

Enterprise Content Ordering (ECO) Platform

Instruction Manual

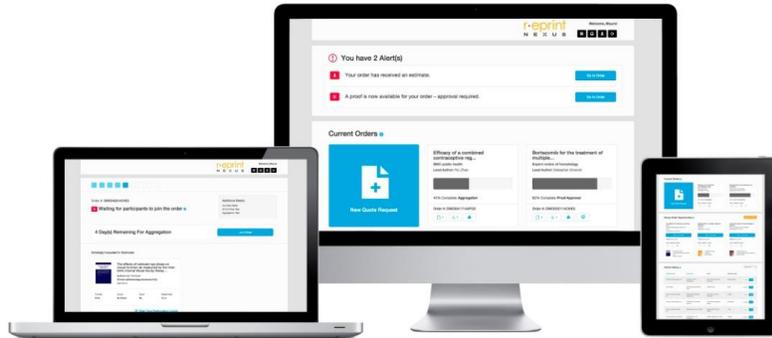


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Getting Started

The ECO Platform is intended for enterprise users only. In other words, your company must have an approved portal set up before any users can register. However, any enterprise user can initiate this process. If you were invited to join by a colleague, then your company portal is likely set up already. If you are unsure about the status of your company's portal, please contact us at support@reprintnexus.com.

How to Sign Up

Approved Enterprise Users

New enterprise users can register their account by accessing their company's registration page using the following URL protocol:

[http://www.\[COMPANY-NAME\].reprintnexus.com/register](http://www.[COMPANY-NAME].reprintnexus.com/register)

New users will be prompted to provide some basic information and create a password. We strongly encourage you to use your company email address to register.

If registering with an approved company email, then you will receive an activation notice via email, which will allow you to self-activate your account. If your email address is not recognized by our system, a Reprint Nexus administrator will need to independently verify you and then activate your account.

Non-Enterprise Users

While we do not currently allow for non-Enterprise registration, any user can initiate the process of a new Enterprise account once they are validated. Please contact us at support@reprintnexus.com for more details.

Logging In

New and Existing Users:

Once your account is activated, you can log into your company portal in one of two ways:

- Enterprise Login URL: [http://www.\[COMPANY-NAME\].reprintnexus.com/login](http://www.[COMPANY-NAME].reprintnexus.com/login)
- Generic Login URL (with automatic redirect): <http://www.app.reprintnexus.com>

Once logged in, you will arrive at your Dashboard view (home page). We strongly encourage new users to update Account Settings in their Profile page.

Manage Your Profile

You can manage and edit the following Account Settings in your Profile file:

- **Account Information:** basic contact details and country of operation
- **Product Affiliation:** here you can choose to affiliate your account with a specific product or products. This will filter your notifications and prioritize your Group Order Opportunities.
- **Billing Information:** here you add optional billing details and preferences
- **Shipping Information:** here you can manage shipping details for reprint deliveries. Maintaining this information will also facilitate the ordering process.

Dashboard View

The Current Orders section includes all orders in which you are currently participating – including all order stages from Draft Status to Processing, as well as Group Orders. The New Quote Request button is prominently displayed on the left and is how you initiate a new request for quotation.

New Quote Request

This large, call-to-action button is where you will start your request for quotes. Clicking on this button will direct you to our Search form, where you can search and retrieve content from PubMed’s MEDLINE-indexed database.

For more information on How to Request Estimates, scroll down to page 6.

Your Current Orders

Any orders that you are actively participating in will be displayed here as an Order Card, including pending quote requests, Group Order participations, and approved orders that are in production and/or delivery.

The screenshot displays the 'Your Current Orders' section. On the left is a large blue button labeled 'New Quote Request' with a white document icon and a plus sign. To the right are two order cards. The first card, titled 'EUROPEAN JOURNAL OF DIABETE', shows a progress bar with 10 squares, the 5th of which is filled blue, and the status 'Step: Currently Aggregating'. Below this, it lists 'Order #: DMO012721DEU12', 'Aggregation: Yes', and 'Centrally Funded: No'. The second card, titled 'EUROPEAN JOURNAL OF MEN'S HE', shows a progress bar with 10 squares, the 2nd of which is filled blue, and the status 'Step: Awaiting Estimate'. Below this, it lists 'Order #: DMO012621GBR15', 'Aggregation: N/A', and 'Centrally Funded: N/A'. Both cards include icons for participants and a printer icon.

