

# General Information for Agents in USA, Canada, Central and South America

## Pricing and Payment Policy

Subscription rates are indicated in the US\$ price list and refer to the full volume and/or subscription year. All subscription orders are entered for the calendar year. New subscriptions placed during the year will begin with immediate delivery of all published issues of that year's volume. All invoices will be in US Dollars. All subscription orders are payable in advance (no refunds or cancellations).

Print+Online subscription prices include shipping and handling.

E-Only and Print+Online rates quoted are for single site (academic and hospital) institutions only and only apply for end customers in the USA, Canada, Central and South America. Print and online subscription prices include one print subscription plus full-text online for a single site academic institution or hospital.

Pricing for corporate electronic licenses (including single sites) and all multisite electronic licenses is customized and handled directly by the publisher. Please contact the publisher [eproducts@thieme.com](mailto:eproducts@thieme.com) for a customized quotation.

Orders for E-Only and Print+Online subscriptions must include detailed enduser information such as name and full address of institution, contact details of the person in charge and IP addresses. For further information, please consult the Online Pricing and Licensing Policy below.

## General and Price Category Regulations for Agency Orders

The standard agency or bookseller discount is 4.5% (including handling charges). Agents must submit the full names and addresses of their end customers in order to qualify for an agency discount.

## Consolidation Addresses

Both the delivery and end customer addresses must be supplied with orders when a consolidation address is requested.

## Ordering Procedure

Agencies worldwide must direct all subscription orders for end customers physically located in North, Central, and South America to: Thieme New York, 333 Seventh Avenue, New York, NY 10001, USA and will be invoiced in US\$.

Agencies worldwide must direct all subscription orders for end customers physically located in Europe (excluding DACH), Africa, Asia (excluding Bangladesh, Bhutan, India, Nepal, Pakistan, and Sri Lanka) and Australia to: Georg Thieme Verlag, P.O. Box 30 11 20, 70451 Stuttgart, Germany and will be invoiced in €.

Agencies worldwide must direct all subscription orders for end customers physically located in Bangladesh, Bhutan, India, Nepal, Pakistan, and Sri Lanka to: Thieme Medical and Scientific Publishers Private Limited, A-12, Second Floor, Sector - 2, Noida-201301, India and will be invoiced in Indian Rupees.

## Change of Address

Please inform us of any change of address 4-6 weeks in advance, indicating the name of the journal, new and old addresses, and if possible, the customer number, which can be found on the current address label.

## Claims

Claims for missing issues will be serviced free of charge if made within six months of the date of dispatch.

### Thieme Publishers New York

333 Seventh Avenue

New York, NY 10001, USA

**Tel:** +1 212 760 0888

**Toll Free:** +1 800 782 3488 (USA only)

**Fax:** +1 212 947 1112

**Email:** [customerservice@thieme.com](mailto:customerservice@thieme.com)

# Online Pricing and Licensing Policy: Instructions for Agents in North, South and Central America

Academic institutions and hospitals are encouraged to subscribe to one of our electronic journal packages. The pricing is customized and highly attractive. Please contact the Institutional Sales department for a quotation.

## Academic Institutions and Hospitals

Standard pricing for Print+Online, and E-Only subscriptions is provided in the online US\$ Agency Price List. This pricing is available to the following single-site institutions only: academic institutions, medical schools, hospitals, public libraries, and government agencies.

MULTI-SITE academic institutions and CORPORATE customers are not eligible for this pricing. Please contact the Institutional Sales department for a quotation.

Please note that the 4.5% agency discount on MULTI-SITE and corporate orders are only eligible if the order has been placed directly through the agent.

## Corporate Customers

All corporate licenses, including single-site licenses, are customized. Enquiries for corporate pricing must be sent to the Institutional Sales department.

**1** To provide a customized quote for corporate customers we generally require the following information:

**2** Name and address of the company and contact person

**3** Number of sites to be covered by the license and the site postal address

**4** IP address(es)

**5** Number of main users (researchers) per site

Corporate customers who have a customized license to Thieme online journals may be entitled to print subscriptions at a deep discount price. Please contact the Institutional Sales department to verify if your client is eligible for the discount price and for more information about rates.

## Activation of New Online Journal Accounts

New orders for online subscriptions MUST be accompanied by the following information to allow the Thieme representative to active your customer's online journal account:

**1** Name, address, telephone number, email address of contact person at the institution.

**2** IP address(es)

**3** Number of sites

**4** Physical address of each additional site

Failure to provide this information will result in a delay in activation of the account. Note: Access can only be enabled by a Thieme representative, and not by the customer or agent.

## Contact

### Institutional Sales Department

Thieme Publishing Group  
333 Seventh Avenue  
New York, NY 10001, USA  
**Tel:** +1-212-584-4695  
**Fax:** +1-212-947-1112  
**Email:** [esales@thieme.com](mailto:esales@thieme.com)

# Online Pricing and Licensing Policy: Instructions for Agents in North, South and Central America

## Frequently Asked Questions

### Where can I find the full text online?

The full text is accessible via the web site [www.thieme-connect.com/ejournals](http://www.thieme-connect.com/ejournals)

### What is [www.thieme-connect.com](http://www.thieme-connect.com)?

[www.thieme-connect.com](http://www.thieme-connect.com) is Thieme's online product portal and includes electronic access to the full text of Thieme journals. The company website [www.thieme.com](http://www.thieme.com) is the marketing website for Thieme and provides information about all Thieme products, including journals.

### Does Thieme require a License Agreement to be signed?

Yes, your client is required to return a signed License Agreement to Thieme before access can be enabled. If your customer is renewing a subscription for which they have already signed a License Agreement, it will not be necessary to sign a new agreement.

### How can the online access be enabled?

A Thieme representative will open the access for your customer (by IP-recognition) as soon as payment and the License Agreement are received. Contact the Institutional Sales department to request access.

### What is a single site?

A single site is a contiguous campus community or one contiguous commercial office complex, connected by a local area network whose terminals are physically linked together within the organizational premises. If you are unsure about whether your customer qualifies for a single-site license, please contact the Institutional Sales department.

### How many users can use the content simultaneously?

Access is not limited to a defined number of concurrent users.

### Do we need a password for our institution?

No, access to the full text is controlled by IP addresses.

### Can students and faculty use the online journals from home?

Authorized Users may access the full text remotely via a secure proxy server or VPN.