OUP OA Prepayment Account

Frequently Asked Questions for Account Holders

Who can hold a Prepayment Account with OUP?
The accounts provide an efficient way to manage Article Processing Charges on behalf of authors. Any institution, organisation or funder who regularly supports academic authors paying open access publication charges for OUP published articles may benefit from the prepayment service.

What information do I need to provide to set up an Account?
OUP will issue a contract to set up an Account with OUP. To complete this you will need the following information:

- Account holder name
- Postal address
- Contact person and email
- Account email
- VAT/ Sales Tax registration number

What currency will my Account work in?
Accounts can be administered in Pound Sterling, Euro or US Dollar and will be set-up in the relevant currency for the Account Holder’s location.

How much is the minimum initial deposit?
The minimum initial deposit is £10,000/ $16,000/ €13,000.

Is there a maximum deposit?
There is no maximum deposit amount, as such, but the account funds may not exceed £100,000/ $160,000/ €130,000 at any one time.

Is there a discount on charges paid through the account?
For the OUP OA Prepayment Account Pilot, all accounts will receive a flat rate discount on any Article Processing Charges paid through the account. This will be applied on referral before tax is calculated. The discount levels will be reviewed at the end of the pilot.

How will you keep me notified of my account funds?
When you make a deposit of funds to the account, we will issue you with a receipt for funds received by OUP. Every time the funds are drawn down in payment of charges, a charge confirmation will be made available on your account Dashboard which shows full information including tax and discount. A monthly financial statement will also be made available on the Dashboard for download. This will show all transactions on your account, both credits and debits, during that month as well as the monthly opening and closing balance.
There is a feature on the Dashboard to set an account warning threshold. This can be manually set by you, and an email notification will automatically be sent when the account balance reaches that level. This can be used as a reminder to top-up account funds when they are low.

**How do I manage my Account?**
All account holders will have access to their own secure online Dashboard. This custom-built facility allows you to view account funds and decide how they are spent. It also has features to generate reports, view financial statements, and view account transaction history. Dashboard log-in details will be provided when you set-up an account. Contact details are provided on the Dashboard for our customer service department who are on hand for any queries.

**How do authors sign an OA licence for their paper?**
All authors of accepted papers will receive a welcome email from the production team at OUP once their paper has been received into production. This email contains a link to the online Author Services system. The site shows the selection of licences and any associated charges for a given paper. If an open access licence is selected, the author is notified of any associated Article Processing Charge immediately before they sign the licence and will review the charges afterwards.

**How do authors refer APC charges for payment?**
It is a simple process to refer open access charges to a Prepayment Account. The author is directed to the charge page which outlines the charges on their paper; from here they can select whether to refer to a Prepayment Account, or to proceed to the checkout to pay via another method (debit/credit card or by invoice).

Authors should select the relevant Account and provide their full contact details, the name of their research funder, and associated grant number. They can include a brief message to the Account Holder alongside their referred charges.

**How will I know when an author has referred a charge to the Prepayment Account?**
When a new charge has been referred, you will receive an automatic email notification with the details of the article, charge, and author. The charge will automatically appear in your Dashboard and you will be prompted to log-in to review the details and decide on payment.

**What charges can authors refer to a Prepayment Account?**
For the author, the system presents the APC and any page/colour figure charges separately and they can choose which charges they wish to refer. As some institutions and funders are able to pay ancillary publication charges, and others are not, we advise authors to check their account holder’s policy on charges before referring.

For the account holder, the Dashboard presents all the charges separately so account holders can easily approve the charges they wish to pay and reject any charges they won’t cover, which are then returned to the author for payment.
Can authors cancel a referral?
If an author makes a mistake, authors have the option to cancel the referral any time up to the point when the account holder approves or rejects the charges. Account holders will be notified by email and the charge will appear as ‘Reclaimed’ in the Dashboard.

How will a referred charge appear on the Dashboard?
For each individual charge, the Dashboard will present the following information:

- The date the charge was referred
- Author full name and title
- Author email address
- Author ORCID
- Article title
- Article type
- Journal
- DOI
- Licence type signed
- Research funder
- Grant number
- Charge type
- Charge (after discount and inclusive of estimated tax)
- Any additional message included by the author on referral.

How do I approve/reject a charge?
Via the Dashboard; you can select the charge(s) you wish to action and click approve/reject.

If you approve a charge, the dashboard balance will immediately update and the charge status will show ‘Approved’. At the end of the day, our system will process the charge and deduct the funds from your account. The charge will then appear as ‘Paid’. The author is notified of the outcome. If you reject a charge, you will be asked to give a short reason/feedback which will be included in an automatically generated email to the author. The status will update to ‘Rejected’.

Will I receive email notifications from the account?
Yes, as well as any communications with our Customer Service team, there is a series of automatic notifications in place which will deliver to your account email address.

Will the author receive email notifications?
As well as any regular communication from our production and editorial teams, a series of automatic notifications will keep authors informed of the referral process and outcome.

How will the author pay the charge if I reject it?
If you reject a charge, it will return to the author’s account. They will receive a notification that charges have been rejected, including the reason/feedback you gave, and will be prompted to pay the charges via another method (invoice or credit/debit card). Authors are ultimately responsible for the payment of publication charges, and are made aware of this when they sign a licence to publish.
Can I request that the author change their selection of OA licence?
We advise authors to check their institutional and funder OA policies before they select and sign a publication licence for their paper. If the author has signed an OA licence that is not compatible with your policy, you can choose to reject the charges. In the feedback section, you can request that the author choose a different licence.

How long do I have to review a charge?
The charge will appear on your Dashboard immediately on referral. From the date of referral, you will have 14 days to review and process the charge, either by accepting or rejecting payment, before the charge is automatically returned to the author.

Can I opt to split-invoices or pay part of the charge?
No, the system presents the full charge for a single charge type (inclusive of discount and estimated tax where relevant) and you will only have the option to approve/reject this amount.

Can I view historic charges?
Yes, details of all historic charges are displayed on the Dashboard for up to two years. You can sort by category on the Dashboard:
- Approved
- Paid
- Rejected
- All Charges

Can I review details of OA papers funded through the Account?
Yes, the dashboard includes a reporting feature to extract information on all papers funded through the account. By selecting the ‘Charge data’ report, you can download a PDF file of all papers from the last two years of account history. This will include bibliographic information, a breakdown of charges, author details, and dates of various publication stages.