The Order Card itself provides a “quick glance” of information, including:

- Article title and lead author
- Order stage and visual status bar
- Order number
- Select order details, including aggregation settings
- Other specifications, including content format and participants

You can click on any Order Card to bring up a more detailed look at that specific order. You can also mouse-over the title at any stage to reveal the entire title of your selection.

Group Order Opportunities

Group Order Opportunities are reprint/eprint orders that you can participate in. These are orders initiated by buyers within your company who are looking to aggregate demand via group ordering. While all Group Orders within your company will be listed here, they will be prioritized by product association. If you have affiliated your user profile with a product or products, then those orders which are associated with your same product(s) will be listed first.

View Group Order Opportunities

To view a Group Order opportunity, simply click anywhere on the Order Card in which you are interested.

The Order Card itself provides a “quick glance” of information, including:

- Article title and lead author
- Order stage and visual status bar
- Number of days remaining in the Aggregation Window
- Order number
- Select order details, including aggregation settings
- Other specifications, including content format and participants

Once you click on the Order Card, you will be redirected to the Group Order page, where you can review pricing, order specifications, and real-time participation details. You can use the Estimate Calculator to estimate your order costs based on current participation levels and also see the savings achieved at higher quantities.

For more information on How to Join a Group Order, scroll down to page 7.

Your Article History

Article History is a complete list of your ordering history through the portal. From this list you can access purchase details from your order history, and also re-order previously purchased articles by requesting new quotes with a single click. You can also quick reference and copy the eprint URLs associated with your orders.

For more information on How to Re-Order Prior Content, scroll down to page 11.

Order Specific Activities

How to Request Estimates

Search for Content

To request quotes for a new content/article item, click on the large call-to-action box titled New Quote Request. You will be directed to a Search form, where you can locate your content in one of three ways:

Search Bar.

Begin typing the content/article title (or copy/paste) directly into the Search bar, and click Enter or click on the search button. Your search queries will be returned from the PubMed database. Once you locate the correct content, click 'Get Quote'.

Advanced Form.

This option will allow you to fill in specific citation details, which will subsequently search against the PubMed database and return the closest match(es). Once you locate the correct content, click 'Get Quote'.

Article Not in Our System?

If your content/article is not located using the previous search options, is not indexed on MEDLINE, or is an obscure item, you can simply submit your citation details through the portal. Your Reprint Nexus account manager will attempt to locate your content and contact you if additional details are required.

Identify & Confirm Requirements

After clicking 'Get Quote', you will be prompted to identify your due date, quantities and order specifications, including format, color, cover, and shrink-wrapping requirements. You can also attach a file for reference. Click 'Confirm Item Requirements' once you have supplied these details.

Your request is now submitted, and your Reprint Nexus account manager will review your request and upload estimates or contact you for additional details, if necessary. You will receive an email notification once your estimates are issued.

How to Join a Group Order

View Group Order

To view a Group Order opportunity, simply click anywhere on the Order Card in which you are interested.

Once you click on the Order Card, you will be redirected to the Order page, where you can review pricing, order specifications, and real-time participation details. You can use the Estimate Calculator to estimate your order costs based on current participation levels and also see the savings achieved at higher quantities.

Join Group Order

You can participate in the Group Order by simply clicking on Join Order. This action is not binding, as you will be provided with final pricing at the end of the Aggregation Window, which will require your approval.

Identify Quantity & Shipping details

To complete your participation, you must first determine your participation level by entering your quantities for your digital and/or print items. At any time, you can review the estimates without leaving the current screen by clicking on View Estimates.

For Reprints (printed copies).

