

Introduction

Scholarly publications need to accommodate an increasing variety of manuscript fees and business models. The introduction of sophisticated, web-based workflow solutions, such as Editorial Manager® (for submission and peer review) and Preprint Manager® (for production tracking), have made it possible to *seamlessly integrate* commerce transactions with manuscript workflow. Commerce Manager, the solution from Aries Systems Corporation, addresses this need.

By integrating payment processing with workflow, Commerce Manager eliminates the unnecessary administration and user frustration traditionally associated with fee processing.

Commerce Manager

Using Commerce Manager, authorized publication administrators can configure an unlimited number of fee types, such as:

- Page charges
- Color fees
- Reprint orders
- Submission fees
- Open Access fees
- Publication fees, etc.

Each fee type can be triggered at appropriate points in the editorial or production workflow. For example, authors can be required to pay a \$50 submission fee before their submission is further processed by the system. Each of these fee types are set-up with their own parameters such as amount, payment options, and customized on-screen instructions.

During configuration, payments are associated with each workflow article type. This is an essential capability because it means that a particular type of fee (e.g. a submission fee) can be associated with certain article types (e.g. original research) and not with others (e.g. letter to the editor, or invited manuscript).

Most importantly, *these workflow choices can be modified at any time* by configuration only and without software changes. So if you need to add a new fee, change the fee amount, or modify your payment policies, it only takes your administrator a few minutes with a web browser to make the change.

Payment Methods

Commerce Manager supports several payment processing options, including:

- Credit Card
- “Bill Me”
- Waiver request

Each of these options can easily be enabled/disabled for each fee type. For example, the “waiver request” payment option can be enabled for submission fees, but disabled for other fees such as reprint orders.

Waiver management is controlled using role permissions so that only certain users can grant/deny waiver requests and cancel payments due.

The screenshot shows a web interface titled "Fees and Payments" for "Marathon Training". It includes a "Submission Fee" section with a table of payment options and a "Choose Payment Method" section.

Payment Status:	Payment Due		
<input checked="" type="checkbox"/> \$100 Flat Submission Fee	100.00		USD
<input type="checkbox"/> I am a society member.	75.00		USD
<input type="checkbox"/> I want to pay in EUR.	67.82		EUR
<input type="checkbox"/> I want to pay in GBP.	60.53		GBP

Choose Payment Method:

- Credit Card
- Bill Me
- Request Waiver

Comments to Publication:

Buttons: Cancel, Proceed

e-Commerce

Commerce Manager is fully integrated with PayPal so that credit card and PayPal payments are deposited directly into your own merchant account. This eliminates confusing third-party company names appearing on the authors credit card bills, and deposits flow directly to your account.

**A Fast, Easy and Efficient Way to Collect
Publication Fees**

Reporting

Commerce Manager does not replace your accounting system; however, it provides convenient reporting options to assess the status of payments in the context of editorial and production workflow:

- **e-Commerce Status Report**

This report provides comprehensive visibility to all e-commerce transactions, including successful, pending, and failed credit card processing attempts.

- **“Bill Me” Report**

This report is used by publications that permit authors to select “Bill Me” as a payment option. The report can be generated for specific time periods or article types. Appropriately authorized users can enter the date and amount collected from authors, and can use the report to automatically chase delinquent payments.

- **Waiver Report**

Publication staff can review and process batches of waiver requests. Requests can be granted or denied, and authors notified of decisions.

Action	Fee Tracking ID	Manuscript Number	Article Title	Author Name	Editorial Status	Fee Creation Date	Fee Description	Payment Status	Fee Amount	Currency Code
Fees and Payments Fee Details Cancel Send Fee Email	EN-STEPHANIE727-7		Articles in Elite Address	Jac Sazant	Submitted to Journal	Aug 03 2009 11:01AM	Article Processing Charge for an Open Access Institution	Waiver Request Pending	1425.00	GBP
Fees and Payments Fee Details Cancel Send Fee Email	EN-STEPHANIE727-14	INFORM-2009-14	Heart Disease in Canines	Stacy Lewis	Accept	Aug 05 2009 10:06AM	Submission Fee	Waiver Request Pending	100.00	USD
Fees and Payments Fee Details Cancel Send Fee Email	EN-STEPHANIE727-19		Common Injuries in Runners	Jac Sazant	Submitted to Journal	Aug 13 2009 01:09PM	Submission Fee	Waiver Request Pending	100.00	USD

Communicating with Authors

Information regarding payment processing is communicated to authors in several ways:

- On-screen instructional text (customized by the administrator)
- Appropriate on-screen links
- Emails with secure “deep links” so that authors can “click here to pay now” directly from emails

Authorized staff has access to the “fee history” that provides a detailed record of all changes in the fee status (e.g. payment due, payment complete, etc.) and associated email correspondence.

Start Now - It's Easy!

Commerce Manager is extremely easy to activate and configure, and it's a great way to increase publication revenues. For more information, please contact your Aries customer service representative, or send an email to marketing@ariessys.com.

Functionality Check List

- ✓ Credit Card processing
- ✓ Waiver request management
- ✓ Immediate collection of e-commerce payments
- ✓ Multiple payment options
- ✓ Different prices for Society members
- ✓ 18 leading currencies accepted
- ✓ Discounted submission fees for Institutional Members
- ✓ Easy to deploy

Aries Systems

Aries Systems' innovative workflow solutions transform the way scholarly publishers bring high-value content to the world. Editorial Manager® and Preprint Manager® are SaaS (Software as a Service) solutions that enable the submission, peer review, workflow control and content management of high-value documents such as journal manuscripts, conference submissions and grant proposals. Currently, Editorial Manager is actively deployed with 3,600+ journals and millions of registered users.