

COMPREHENSIVE GUIDE TO

ScholarOne Manuscripts

1. INTRODUCTION

ScholarOne Manuscripts is a comprehensive submission and workflow platform for managing the peer review process. This guide provides key information to help you implement, migrate to, and successfully use ScholarOne Manuscripts for your publication needs.

ScholarOne Manuscripts offers:

- Best practice workflows based on implementation of 9,000+ sites for 650+ customers
- Flexible configuration options to meet your specific needs
- Comprehensive tools for authors, reviewers, editors, and administrators
- Integration with industry tools and services
- Ongoing support and regular system updates
- Dedicated Project Manager to oversee all implementation projects

2. OVERVIEW OF SCHOLARONE MANUSCRIPTS

ScholarOne Manuscripts provides a complete peer review solution with:

- **Customized role-based centers** for authors, reviewers, editors, and administrators
- **Comprehensive dashboards** giving users visibility to manuscripts based on their role
- **Flexible workflows** that can be tailored to meet your publication's needs
- **Configurable forms** for submissions, reviews, and administrative tasks
- **Integrated reporting tools** for tracking performance metrics

3. WORKFLOW OPTIONS

ScholarOne Manuscripts offers three standard workflows that serve as starting points for your implementation:



OPTION 1 – ONE LEVEL OF EDITOR

- Author Submits
- Admin Checks and Passes to EIC (Editor-in-Chief)
- EIC Invites and/or Assigns Reviewers
- Reviewers Score
- EIC Makes Final Decision.

OPTION 2 – TWO LEVELS OF EDITOR, FIRST EDITOR MAKES FINAL DECISION

- Author Submits
- Admin Checks and Passes to EIC (Editor-in-Chief)
- EIC Assigns to Associate Editor
- Associate Editor Invites and/or Assigns Reviewer(s)
- Reviewers Score
- Associate Editor Recommends Decision
- EIC Makes Final Decision

OPTION 3 – TWO LEVELS OF EDITOR, SECOND EDITOR MAKES FINAL DECISION

- Author Submits
- Admin Checks and Passes to EIC (Editor-in-Chief)
- EIC Assigns to Associate Editor
- Associate Editor Invites and/or Assigns Reviewer(s)
- Reviewers Score
- Associate Editor Makes Final Decision

Each workflow can be customized to fit your specific needs while maintaining best practices.

4. STANDARD ROLES AND RESPONSIBILITIES

ScholarOne Manuscripts includes standard roles that cover all activities carried out on the site. Each role has its own defined center with a dashboard and access to manuscripts and tools:

- **Author (AU):** Submit manuscripts and revisions
- **Reviewer (REV):** Complete report forms
- **Editor-in-Chief (EIC):** Assign Associate Editors/reviewers and make decisions
- **Associate Editor (AE):** Assign reviewers and make recommendations or decisions
- **Administrator (ADM):** Manage the process, perform any task, reporting, and set-up
- **Production (PROD):** Check and manage accepted papers
- **Viewer (read-only):** View papers in process and add notes



5. SITE STRUCTURE AND FEATURES



THE ADMINISTRATION CENTER

The administrative dashboard provides:

- Complete process overview
- Ability to perform any task (directly or by proxy)
- User management tools
- Pre-configured and customizable reports
- Email template management
- Quick and advanced search options
- Basic journal configuration settings
- Admin checklist configuration options



AUTHOR AND REVIEWER CENTERS

Both roles have their own customized interfaces for:

- Submitting manuscripts and reviews
- Checking submission status
- Responding to revision requests
- Accessing guidelines and help resources



SITE CUSTOMIZATION

Your site can be customized with:

- Banner and login-page logos
- Custom welcome text and instructions
- Journal-specific URL in the format manuscriptcentral.com/<your-url>
- Configurable tasks, settings, schedules, and email templates

6. TAILORING YOUR SCHOLARONE MANUSCRIPTS SITE

Sites are fully functional and ready to use, with optional configuration available to meet your specific requirements. You may discuss any desired adjustments with your assigned Project Manager.

SUBMISSION PROCESS CUSTOMIZATION

The submission process can be tailored to:

- Define manuscript types and groups
- Set requirements (characters and words)
- Configure keywords/expertise fields
- Add author and co-author requirements
- Optional reviewer or editor suggestions
- Collect cover letters and additional custom questions
- Specify file designations and size limits
- Customize final submission checks

WORKFLOW CUSTOMIZATION

Workflows can be customized with:

- Branch points based on submission questions, manuscript types, or checklist options
- Managing multiple workflows such as expedited review or special issues
- New roles and tasks
- Additional scoresheets for reviewers

CUSTOM QUESTIONS

All forms can be customized, including:

- Admin and production checklists
- Submission questions
- Reviewer reports
- Question fields can include checkboxes, radio buttons, pull-downs, and text fields
- Questions can be made mandatory with conditional dependencies

RECOMMENDATIONS AND DECISIONS

- Default recommendation and decision options can be customized
- Template emails can be modified
- Transfer options can be enabled where appropriate
- Associate Editor recommendation forms can be added



7. IMPLEMENTATION PROCESS

The implementation process typically takes 8-14 weeks for a standard site depending on responsiveness and complexity.