For printed items, we ask that you identify your shipping location(s) and quantity split, if necessary (you can change these details later). To declare your quantities and shipping details, simply click on +Add Shipping Location. Once you enter in the proper details, click Save. You will then be able to declare the quantity you desire for that location. If you have any saved addresses on your profile, those will appear automatically.

For Eprints (digital views).

Similarly, enter the number of digital views you wish to purchase in the designated area.

Click Save and Continue. You are now a participant in this group order. You will now be redirected back to the group order page where you can see your participation status. Once the Aggregation Window has ended, you will receive notification via email to review Final Pricing, which will require your approval*.

**If the Group Order is to be paid by another party (i.e., Regional or Global team), then you will not receive Final Pricing. Your portion of the Group Order will be processed along with the group once Final Pricing is approved by the appropriate party.*

Review & Approve Estimates

Once your quotes have been prepared by your Reprint Nexus account manager, you will receive an email notification and they will be available for viewing through your portal. You can access your quotes in one of two ways:

- *Alerts.* In the Alerts section of your user Dashboard, you should see a notice regarding your available quotes. Clicking here will lead you directly to your quotes.
- *Current Orders.* You can click directly on your respective Order Card and access your quotes.

Pricing will be provided based on the quantities you requested and may include additional quantities provided by your Reprint Nexus account manager. Your estimates will include a Per-Unit cost and a Sub-Total. Your estimates will not include any of the following:

- *Shipping Costs.* Any costs relating to the fulfillment of your content will be captured in subsequent stages of the ordering process and presented with Final Pricing.
- *Customization.* Any costs relating to content customization, including but not limited to coding, disclaimers, PI/SI addition, translations, post-production bindery, etc. will be captured in subsequent stages of the ordering process and presented with Final Pricing.

If you approve of the pricing provided, simply click 'Yes, Start an Order'.

Quantities & Shipping

For Single Orders & Aggregate Orders

Once you have approved of the pricing estimates and clicked 'Yes, Start an Order', you will be prompted to identify the exact quantity you need for your printed copies and/or digital views*:

For printed copies.

For printed content, you must first add a shipping location. If you have already added a Ship-To address in your Profile page, it will appear by default here. Otherwise, you will need to add a Ship-To address by clicking on '+ Add New Shipping Location'. This will bring up an address form, where you can enter your address details. Once you have saved your address, you can designate your quantity and delivery details (contact name, phone number, and notes). You may add multiple Ship-To locations.

For digital views.

For digital content, you must enter the number of views you wish to purchase. A good estimate for this value is the anticipated number of HCPs you intend to target over the course of one year.

For Aggregate Orders Only

Skip Quantities & Shipping: For Group Order Coordinators

Occasionally, users may wish to set up an aggregate order for team buyers but not participate themselves. For this crowd, you will want to bypass this step. Simply click on the Skip Quantities & Shipping button and you will advance to the Settings page.

Once you have completed this section, click Save and Continue.

Order & Aggregation Settings

At this stage, you will be asked to make several selections relating to your order.

Aggregation

- *Yes, aggregate.* Choose this option if you wish to broadcast this order to other buyers in your organization.
- *No, do not aggregate.* Choose this option if you only want your order needs fulfilled.

Payment (this option only appears for those choosing to aggregate)

- *I am Responsible.* Choose this if you (or your team) are responsible for paying for the entire order
- *Each Participant.* Choose this if each participant is responsible for their own portion of the order

Associated Products

Here you can choose to associate a product or products to your order. This will filter notifications and prioritize Group Order Opportunities for other buyers affiliated with those products.

Review & Approve Final Pricing

You will receive an email notification once final pricing has been issued for your Order. You can access pricing through your portal in one of two ways:

- *Alerts.* In the Alerts section of your user Dashboard, you should see a notice regarding availability of Final Pricing. Clicking here will lead you directly to the order.
- *Current Orders.* You can click directly on the respective Order Card and access pricing.

For Single Orders Only

Pricing will be based on the final quantity and specifications that you identified and include shipping estimates for printed content and customization (if requested). If you require additional services, wish to adjust the specifications or shipping requirements, or want to change your final quantity, final pricing will need to be re-issued. Click Approve to proceed.

