

The Jisc Open Access Good Practice Pathfinder Project on *Options for Administrative Efficiencies in OA Implementation* is looking specifically at the area of Article Processing Charge payments. We have identified several areas that would help reduce administration time for institutions and for publishers during the APC payments process.

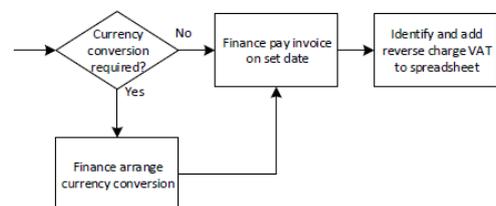
We have gathered the following points as discussion starters for conversations between publishers, universities, authors and others. In the UK alone, groups such as Jisc, RLUK, the SHERPA FACT Advisory Group and others are working to gather requirements to ease the transition towards open access, particularly Gold open access

The following points are intended to highlight some APC payment issues faced by universities. We intend to produce a similar document with information from publishers.

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### Invoicing

- University finance systems often hold various records for publishers, often with different addresses and banking details. Clearly stating a single address and account on the invoice for payment is helpful.
- Institutions aim to minimise the administrative burden of APC payment for authors by dealing with payments centrally; the institution manages the funds and confirms payment. Advising authors to liaise with institutional OA teams or contacts will assist in streamlining the payments process.
- If an ineligible article is submitted as OA, it should be possible to cancel the order after an invoice is sent.
- Payments offices often set payment on a vendor for 30 days from the invoice date. Payment is automatically sent just before the Terms of Payment due date. If the Terms of Payment is less than this, please clearly state on the invoice or note this on the 'New Vendor Form' which is often sent from the University.
- Reminder invoices before payment is due are often sent to the author, causing concern. Payment is not late at this point.
- Requiring a named person to send the invoice may slow down payment. Many Universities have shared email accounts (often [openaccess@institution.ac.uk](mailto:openaccess@institution.ac.uk)) that will be dealt with more quickly, and a named contact allocated on receipt in this account.
- The finance approvals process for invoice payment can be lengthy and varies across institutions. Some institutions only raise purchase orders on production of an invoice.
- If collection agencies are used it can be difficult to tie up payments to individual publishers for the RCUK data return; clear data supplied by the agency and/or publisher is helpful.
- The option to have invoices delivered monthly or quarterly would be appreciated but would need careful itemising and more detailed information on the output, i.e. DOI, journal and article title and corresponding author. Providing the manuscript number or code is difficult for institutions to match to the article.



- Any VAT exemption should be applied automatically.
- Any payment for RCUK or Wellcome Trust funded outputs must be allocated a CC-BY licence. Please don't offer authors a choice here. Much time is spent correcting licencing that is not permitted when these funds have been used.
- Online dashboards from publishers for approving and monitoring pre-pay account spend are useful.
- These are the fields we find useful for reporting or payment reconciliation and could be collected from internal systems or from authors:
  - Funder/s
  - Grant number/s
  - Authors (affiliated, corresponding)
  - Article title
  - DOI
  - Journal title
  - Pages/volume/issues/article number/etc.
  - Licence
  - Amount of APC
  - VAT
  - Other charges if applicable
  - Currency
  - Submission date
  - Acceptance date
  - Publication date(s)

**PAID IN FULL**

### Prepay accounts

- Lodging large funds with vendors before delivery of items is considered a risk by some institutions. Balancing this against a reasonable discount or other incentives (offering AAMs, reducing administrative burdens) does provide some incentive towards prepay accounts.
- Offer institutions the opportunity to verify eligible authors, the correct licence and spend – a 'dashboard' approach works well.
- Authors are often required to navigate the systems to access institutional prepay accounts. Sending an outline/instructions for accessing the prepay account with a receipt for payment to the institution so local help is available to guide authors through the process is useful.
- Display the requested amount to authors as they request access to the account funds.
- Email Monthly/quarterly statements on account spend to authorised contact email address.

### Credit card payment

- For online payment, an email receipt to an address captured during payment works well.
- Very little detail appears online for a card transaction. Please notify the purchaser how your company name will appear on a bank statement if it is vastly different to your trading name.



Jisc OA Good Practice Pathfinder projects  
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