



## Member Direct Print on Demand (MD POD)

### Frequently Asked Questions

#### How are the discount rates determined?

The discount rate is expressed as a percentage off the advertised institutional subscription rate, plus an approximately 3% credit card processing fee (4% for purchases outside the USA), converted to USD. The amount of the discount is determined in part by the production and distribution costs of printing and shipping the journal. Discounts are set so that the reduced rate is financially sustainable for all parties. Although different titles may have different discount rates, the discount percent for a particular title must be the same across all regions.

#### Can I display rates in currencies other than USD? How are rates converted?

Member Direct rates are always expressed in USD. The advertised institutional online subscription rates in GBP and Euro are converted to USD using a standard conversion rate that is adjusted each year. This conversion rate is included with Member Direct price quotes and is also available upon request. (The price paid by the purchaser in local currency, if different than USD, is determined by the exchange rate applied by the purchaser's credit card issuer.)

#### What are the options for placing orders and making payments?

All orders must be prepaid—no exceptions. Individual society members can easily order and pay for individual subscriptions. Individual orders and bulk orders can also be placed and paid for by society partners.

Please note that you need to obtain a Member Direct POD discount code before you can place an order and receive the discount:

**Ordering option 1:** Anyone can use the [Sheridan POD webstore](#) to easily order and purchase **individual subscriptions** using a credit card. Society members can apply the Member Direct POD discount code to get the discounted rate.



**Ordering option 2:** The society partner can place an order for **individual or bulk subscriptions** by doing the following:

1. Compile a list of all subscribers' details using the Bulk Order template.
2. Send this list to [sheridan.pod@sheridan.com](mailto:sheridan.pod@sheridan.com), mentioning the payment method (see payment instructions sheet) they intend to use, the billing address, and the MD POD discount code. Sheridan will respond with an invoice and payment instructions. The society partner should then make the payment immediately, since the subscriptions will not be activated until payment is received.

### **What is the turnaround time for from purchase to arrival date?**

The order is processed when payment arrives and the back issues are put into production that day.

For forthcoming issue orders, the order will be processed once the issue files are available.

Printing takes 5-10 business days, and regular shipping takes up to 3-5 weeks (domestic), 6-8 weeks (foreign), and/or 8-12 weeks (India).

### **Can single issues be purchased at the Member Direct POD discount rate?**

No. Single issues are only sold at the regular e-only rate. The MD POD discount is only cost-effective if whole volumes are sold.

### **How long is a discount code valid for?**

Discount codes are valid only for the current volume year and can be used from date of issue until January 31<sup>st</sup> of the following year.

If a member wishes to purchase an issue or volume from a previous year this will be at full price.

### **If a member subscribes mid-year, what issues are they entitled to?**

When someone subscribes to a journal, they receive all back issues for the year (if any) that we've already received print files for.

**NOTE:** The POD program works on a calendar year, regardless of whether a journal is on a rolling volume.



### **Does the discount renew year to year?**

After a title is enrolled in the MD POD program, discount codes will be renewed for subsequent years near the end of the previous year. After pricing for the following year has been finalized Publishing Managers are then informed of the new discount code to pass on to the society partner, usually by the end of November. The discount rate is subject to change. (Discount changes would primarily be needed only if the journal specifications change significantly, e.g., more color, more pages, different trim size, different paper stock, etc.) .

**Please note:** From CY2023, any title that has not had a member direct discounted order placed in the last three years will be removed from the MD POD program. The title will still be available on POD at full price but will no longer be available at a discounted rate.

### **How does Member Direct Print on Demand compare with the general Print on Demand (POD) service?**

The mechanics of the Member Direct model are essentially identical to the general POD model - the purchaser places their order on the vendor's webstore and pays by credit card. The main difference is pricing: the general model requires purchasers to pay the equivalent of the full institutional online subscription rate; the Member Direct model allows for substantially reduced rates through the use of a discount code provided to the purchaser.

### **What happens if an issue is lost/not delivered?**

An issue can be claimed one time and must be claimed within one year of the original mailing date. Subscribers can file a claim for missing or damaged copies by emailing: [sheridan.pod@sheridan.com](mailto:sheridan.pod@sheridan.com).

### **Are all back issues available for purchase?**

Availability is based on when the title entered the POD program. Back issues are only available from the time the title entered the POD program. Back issues previous to the POD start year are only available via Periodicals Service Co.