For Aggregate Orders Only

Pricing will be based on the total participation level (aggregation) of the Group Order and will match or closely match the estimates corresponding to the final quantity as provided in the pricing grid (unless the total participation was much lower or higher than expected). Click Approve to proceed.

Approval from every participant will be needed before the order can advance, unless that order is centrally funded – in which case only the order originator/coordinator will need to approve pricing.

Please note that removing or decreasing your participation level at this stage will require an adjustment to the final pricing and will likely increase the rates. Likewise, if you wish to increase your participation level, the rates may fall.

Review & Approve Proof

Shortly after Final Price approval and subsequent receipt of Purchase Order (or equivalent confirmation), you will receive a PDF proof of your content for review. You will be notified by email when your proof is available. For group orders, every participant will receive their respective proof for review, inclusive of their required customization or localization.

You can access your proof through your company portal in one of two ways:

- *Alerts.* In the Alerts section of your user Dashboard, you should see a notice regarding your available proof. Clicking here will lead you directly to the respective order.
- *Current Orders.* You can click directly on your respective Order Card and access your proof(s).

From here, you can download your proof for viewing. After reviewing, you can Accept or Reject your proof. Rejecting your proof will prompt a dialog box to issue your reasoning so that a new proof can be produced.

For Aggregate Orders

Proof approval from every participant will be needed before a group order can advance to print production, whether or not the order is centrally funded. However, digital orders can advance for each participant upon their respective proof approval.

How to Re-Order Prior Content

Locate Content from Article History

Locate the content item you wish to re-order from your Article History. Click Request New Quote or click View to see more details. You can also click Request New Quotes from the order page.

Identify & Confirm Requirements

After clicking Request New Quotes, you will be prompted to identify your due date, quantities, and order specifications, including format, color, cover, and shrink-wrapping requirements. You can also attach a file for reference. Click 'Confirm Item Requirements' once you have supplied these details.

Your request is now submitted, and your Reprint Nexus account manager will review your request and upload estimates or contact you for additional details, if necessary. You will receive an email notification when your estimates are available.

Modify or Cancel Order

To edit your order details at any time, simply click on the Modify Order Details button. Prior to approving your estimates, this option will kick you back to the Quote Request stage where you can edit your quantities and/or specifications and will necessitate a new quotation.

After approving your estimates and starting an order, the Modify Order Details option will instead return you to the Quantities & Shipping stage.

Prior to receiving your Purchase Order, you can cancel your order through the platform at any time.

For Aggregate Orders

Any participant can modify their participation levels (quantities) or leave the order altogether prior to issuing their Purchase Order. However, only the originator or coordinator of a Group Order can modify the actual order details and/or specifications of the order – or cancel the order altogether.

After Final Pricing has been fully approved for a Group Order, you can still modify or cancel your order – though it will negatively impact the other participants. However, once your Purchase Order has been issued, costs may be incurred if you wish to modify or cancel your order. Costs will be subject to the rules of the respective publisher supplying the rights to your content.

If you have any questions, feel free to contact us at support@reprintnexus.com or contact your Reprint Nexus account manager.

Frequently Asked Questions

Registering for an Account

How long will it take to activate my account?

If you register with your company portal using a company-approved email address, you will receive an Activation email immediately upon registering. This will allow you to self-activate your account. If your Activation notice does not arrive in your Inbox right away, please be sure to check your junk mail.

I just registered – why haven't I received my Activation email?

This could be caused by one of two reasons. If you registered with an authorized work email address, then please check your junk mail. If your email address is not an authorized work email address (personal, non-company, or an unrecognized company variation), then we will have to activate your account manually once we confirm your company affiliation or ask that you re-register with your work email..

Why must I use my work email for registration?

We require an authorized work email address to ensure that only company users are securely registered through your company portal.

Your Account & Profile

My product is not listed or is listed improperly. How can we correct this?

Please contact your Reprint Nexus account manager or support team (support@reprintnexus.com)

Will I receive notifications about Group Order Opportunities if I don't assign my product affiliation?

