





Appendix C

**Name and address of each customer**

(\* = mandatory fields)  
 (\*\* = email, photocopy; email/ email attachment; web-based access; RSS feed; other)

The most important fields here are 'Contact name' and 'Email'

Customer code*	Customer name*	Address 1*	Address 2*	Address	Address	Postcode	Delivery method**	Multiple recipient Y/N*	Contact name	Job title	Department	Tel	Email
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This can be any internal number or identifier that you use for your client.

This can be one of the following:  
 email, photocopy; email/ email attachment; web-based access; RSS feed; other

Please indicate whether a single user is receiving content or there are multiple users.

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# FAQ's

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## How often should I send a report to CLA?

Please send your report quarterly, no later than the last day of the following month.

## Should I complete Appendix A AND B?

There is no requirement for both to be completed and sent to CLA. Appendix B would be preferred.

## Where should I send my CLA report?

Please send reports to [mmo@cla.co.uk](mailto:mmo@cla.co.uk)

## What is the definition of a 'snippet link'?

This is a link to the article in question on the publisher's website. It should be accompanied by a headline and/or text summary of an extract from that item of no more than 256 characters.

## Does ISSN cover web and print?

No, ISSN is only required for print content.

## Should I provide the article specific URL in the report?

No, the landing page of the website in question is sufficient.

## Where can I get a list of CLA repertoire?

The list is available on the CLA website at [www.cla.co.uk](http://www.cla.co.uk)

We will also send you updated repertoire lists on a monthly basis.

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