



PROJECT MUSE®

Project MUSE Sales Agent Procedures

Project MUSE is pleased to work with sales agents on subscriptions to MUSE Journal Collections and purchases of MUSE Book Collections, for our mutual customers. As a general rule, it is preferable to verify details such as pricing, discounts, and acquisition options with MUSE before communicating information to customers. Project MUSE provides customer support for institutions and agents Monday - Friday from 8:00am – 5:00pm (U.S. Eastern time zone). Please see contact information at the bottom of this page. We offer the following standard commission structure to all agents:

Journals Commissions

- Sales agents are entitled to a 3% base commission on orders for MUSE journal collections.
- 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 MUSE Consortium Procedures document for more information.*)

Book Commissions

- Sales agents are entitled to a 6.5% base commission on orders for MUSE book collections.

Commission and Payment Terms

- 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 commission discount – *do not take an additional discount on the invoice amount.*
- Invoices addressed directly to institutions do not reflect the commission 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 consortium orders, any applicable consortium discount is compounded with the agent commission. (*See MUSE Consortium Procedures document for more information.*)
- For pre-paid orders, agents should confirm institutional pricing prior to placing order, and may take the applicable commission when pre-paying.
- Invoices will be generated in no more than five business days from receipt of an order, 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.
- Access for institutions with past due invoices may be discontinued until payment is received.

Orders for Project MUSE Journal Collections

Subscription Term

The Project MUSE subscription term for journal collections 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. No mid-year cancellations or substitutions are allowed. No partial refunds will be given for subscriptions in process.

Placing a Journal Collection Order

Orders for MUSE journal collections may be submitted by an agent on behalf of a customer, utilizing our online order form. 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. 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. For pre-paid orders, the online order form may also be printed out, completed, and submitted with payment. The subscribing institution 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.

Journal Collection 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.

Trial Access

A free 45-day trial is available to any institution considering a subscription to a Project MUSE journal collection. An institution may request no more than one 45-day trial in a 24-month period. Requests for trials may be submitted by either the customer or an agent on behalf of a customer, using our online trial form. All fields on the form are required information. The customer will receive an introductory e-mail message confirming that the trial access is active. 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.

Orders for Project MUSE Book Collections

Project MUSE offers a wide variety of book collection purchase options, and strongly recommends that an institution, or their specified agent, speak with a MUSE sales representative prior to placing orders for book collections. Please contact muse@press.jhu.edu and you will be directed to the most appropriate sales contact.

Institutional Access

MUSE supports institutional access by IP authentication, referring URL, and Shibboleth. *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.

Institutional Licenses and Agreements

New journal collection subscribers or book collection purchasers 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. Copies of the MUSE licenses, for review purposes only, are available online.