All registered users will be able to view Group Order Opportunities originating from their company through their user Dashboard, but users must identify their product affiliation to prioritize those opportunities and to receive email notifications regarding opportunities relevant to their product affiliation.

Can I save multiple ship-to locations?

Yes, simply click on the New Shipping Address icon, fill out your shipping address details, and click Save. Saving ship-to locations in your profile page will facilitate your ordering experience.

Your Dashboard

Why are the article titles shortened on the dashboard Order Cards?

This is done to consolidate space throughout the portal. However, the entire site is equipped with mouse-over technology – meaning if you place your cursor over the title, the entire title will display.

Why don't I see any Group Orders related to my products?

The likely reason is because there is no current group ordering activity. We encourage users to choose their product affiliation through your Profile page, which will serve to prioritize Group Order Opportunities once they become available.

What do the various icons mean at the bottom of each Order Card?

These icons serve to describe various aspects of each order, including participants involved and content format. Your portal is equipped with mouse-over functionality. A title/description of all icons will appear when you place your cursor over each icon.

Notifications for Group Purchase Opportunities

How often will I receive Group Purchase email notifications for new product-related publications if I choose to enable this option?

You will receive a single notification of relevant Group Order Opportunities that match your product affiliation. Your notification will include citation details, pricing, product affiliation, and Aggregation window status.

Can I opt out of email notifications?

Yes, you can – but we strongly encourage that you enable this option so that you can be made aware of product-related Group Orders initiated by other members within your company.

Searching for Content and Requesting Quotes

Why can't I locate the article I'm searching for?

Our search function returns results from the PubMed database of MEDLINE-indexed content (in addition to our own libraries). Though this database covers a prolific amount of medical content, it does not cover everything. In the event you are unable to locate your content item, simply click on the Article Not in Our System button and submit as many citation details as possible. Your Reprint Nexus account manager will locate your content and provide pricing or will contact you for additional details.

What if the specifications I need are not listed?

While we included the more common specification options within our quotation process, there are numerous customization options that are more difficult to define. You can contact your Reprint Nexus account manager via email to address these options and make sure they are accounted for in the pricing of your order.

What if I require a translation?

As there are numerous complexities and costs involved with any translation, we ask that you please contact your Reprint Nexus account manager for translation requests. We will make sure any costs associated with your translation are accounted for in the pricing of your order.

Can I customize my request?

Yes, but the level of customization is dependent on the specific publisher who owns the rights to that content. We can help you determine the abilities and limitations for your customization needs.

Can I request quotes for a non-traditional content item?

Of course! Please enter as many citation details as possible in the form entitled Article Not in our System – even if it's not an article. Feel free to email or call your Reprint Nexus account manager if you need to share additional information to help identify your content.

How long will it take to receive my quote(s)?

We strive to provide pricing in 1-2 business days, and often same day. Of course, highly and customized content and obscure publications may incur a lengthier turnaround time.

Reviewing/Approving Quotes & Final Pricing

What if I need additional pricing, or additional price points, on my quotation?

Not a problem – if you have already received pricing for your request, just select Modify from the Estimate Approval screen and then click on the Edit Options icon from the appropriate order card. You can then adjust your Min (minimum) and Max (maximum) quantities, or simply contact your Reprint Nexus account manager and ask that we provide pricing at additional price points (please specify).

What if I need to edit the specifications of my quote request?

Not a problem – just select Modify from the Estimate Approval screen and then click on the Edit Options icon from the appropriate order card. Alternatively, you can contact your Reprint Nexus account manager and specify which details need to be adjusted, and they will amend your quotes online to reflect your needs.

Are my quotes negotiable?

We strive to provide the most competitive pricing available. However, we understand that you are often working within the restraints of a specific budget. If our quotes extend beyond your budget, we are happy to discuss ways to better accommodate your needs.

Can I approve my quotes outside of the portal, via email?

We encourage all workflow approvals to be performed within the portal, but we can also accept these approvals outside the system. Approving through the portal will generally yield faster results, however.

Is there an option to print out the quotes for our internal approval process?

