Best practice ..... the view from the receiver

CEIRC Datasets Coordinators Forum January 19, 2009
New offers

- Interested in “not interested” responses with reason – not necessary for renewals
- Timeline is a process facilitator rather than a deadline
- If trialling, close the loop by confirming or not
- New subscriptions can usually start any time – nominate start date
- If subscribing, answer all questions
Renewals/Ongoing CAUL offers

- Current subscriber:
  - Respond
  - By due date (or nominate ETA by due date)
  - Answer all questions

- Interested:
  - Express interest (to CAUL)
  - By due date, in the first instance
  - Answer all questions
  - If trialling, close the loop by confirming or not
  - Nominate start date – can usually start any time
Access Problems (including beginning-of-year problems)

- Not related to invoicing/payment
- Contact publisher’s help-desk cc CAUL
- Provide enough information to allow publisher to identify problem e.g. error message or screen dump, plus IP address or IP range if institution-wide
- Identify membership of CEIRC consortium
New products

- Consider whether likely to be of interest to other CEIRC members
  - especially if from a current CEIRC provider
- If referring to CAUL
  - provide all known information
    - especially URL for product
    - especially contact details for non-CEIRC provider
Invoicing

- One bill-to address for all CAUL invoices – can be agent (but problems referred to Datasets Coordinator)

- *ad hoc* / estimated invoices
  - only at last minute
  - only if going to be paid before Christmas
  - only if providing
    - product name/s
    - amount to be invoiced
    - final date for processing

(if all details are provided to CAUL, they should be able to be processed at the institution end without further checking)
Payments

- Payment due in 30 days!
- Email remittance advice to CAUL
- Respond to CAUL statements
- Understand banking processes, especially foreign currency transactions and associated fees
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