

# FAQs

## **WHAT CAN I DO THROUGH THE REPRINTS PORTAL?**

### **What is the Reprints Portal for?**

The Reprints Portal enables marketing, product management, and medical affairs departments across different regional and local affiliates and different therapeutics areas to purchase copyright compliant copies of medical journal articles.

### **What are the benefits of ordering through the Reprints Portal?**

Aggregating orders means there will be lower unit prices for all participants, compared to ordering reprints individually. This facilitates purchasing for affiliates with a limited.

In addition, the portal allows for higher transparency over costs and savings, order progress and the activity of your colleagues. The system alerts and reminders ensure that cost saving opportunities are not missed. And an overall reduction in workload and timings is also achieved.

### **May I use the reprints acquired through the Reprints Portal for marketing purposes with Health Care Practitioners from my country?**

The Reprints Portal is used to order reprints. These reprints may be used for marketing purposes so long as their distribution to HCPs is in accordance with the appropriate local regulations and your responsible affiliate organization.

### **What if I am interested in a recently released paper that is not yet listed in the Reprints Portal?**

The articles included in the Reprints Portal are usually chosen in agreement with global managers from your firm, who identify those papers more prone to generate a high demand from many affiliates. However, if you believe that a non-listed article could also be of interest to other affiliates, you can either click on *Didn't find the article you were looking for?* in the Articles List of the Reprints Portal and submit the citation of the paper of your interest, or send us an email about it; in both cases we will upload the PDF and prices into the Reprints Portal usually within 24/48 hours.

### **Why do the aggregations have a timeline?**

To benefit from the price reduction articles must be purchased at the same time. The affiliate starting an aggregation process must define a deadline for other affiliates to join, which most commonly is two to four weeks. When the deadline is hit, the participating affiliates should provide Purchasing Orders as soon as possible, thus enabling the article to go into production.

### **I am interested in an ongoing aggregation. The information in the Reprints Portal says that this paper will be printed with colour cover, however could you print my copies without cover to save costs?**

No. All copies must be printed either with cover or without cover, no mixing is possible. The affiliate starting the aggregation must choose whether the paper will include covers or not (when such option is available, as not every publisher gives the choice). The key to aggregated orders and the associated discount is to ensure that all copies are printed identical, thus allowing for a single print run.

### **Can I have a specific code printed in the backcover of my reprints?**

No. As described in the former answer, to benefit from lower unitary costs all copies must be printed identical. Alternatively, we can provide your copies with unobtrusive stickers with the code you need on the back cover. Please indicate this in the "Comments" section when you place your order and we will get in touch with you to quote this additional cost.

### **What if I need a rush production?**

Aggregated orders must meet two requirements to generate reduced prices: all copies must be identical and printed at the same time. There is no way to advance the production of a paper under aggregation, except for treating it like a (more expensive) standalone order. However, the expected timelines for production and delivery may vary widely because of publisher's terms, production country, delivery country, stop-offs and customs. If you are in a hurry, we suggest that you email us before placing your order and we will check for all possible means to accelerate your delivery.

### **I am not sure about how to proceed at some stages, can I get some guidance or training?**

Absolutely. You can refer to the User Guide and these FAQs to get a broad overview of the Reprints Portal functions, and you can also email us about any doubt you have.

## **USER ACCOUNT**

### **I have just been invited to register to the Reprints Portal. Why was I invited?**

You only get invited to register to the Reprints Portal via managers in your company, so the most likely answer is that the invitation email arrived earlier than the related news from within your company. The Reprints Portal has been made available to you by agreement with your company.

### **My colleague has found in the Reprints Portal an article that I can't see. Why can't I see all the available articles?**

Every user is offered only those articles related to molecules that are specific to their specialty area. You can check your allocated molecules in the "My Info" tab in the Reprints Portal (see "My Molecules"). This allocation comes from the information provided by your local office. If you need to modify the current allocation of molecules, please send us an email.

### **My role in the company has changed and I will no longer be responsible for some molecules. May I transfer my user and password to the appropriate colleague?**

No, as a general rule of security, we discourage any sharing or transfer of user account related information. It will only take a moment to invite your appropriate colleague to register to the Portal and set up his/her own account, as well as to discontinue yours if it will no longer be used. Please keep in mind that keeping updated contact information and traceability are essential to solve any possible issues arising from using the Reprints Portal.