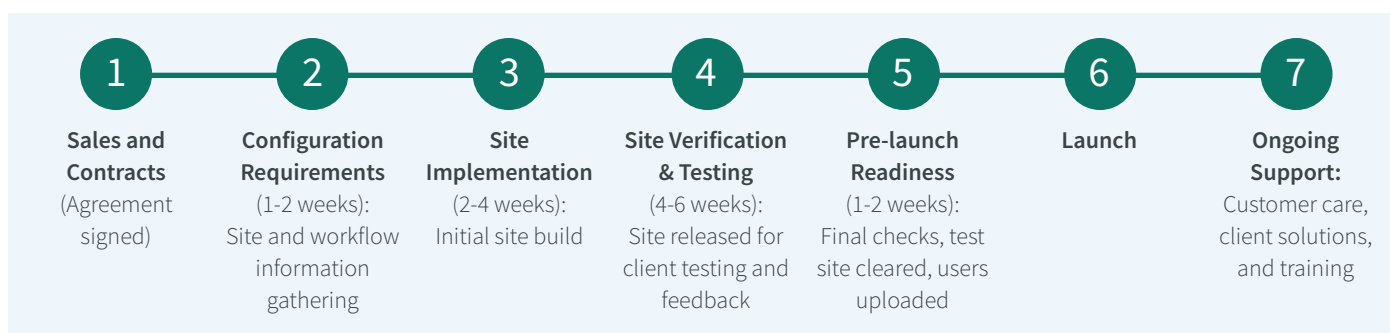
IMPLEMENTATION TEAM

During implementation, you'll work with:

- **Account Manager:** Responsible for the business relationship, contract discussions, and escalation of issues
- **Implementation Project Manager (IPM):** Oversees the site build from contract signing to launch
- **Training Team:** Provides customized training for administrators and editors

IMPLEMENTATION TIMELINE

The standard implementation process includes:



KEY SUCCESS FACTORS

Successful implementations typically involve:

- Robust communication plans
- Experienced and dedicated resources
- Focused project and scope management
- Training and support plan
- Standardization of site requirements
- Thorough system testing
- Authority to make decisions
- Proper preparation for launch



8. MIGRATION FROM PREVIOUS SYSTEMS

If you're migrating from another peer review system, the following steps will help ensure a smooth transition:

CLOSING DOWN THE PREVIOUS SYSTEM

- Notify your previous vendor about closing your current peer review site(s)
- Decide when to stop receiving new and revised submissions in the previous system
- Establish a timeline that aligns your new site launch with closing the previous system
- Plan for a period of overlap between systems to acquire all necessary data
- Keep key users informed about migration plans
- Efficiently complete processing of in-progress papers
- Update communications to make users aware of the system change
- Track papers with revision decisions that will be resubmitted in ScholarOne
- Export all necessary files, reports, and historical data before losing access

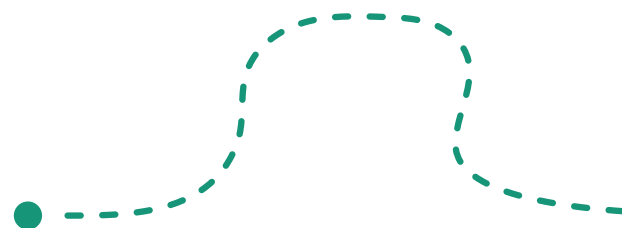
MIGRATING TO SCHOLARONE MANUSCRIPTS

Working with your Implementation Project Manager, you'll develop a migration plan that addresses:

- Tracking papers that started in the previous system but will finish in ScholarOne
- Creating a rollout plan considering admin/editor schedules and journal-specific needs
- Developing a template site to ensure standardization and efficiency
- Determining the best portal structure for your journals
- Implementing best-practice workflow solutions
- Updating and cleaning user databases
- Reviewing submission requirements

The active migration phase includes:

- Template site creation and client approval
- Individual site builds according to the schedule
- Site testing and training
- User data imports (including keywords, addresses, and institutional affiliations)
- Historical user and manuscript data imports
- Site launches



9. TRAINING AND SUPPORT

ScholarOne Manuscripts offers comprehensive training and support resources:

CUSTOMER EDUCATION

Training is a vital aspect of ScholarOne Manuscripts, provided by a dedicated training team. ScholarOne offers a diverse range of narrated, self-paced online training courses aimed at helping customers configure and manage their sites effectively. These tutorials cover essential topics relevant to all users, promoting a thorough understanding of ScholarOne Manuscripts.

