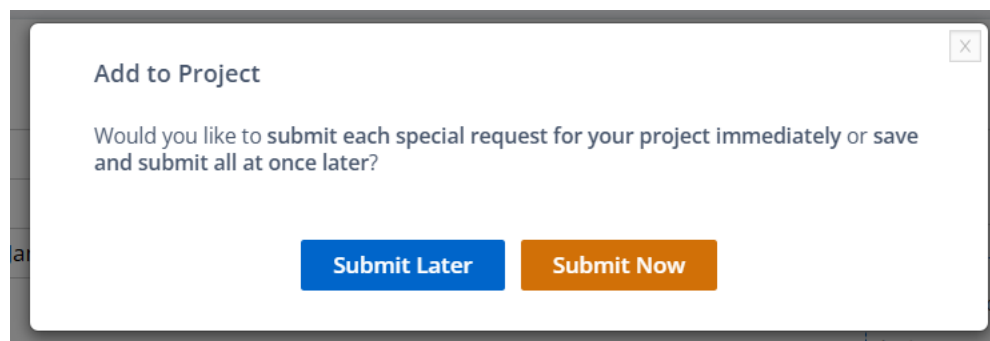
CCC Marketplace (www.marketplace.copyright.com) provides a self-service e-commerce site that enables users who rely on the exchange and reuse of copyrighted content to conduct business and enrich instruction to search, order, and manage copyright permissions, purchase content, and request article reprints and ePrints across millions of works from thousands of publishers around the world.

The October 2025 release includes:

- Improved MedComms workflow – Submit special requests all at once
- Improved Special Request workflow
 - Multiple attachments
 - Comments on approved requests

Improved MedComms Workflow - Submit Special Requests All at Once

We continue to make improvements to the MedComms workflow on Marketplace. Customers can now opt to submit all their requests to the rightsholder at the same time within a project. This new option is presented to customers when adding the first special request to a MedComms project. The MedComms customer now has the option to submit each special request immediately or save their request and submit them all at once at a later date. See screenshot below.



Choosing 'Submit Now' will apply existing functionality and all requests will be submitted for this project. Selecting 'Submit Later' will save the special request and all future special requests within the project for a future submission. MedComms customers can add comments and edit the special requests prior to submitting them to the publisher to review them all at once.

The Open Special Requests tab within the project builder will display the status as “not submitted” and a “Submit All Requests” button will persist until the MedComms customer submits their special requests. See screenshot below.

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

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

View and manage all special requests in your project.

[Add Item](#) [Submit All Requests](#)

[List View](#) [Publisher View](#)

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

1. First Monday				Special Request
ISSN	1396-0466	Distribution or Presentation Format(s)	Printed materials / leav...	Manage Request
Type of Use	Reuse in a Medical Com...	Portion	Video	NOT SUBMITTED
Publisher	FIRST MONDAY EDITORI...	Number of Portions	1	Publisher Terms and Conditions
View Details				Remove

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

Once submitted, the publisher will see all the special requests at the same time, along with any comments the MedComms customer may have added before submitting the requests. See screenshots below and on the following page.

Are you sure you are ready to submit all your requests?
Once you submit, all subsequent requests will be submitted immediately.

[Cancel](#) [Submit All](#)

All subsequent special requests added to this project will be submitted immediately.

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

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

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

[List View](#) | [Publisher View](#)

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

1. First Monday				Special Request
ISSN	1396-0466	Distribution or Presentation Format(s)	Printed materials / leav...	Manage Request
Type of Use	Reuse in a Medical Com...	Portion	Video	PENDING
Publisher	FIRST MONDAY EDITORI...	Number of Portions	1	Publisher Terms and Conditions
View Details				Remove

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

Improved Special Request Workflow - Multiple Attachments

Special requests now support up to five attachments when first submitted and up to five with each additional comment added to the request from within Manage Account. Marketplace customers can browse and upload or drag and drop up to five files, as illustrated below. Messaging displays if more than five files are uploaded.


Request Details | **Additional Details**


ADDITIONAL DETAILS * Required

Order Reference Number

The Requesting Person / Organization to Appear on the License *

Additional Information for Your Request

Attachment(s) 

 Drag and drop or **browse** up to five files here
The import only supports .pdf, .jpg, .gif, .tiff, .png
The max size is 10 MB for each file

Adding comments to an existing special request in Manage Account also supports up to five files. See screenshot below.

Add Comment / Attachment(s)

Comment

Attachment(s) ⬆️ Drag and drop or [browse](#) up to five files here
The import only supports .pdf, .jpg, .gif, .tiff, .png.
The max size is 10 MB for each file

Continued

Improved Special Request Workflow - Comments on Approved Requests

The ability to add comments for approved special requests is reinstated with the October release. Additionally, we have added a message notifying Marketplace customers that commenting on a special request will change the status, requiring the publisher to reapprove the request. Note that this reapproval step will prevent the customer from purchasing the license until the publisher prices/reapproves the request. See the newly added messaging below.

> ALL DETAILS

COMMENTS

[Add Comment / Attachment\(s\)](#)

Adding a comment to an approved request will require the publisher to review and reapprove. You will not be able to purchase a license until the publisher reapproves your request.

Questions?

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



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