

## Temporary cessation of Print – FAQ

For Journals Subscribers, Editors, & Society Partners

**1. Why am I no longer receiving print copies of journal issue(s) that I have a 2020 subscription for?**

Due to the development and impact of the coronavirus pandemic, we are seeing significant disruption to the global supply chain for the manufacture and distribution of printed journals. We have therefore taken the unprecedented decision to halt all journal issue printing from 25th March until further notice.

**2. When will I start to receive my print copies again?**

We hope and expect to resume printing in the near future, as soon as the effects of this global disruption have subsided. We will keep the situation under close review, especially with regard to public health concerns.

**3. When Cambridge University Press starts sending my print copies again, will I be sent the issues that I've missed during the intervening period?**

Yes. While there may be a delay in getting them to you, once we have started printing again, we will make sure that you receive print copies of the issue(s) that form part of your subscription and that published online during the intervening period.

For those of you that receive a print subscription through membership to one of our Society partners, we will work with the society to ensure you are sent print copies of the issue(s) you missed during the intervening period.

**4. Can I access the journal content online?**

If you hold a bundle subscription (print + online access), then you will be able to access the journal online. Online access is not affected, nor is the online publication of our journal content, so you can expect to see journals publishing according to their usual schedules on our platform, Cambridge Core.

**5. I have a subscription that entitles me to online access but I've never used it. How do I activate my online subscription?**

Please check if you have online access for the journals to which you have subscribed. If you don't, there are online instructions for both individual and institutional subscribers [here](#), where you will find instructions on how to activate your journal subscription. A guide for institutional subscribers can be found [here](#).

For those of you that receive an online subscription through membership to one of our Society partners, please check with your Society how access to the journal is set up, as it may be via an Autologin link from your Society's website.

**6. If I have a print only subscription, can I get access to the journal content online?**

Our aim is to provide free online access, through to the end of 2020, for all our print only subscribers.

For those that subscribe direct with Cambridge, you should be receiving emails from us with further information and instructions on how to activate the free online access we have set

up for you. Please check your email Spam folders. If you have not received an email from us, it is likely because we don't hold your email details on file. Please contact our Customer Service team at [journals@cambridge.org](mailto:journals@cambridge.org) and provide us with your email address.

If you hold a print only subscription to a Cambridge journal but subscribe via an agent, please contact your agent. We are in communication with subscription agents to identify subscribers with no online access, and to facilitate the provision of online access.

For those of you that receive a print only subscription through membership to one of our Society partners, please get in touch with your Society. We will work with our Society partners on a case by case basis.

**7. I really like using the online version of the journal, and I want to reduce my carbon footprint. Can I convert my print subscription to an online only subscription?**

Great! As you have already purchased a subscription with a print component for 2020, we will fulfil this for you. But please let our Customer Service team know at [journals@cambridge.org](mailto:journals@cambridge.org) and we will make sure that we send your 2021 renewal notice for an online only subscription.

For those of you that receive a print subscription through membership to one of our Society partners, please do let your Society know that you'd like to convert to an online only subscription.

## **Further information for our Society Partners**

**1. Our society automatically sends member files to Cambridge Customer Services, showing which members should receive print copies of our upcoming issue(s). What will happen to these files?**

We will store and record member files securely in a GDPR-compliant manner. Cambridge will acknowledge receipt of these files to our usual contact at the Society. Once print is up and running again, society members will be sent print copies of the issues they missed during the intervening period, according to the member files received from the Society.

**2. How will Cambridge fulfil our members' online access during this period?**

*For societies that send member lists for online access before each issue:* We expect the Societies to continue to send us their online member files according to the usual schedule unless we are told otherwise (via email to [joursoc@cambridge.org](mailto:joursoc@cambridge.org)). This will allow Cambridge to ensure member access continues. If we do not receive these files from you, our Customer Service team will reach out to request your online member files prior to publication of the issue, per our usual arrangement.

*For societies using Autologin / Single Sign On:* Online access via these routes should not be affected during this period. If you experience any technical difficulties, our Customer Services team is available to support at [joursoc@cambridge.org](mailto:joursoc@cambridge.org).

**3. There is no one at the Society office at the moment due to government instructions to stay home. We can't send any member files to Cambridge for either print or online member fulfilment. What do we do?**

*For print:* If possible, please let us know not to expect member files, by emailing [joursoc@cambridge.org](mailto:joursoc@cambridge.org). When your Society office comes online again, please send us

member files for each issue that published during the period of print suspension. We will retrospectively print and mail out these issues to your membership, according to these member files.

*For online:* If possible, please let us know not to expect member files, by emailing [joursoc@cambridge.org](mailto:joursoc@cambridge.org). During this period, we will use the most recent member file that we have received from you to continue to provide access to members for each issue published between now and when we receive the next file from you.

- 4. We would like to take this opportunity to reduce the Society's carbon footprint and permanently convert our members to online only access. How can we do this?**

This is wonderful news! Please do discuss with your key contact here at Cambridge at your earliest convenience.

## **Further Information for Partners with Contracts including online eCommerce Membership Services**

- 1. Will Cambridge Membership Services send out emails to our members letting them know that print copies will be delayed?**

Your Cambridge Editorial contact and our Membership Services team will be happy to assist in compiling messages to your members through our normal email contact channels. Please get in touch with your Cambridge Editorial contact for advice.

- 2. Will our members still be able to renew their membership/join the Society including a print and online subscription to the journal?**

Nothing will change on the Membership Services site unless we have agreed to do so. You will be contacted shortly with our recommendations on ways in which we can communicate to your members that they will not be receiving print copies during this period of print suspension.

- 3. Will Cambridge Membership Services still be operating the member renewal campaigns to ensure that our membership numbers are retained?**

Yes. Although Cambridge staff are working remotely for a period, our normal operational service is being maintained for membership services. We will let you know if there is any interruption to this due to staff absences.