Currently, there is not a print option for our online quotes, but this feature will soon be available. If you require a quotation file, please contact your Reprint Nexus account manager and they will be happy to provide one.

Proofing

How long will it take to receive my proof(s)?

Once we receive your (official) order confirmation – generally your Purchase Order – your proof will be provided within 1-3 business days. You will receive an email notification once your proof has been uploaded into the system for your review.

Can I approve my proof(s) outside of the portal, via email?

Yes, you can – although we encourage all workflow approvals be performed through the platform if possible.

Can I receive a proof without a watermark?

Yes, we can. For security reasons, publishers provide a secured file with a watermark by default. However, if you require a clean/unsecured proof for approval purposes, we are happy to make that available.

Can I receive a proof for approval prior to ordering?

Yes, we can accommodate early proofing. However, this may incur a charge if the order never materializes.

Group Order Initiator

Can I change my order after I have approved final pricing?

Technically, no approval is binding until we receive your Purchase Order or authorized signature. However, once final pricing has been approved, we strongly encourage that you do not adjust quantities unless necessary, since doing so can increase rates for all other participants. We can always change post-production specifications if necessary, which may incur additional charges for your office.

Can I change my participation level in a Group Order after joining?

You can always adjust your participation level prior to final price approval. Increasing quantities are easier to accommodate as they either don't impact pricing or (potentially) lower pricing for all participants. However, decreasing quantities has the potential to increase unit rates.

Can I customize a Group Order?

Yes, we can accommodate certain customizations within a Group Order. However, printed Group Orders rely on a single production run, so flexibility may be limited, incur fees, or require post-production work. In most cases, we can accommodate common localization (such as a short disclaimer, code/part number, etc.) within the same production run. Customization on digital Group Orders is generally easier to manage.

Can I customize my portion of a Group Order?

Yes, with limitations. Because a Group Order relies on a single production run, most specifications must remain the same for the group. There are some exceptions, such as short disclaimers and small code/part numbers, which are very manageable. However, we can provide an array of post-production customization when necessary. (i.e. codes, disclaimers, PI attachment, custom packaging, carriers, etc.).

Can I cancel/withdraw the option to aggregate my order?

Yes, you can always cancel a Group Order that you have initiated. However, doing so will remove all participants as well. If you simply want to withdraw your participation (in other words, not order any copies), you can do that without canceling the Group Order.

How does the Payment Option work for Group Orders?

When designating the settings of your Group Order, you can choose either yourself or each participant as the responsible buyer(s). This option will affect the workflow for the participating affiliates, as only the payer(s) will have the ability to approve final pricing.

Can additional participants join my Group Order after the Aggregation Window has closed?

We will certainly try to accommodate any request(s) to join a Group Order prior to the actual production run. For a non-rush order, there is generally a 1-2 week window where we can allow for additional participation. Please instruct colleagues to contact their Reprint Nexus account manager to request inclusion.

Can I invite specific colleagues to my Group Order?

Yes – during the final stage of a Group Order initiation, you will have the opportunity to invite specific colleagues to your Group Order, whether those colleagues are registered through the portal or not. A personal invite is a very effective way to promote participation. You can also invite colleagues to join the portal at any time through the Invite icon located in the upper right corner of the portal toolbar.

Can I aggregate a rush/expedited order?

Certainly, but remember that due to the nature of a Group Order, this might decrease the likelihood of potential participants. Rush/expedited orders generally incur a premium (anywhere from 20-50% above the standard cost).

Can I add a personalized message to my Group Order for potential participants?

Yes – during the final stage of a Group Order initiation, you will have the opportunity to craft a personalized message for potential participants and invited colleagues.

Group Order Participant

Can I “rush/expedite” just my portion of a Group Order?

Unfortunately, no. Due to the nature of a Group Order, the entire order must adhere to the same production timeline. We can expedite delivery method (i.e. express/priority delivery), which can also reduce your turnaround time. If you require rush production, please contact your Reprint Nexus account manager so they can help you explore the most economical option.

Can I cancel/withdraw my participation in a Group Order after the Aggregation Window?