Various training methods are available, enabling you to choose the option that best suits your needs, including:

PUBLIC TRAINING SESSIONS

- Accessible to all clients via the Training links
- Delivered using on-demand technologies
- Topics and examples are carefully selected to highlight specific product features and functionalities
- Sessions are delivered using virtual technologies
- E-learning training sessions are also available as pre-recorded content

Customized training sessions are also available with prior approval and are tailored to meet the specific needs of your journal.

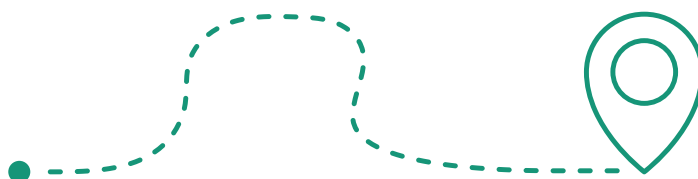
SUPPORT RESOURCES

- **Customer Care Team:** Support for all users across multiple time zones
- **Online Help:** Click "Help" on any ScholarOne page for access to resources
- **Training Materials:** Videos, FAQs, and user guides
- **Client Configuration Center:** Self-service configuration tools for experienced users

ONGOING SUPPORT

After your site launches, you'll have access to:

- Regular system updates and enhancements
- Free online webinars about product roadmaps and new features
- Continued support from your Account Manager and Customer Care



10. ADD-ON FEATURES AND PARTNERSHIPS

Beyond the basic features, ScholarOne Manuscripts offers various add-on features and partnerships through the Silverchair Universe program. This program allows for a comprehensive range of options and supporting features from a large network of industry partners.

UNIVERSE INTEGRATION PARTNERS

These partners have a direct integration with ScholarOne, standard implementation of which is covered by Silverchair and comes at no cost to publishers wishing to implement. These partners include:

- Signals
- STM Integrity Hub
- Crossref
- CCC / Ringgold Solutions
- Clear Skies
- Cadmore Media
- Code Ocean
- Figshare
- Hum
- ORCID

DISCOVERY & DELIVERY PARTNERS

These partners provide key services or offerings to publishers either upstream or downstream from ScholarOne, and Silverchair has built out the necessary pathways so that our customers can take advantage of these services with as little friction as possible.

- Authorea
- BioRxiv
- Cactus
- CCC RightsLink
- ChronosHub
- Digital Acumen
- Kudos
- medRxiv
- Overleaf
- PLANet systems group
- Clarivate Web of Science

ScholarOne also offers the following add-on services to address key publisher challenges:

These offerings are sold directly through the Silverchair / ScholarOne teams for simplified adoption.

- **Web of Science Author Connect:** Need to find new authors? With Web of Science Author Connect, you can target and reach the world's most impactful researchers and published authors via a marketing and email database. With a database of over 4 million contacts, you can focus your outreach and engage with omnichannel campaigns.
- **Web of Science Reviewer Locator:** Finding reviewers is the main challenge for academic editors—Web of Science Reviewer Locator can help teams save time and diversify their reviewer pool. Submissions are automatically analyzed and compared with published papers in the Web of Science. This returns a list of reviewer recommendations based on their publishing history.
- **Web of Science Reviewer Recognition:** As the volume of submitted research escalates, reviewers are under increasing pressure to review quickly and often. Web of Science Reviewer Recognition helps alleviate this burden by supporting scholars, evaluating their satisfaction, and more. When the peer review process is rewarding, it increases the likelihood of reviewers' acceptance and encourages them to become a repeat reviewer.

11. APPENDICES

APPENDIX 1: STANDARD SUBMISSION QUESTIONS

The standard submission process includes questions related to:

- Cover letter (text entry or file upload)
- Manuscript information (figures, tables, word count)
- Book reviews
- Previous submission history
- Cover image details
- Color charges
- Ethics confirmations (originality, ethical guidelines, anonymized review)
- Conflict of interest declarations

APPENDIX 2: STANDARD REVIEWER SCORESHEET

The default reviewer report form includes:

- Conflict of interest declaration
- Manuscript assessment questions (novelty, methodology, conclusions, etc.)
- Rating matrix (interest, quality, originality, overall)
- Willingness to review revisions
- Recommendation options
- Comments to editor and author
- File attachment option



