Project MUSE Sales Procedures

Project MUSE offers online access via subscription to current, full-text content from hundreds of journals published by many prestigious not-for-profit publishers in the humanities and social sciences. Information in this document applies to subscriptions for Project MUSE Online Journal Collections. As a general rule, it is preferable to verify details such as pricing, discounts, and subscription options with MUSE before communicating information to customers. Please see the list of Project MUSE contacts at the end of this document.

Trial Access:
- A free 45-day trial is available to any institution considering a subscription to a Project MUSE journal collection.
- Trials may be submitted by either the customer or an agent on behalf of a customer, using the online form at http://muse.jhu.edu/trialrequest. All fields on the form are required information.
- Trial access will be enabled within 2-3 business days. The customer will receive an introductory e-mail message confirming that the trial is live. If an agent requesting a trial on behalf of a customer wishes to be copied on the introductory message, this should be indicated in the “Comments” section of the form.
- Usage statistics are NOT provided for trial access.
- An institution may request no more than one 45-day trial in a 24-month period.

New Orders:
- The Project MUSE subscription term is the calendar year January 1-December 31. All subscriptions are entered to expire on December 31; there are no rolling subscription terms.
- Orders placed after the first of the year will be pro-rated to the number of months remaining in the current term.
- Orders may be submitted by either the customer or an agent on behalf of a customer, using the online form at http://tools.muse.jhu.edu/cgi-bin/institutional_subscription.cgi. Please include the subscriber’s details under the “Administrative Information” section, and the agent’s details as the billing contact. All fields on the form are required information.
- For pre-paid orders, the online order form may also be printed out, completed, and submitted with payment.
- Agents submitting the form on behalf of the customer should ensure they have complete technical details, including the IP range(s) that will require access, prior to completing the form.
- As long as there are no questions or concerns regarding the information on the order form, subscription access will be enabled within 2 business days of receipt of the form for orders requesting “Immediate” access. Orders requesting access at a future date will have access enabled on the requested date.
- The customer will receive an introductory e-mail message confirming that the subscription has been activated. If an agent ordering on behalf of a customer wishes to be copied on the introductory message, this should be indicated in the “Comments” section of the form.
- An invoice will be generated in no more than five business days and sent to the billing contact indicated on the order. Payment is due within 30 days from date of invoice.
- Partial payment is not accepted. Invoices must be paid in full for the complete subscription term.
- Access for institutions with past due invoices may be discontinued until payment is received.
- No mid-year cancellations or substitutions are allowed. No partial refunds will be given for subscriptions in process.
- New subscribers must also complete an institutional license for MUSE content within 60 days of order placement. Details on how to complete the license are included in the introductory e-mail message.

Renewals:
- Renewal invoices for the upcoming subscription term are generally distributed no later than early November of the previous year. Unless otherwise instructed, renewal invoices will be sent directly to the subscribing institution, and will not reflect an agent discount. If the institution requests that an agent process the renewal on the institution’s behalf, the agent may take a commission at the time of payment.
- MUSE provides a one-month grace period for renewal payments. If a renewal payment has not been received by January 31 of the subscription year, access will be discontinued until payment is received.
- Reminder notices will be sent approximately two weeks before the end of the grace period to institutions from whom renewal payments have not yet been received.

(over for additional information)
Commissions:
- Legitimate subscription agents are entitled to a 3% base commission on orders for MUSE journal collections. Commission should be taken at the time of payment. MUSE will not reimburse commission amounts after the fact.
- Invoices addressed directly to agents are inclusive of the 3% discount – do not take an additional discount on the invoice amount.
- Invoices addressed directly to institutions do not reflect the 3% discount. If the institution requests an agent process the payment on the institution’s behalf, the agent may take a commission at the time of payment.
- For pre-paid orders, agents should confirm institutional pricing prior to placing order, and may take the 3% commission when pre-paying.
- A further 1% bonus commission may be taken if payment is made within 30 days of invoice.
- An additional 1.5% discount may be taken on consortium orders when the agent coordinates the order and consolidates billing and payment on a single invoice. (See consortium subscription requirements below.)

Consortia Subscriptions:
- To qualify for consortium pricing, a minimum of five subscribing institutions must be participating in the consortium.
- A consortium must be able to submit a single consolidated order for all participating members, accept a single consolidated invoice (with individual institutional rates itemized), and make a single complete payment for all participating members.
- The consortium must be able to sign a license on behalf of all subscribing members, or sign a consortium administrative agreement and assist MUSE in collecting individual institutional licenses from all participating members.
- Consortium members may choose from any of the MUSE journal collections currently offered – members of the consortium need not all select the same collection.
- A legitimate subscription agent may organize an open consortium of its customers for the purposes of a MUSE subscription, provided all conditions above are met. Consortia may include multiple library types, and may include libraries from more than one state or country.
- MUSE offers a 10% discount on consortium orders. The discount is applied to the rate for each individual institution in the consortium. The consortium discount is compounded with any applicable agent commission.
- A Consortium Flex Plan is available to groups of five or more institutions wishing to create a shared custom collection of at least 100 MUSE journals – please inquire for customized price quotations.

Access:
- MUSE supports institutional subscription access by IP authentication and referring URL only. Password access is not available.
- Please submit IP information for trials and orders in the format indicated on the online MUSE forms.
- MUSE reserves the right to monitor usage for both trials and subscriptions. If abuse is suspected MUSE reserves the right to disable access to the specific IP(s) involved while the problem is addressed. Use of spiders, robots, or other data-mining tools is not allowed without prior permission from Project MUSE.

Information About Project MUSE:
- General information about MUSE subscriptions is available from the “Subscribe” section of our web site at http://muse.jhu.edu/about/subscriptions/index.html.
- Pricing for North American academic institutions is available via a link on our Subscription Plans and Pricing page at http://muse.jhu.edu/about/subscriptions/subscription_pricing.html.
- Pricing for international and non-academic institutions is quoted on request. Please access the pricing request forms from the Subscription Plans and Pricing page.
- Selected journals in MUSE are also available for subscription on a title-by-title basis. Information on single title subscriptions is available on the Subscription Plans and Pricing page. Title-by-title subscriptions are not prorated and must be ordered/invoiced separately from MUSE journal collections. For information about specific single title subscriptions, contact jnlcirc@press.jhu.edu.
- Answers to many common questions about Project MUSE are available at http://muse.jhu.edu/about/muse/faq.html.

Customer Service and Sales Contacts:
- Project MUSE provides customer service for institutional subscriptions during normal business hours (U.S. Eastern time zone).
- Requests for technical assistance should be submitted via our Technical Support form at http://tools.muse.jhu.edu/cgi-bin/support.cgi. Other subscriber support inquiries may be directed to our support desk via email at muse@press.jhu.edu, or by phone to 1-410-516-6989.
- Questions regarding any information in this document, consortium sales, or any other MUSE subscription matters should be addressed to muse@press.jhu.edu.