## **PLACING AN ORDER**

### **I want to order both reprints and e-Prints of an article, how can I do this?**

Reprints and e-Prints of an article are independent products and different print runs. Most key papers uploaded to the Reprints Portal will usually be listed in both formats, so please check for this information in the "Format" column of the Articles List before joining an aggregation or requesting a quote. However, if you do not see the format you need listed in the Reprints Portal, please email us.

### **Can I order a translation of any listed paper into my local language?**

Yes, you can request a translation into any language. However, keep in mind that, it must be treated as an independent project. Translations are rarely aggregated (with Spanish, French and German being exceptions), so most requests for a translation should be made by using the "Simple Quote" option.

**I want to participate in a recently started aggregation, but I will be out of office the next weeks. What can I do?**

We can manage your participation in an aggregation for you. Send us an email indicating the amount of copies you need and the maximum budget you can afford, and we will keep track of the aggregation and input your order on your behalf once the unit price drops below your maximum budget. To avoid delaying the production of the reprints, you should also issue beforehand a conditional Purchase Order for your maximum price, although we will of course invoice for a lower price if this is achieved at the end of the aggregation.

**I plan to insert the reprints into a folder. How can you assist me?**

If you wish, we can provide your reprints within folders and take care of all the necessary steps (design, printing and manipulation). Please use the field "Comments" to tell us what you need, and we will send you a quote. Even if you plan to produce the folders yourself, please let us know and we will indicate you the right size your folders should have to ensure that the reprints will fit perfectly (reprints can have different sheet sizes according to publisher specifications).

**Why is it better to start ordering a minimum amount of copies and later to increase it?**

When submitting the quantity as part of an aggregation it is important to submit the MINIMUM number of copies you require if you are still not sure about your budget. Your requested quantity is fed into the overall quantity and affects the unit price. As the overall quantity increases, the unit price is reduced. However, if you reduce your request then the unit price for everyone in the aggregations may increase. Therefore, it is better to underestimate the quantity you require and adjust at the end of the aggregation process.

**Why must I be precise when entering data for an order?**

Any mistakes leading to a late withdrawal of your order could make the final unit price of the reprints to increase for all your colleagues and even invalidate their submitted Purchase Orders. Therefore, we ask for caution and to double check when filling the fields of an order.

**Why is the estimated price for my order changing so often?**

Every time that any affiliate places a new order or modifies the requested quantity of reprints or e-prints, the system will automatically update the price for all participating affiliates, as this price is dependent on the total amount of copies that will be produced. New orders or changes that increase the overall quantity to produce will decrease the price for all affiliates, while withdrawals and decreases in the overall quantity will increase the price.

**Why are the shipping prices not instantly displayed?**

For shipping prices to be estimated, we need to know the quantity of reprints you wish to order to determine weight and size of the parcels, as well as to verify the ZIP code of the destination. It will usually take 24 to 48 hours for this information to be displayed. If you later modify your order details (quantity or delivery address), the shipping price may change.

**The information in the Reprints Portal is dynamic... but at some point, I will need a formal quote for internal approval, how can I get it?**

By default, we will provide a formal quote to all participating affiliates once the aggregation has closed, so that you can then issue your Purchase Order.

**I have run out of stock... How can I re-order copies through the Reprints Portal?**

You can request further copies in two different ways. First, by ordering from the tab “Items in stock” if such option is enabled for your firm. Second, by using the “Request Quote” option in the “Articles List” tab; you must then choose whether you want a simple quote (standalone order) or to start a new aggregation period for this article. Please keep in mind that the system will not allow to request simple quotes when there is an ongoing aggregation for the same article; if this is your case, either join the aggregation or refer to the question “What if I need a rush production?”

#### **Why is the tab “Items in stock” empty?**

This is an additional service contracted only by some companies. If this tab is empty, it only means that your company does not keep a surplus of copies in stock. However, you can still order more copies of an article either by requesting a new quote (simple or aggregated) or by joining an open aggregation if there is any underway.

#### **How can I order from “Items in stock”?**

Just enter the quantity you wish to order. The quantity should be less or equal that the one displayed in stock, otherwise the system will display a warning. If you need more copies that those in stock, input the maximum available quantity and then write in the comments section the quantity you really require. We will get in touch with you to report on the available options to produce your order.