Yes, you can cancel or withdraw your Group Order participation. However, doing so will very likely cause higher unit pricing for the other participants.

Can I change my participation level in a Group Order after the Aggregation Window?

Yes, you can change your Group Order participation level after the Aggregation Window. Increasing quantities are easier to accommodate as they either don't impact pricing or (potentially) lower pricing for all participants. However, decreasing quantities has the potential to increase unit rates.

Can I customize my portion of a Group Order?

Yes, with limitations. Because a Group Order relies on a single production run, most specifications must remain the same for the group. There are some exceptions, such as short disclaimers and small code/part numbers. However, we can certainly provide prolific post-production customization (i.e., codes, disclaimers, PI attachment, custom packaging, carriers, etc.)

Can I translate my portion of a Group Order?

Unfortunately, no. Because a Group Order relies on a single production run, it must be confined to a single language. If you require a translation, please contact your Reprint Nexus account manager so they can help you explore the most economical option.

Can I still join a Group Order after the Aggregation Window has closed?

We will certainly try to accommodate your request to join a Group Order after the Aggregation Window has expired. Generally, there is a small timeframe prior to the actual production run where we can include additional participation. Please contact your Reprint Nexus account manager to request inclusion.

I need to reduce my quantities within a Group Order. Will this impact pricing for the other participants?

Because lower quantities yield higher unit rates, there is a good chance that reducing your quantities will increase unit pricing for the other participants within the Group Order – including your remaining quantities. We encourage participants not to reduce/withdraw their participation level unless necessary.

Group Aggregation Window

Can I extend/shorten the Aggregation Window for my Group Order?

Once a Group Order has been initiated, only your Reprint Nexus account manager can adjust the dates of your Aggregation Window. Please contact your Reprint Nexus account manager or send your request to support@reprintnexus.com (and reference your Order #).

How long after the Aggregation Window closes will I receive Final Pricing?

We strive to provide final pricing within two business days from the close of the Aggregation Window. During this timeframe we will be negotiating the best possible rate and determining the shipping estimates to the various locations.

Can participants still join a Group Order after the Aggregation Window has closed?

We will certainly try to accommodate additional requests to join a Group Order after the Aggregation Window has expired. Generally, there is a small timeframe prior to the actual production run where we can include additional participation.

Re-Order Prior Content

Why must I receive new quotes for previously ordered content?

Publishers set their list pricing, and thus they may adjust pricing without prior notice. For this reason, all requests require new quotes to be consistent with updated publisher pricing. Our quotes generally remain valid for 30-60 days but are completely dependent upon the policy of the respective publisher. Also, any changes in quantities or specifications will also impact pricing.

Why are my new quotes different than my previous quotes for the same content?

Assuming that the quantities and specifications are the same as your previous request, the simple answer is that the respective publisher adjusted their pricing – therefore, we must update ours. A change in quantity or specifications can also carry a significant impact on pricing.

Miscellaneous

I have approved Final Pricing for my portion of a Group Order. Why is the order still at the Awaiting Final Approval stage?

This is probably because other participants have yet to approve final pricing for their portion of the Group Order. We allow up to five working days for Group Order participants to approve final

pricing – if they remain unresponsive, then we notify them that their portion of the order will be withdrawn from the order. If necessary and because of any withdrawn quantities, final pricing may need to be re-issued to the remaining participants.

How much time after the Aggregation Window do I have to approve Final Pricing?

We allow up to five working days for Group Order participants to approval final pricing. If a participant remains unresponsive, we notify them that their portion of the order will be withdrawn from the Group Order so that we can ensure timely fulfillment to the remaining participants. If necessary, final pricing will be re-issued to the remaining participants.

I have just approved the quotes for my order. Can I submit a Purchase Order through the system?

Current we can only accept Purchase Orders (and other authorized approvals) outside of the system. Once a Purchase Order is generated, we ask that you (or your Finance department) forward this document to your Reprint Nexus account manager via email or fax (+1 404-759-2910).

Technical Problems

- For all technical or browser-related issues, or if you experience and difficulty with the portal, please contact help@reprintnexus.com.