

COUNTER API application form for Service providers and Elsevier Customers

*As COUNTER compliant content provider Elsevier supports COUNTER COP5.1 API.*

*Please send your completed application form as attachment by logging a support ticket through one of these support centers depending on your product:*

[*Home - Elsevier Access Support Center*](https://service.elsevier.com/app/home/supporthub/elsevieraccess/)

[*Home - ScienceDirect Support Center (elsevier.com)*](https://service.elsevier.com/app/home/supporthub/sciencedirect/)

[*Home - Scopus Support Center (elsevier.com)*](https://service.elsevier.com/app/overview/scopus/)

[*Home - Engineering Village Support Center (elsevier.com)*](https://service.elsevier.com/app/overview/engineering_village/)

[*Home - Embase Support Center (elsevier.com)*](https://service.elsevier.com/app/home/supporthub/embase/)

[*Home - ClinicalKey Support Center (elsevier.com)*](https://service.elsevier.com/app/home/supporthub/clinicalkey/)

# **Contact information**

*Specify here your organization and contact details*

|  |
| --- |
| **Company**  |
| Name |       |
| Address |       |
| We are  | [ ]  Elsevier customer [ ]  3rd party service provider or vendor |
| **Contact info** |
| Name |       |
| First name |       |
| Title/role |       |
| E-mail |       |
| Phone |       |

# **Service request information**

*Specify here what you want us to do. Elsevier uses different COUNTER API service endpoints for COP5 and COP5.1 support, therefore we need you to specify if you already used Counter COP5 API and wants to migrate to COP5.1. This will tell us how to set up support for your COUNTER API service in our backend systems and what details to share with you once our work has been completed.*

*By migrating COP5 to COP5.1, your existing access to COP5 will not work after this change. In order to use both COP5 and COP5.1, you will have to add the new api\_key sent by the Elsevier support in your queries for both COP5 and COP5.1.*

* *See* [*COUNTER COP5.1 API*](https://dev.elsevier.com/sushicop5.html) *for more details about Elsevier COUNTER COP5.1 API support*

|  |  |
| --- | --- |
| I request support for | [ ]  1 Transition of my existing Elsevier COP5 service to COP5.1 support |
| [ ]  2 My new COUNTER API endpoint or product (I never used COP5 in the past) |

# **COUNTER API service endpoint information**

*Provide here information about your COUNTER API service or product. This will help us to identify what we need to do in support of your request.*

|  |  |
| --- | --- |
| My COUNTER API service is owned by  | [ ]  a 3rd party vendor [ ]  My organization (in-house) |
| **In case of 3rd party vendor**  |  |
| Product Name or description (if available) |       |
| Product URL or website (if available) |       |
| Existing Requestor\_ID (in case of Transition of my existing Elsevier COP5 service to COP5.1 support) |       |

# **Elsevier Accounts**

*If you want us to add support for Elsevier customer accounts we need you to specify these here.*

*You are welcome to send long account lists as attachment (preferably with account number and name)*

*Both Elsevier service endpoints use the 10 digit customer account number starting with a ‘C’ (for institutional account) or ‘S’ (for consortium Super Account) as customer\_id (*e.g.*:C000000593).*

*You can get account number in the Admin Tool or in the signed agreements/contracts. The account information (account number, ECR number) is indicated on your signed agreements with Elsevier.*

*If you only want us to switch on Elsevier COP5.1 support from existing support for COP5 you do not need to provide this information (please precise it when submitting your request).*

|  |  |
| --- | --- |
| **Account Type** | *Please indicate account (‘C’) or consortium numbers (‘S’) to be supported* |
| 1 Super Account |       |
| 2 Account or account list |       |
| 3 For Platform | [ ]  ScienceDirect [ ]  Scopus [ ]  Engineering Village [ ]  ClinicalKey [ ]  Embase |

# **Platform(s) and reports**

*For information on supported Platforms and reports for COP5 code of practice versions please refer to* [*https://www.elsevier.com/librarians/usage-reports*](https://www.elsevier.com/librarians/usage-reports)

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