

For end customers in the Eastern Hemisphere and the Americas (Europe, Middle East, Africa, Asia & Australia)	
Customer Service/Inquiries for Print	Customer Service/Inquiries for Digital/Online
Springer Nature Customer Service Tiergartenstrasse 15-17 D-69121 Heidelberg GERMANY Tel.: +49 6221 345 4303 Call Center Hours: 24 hours a day, 7 days a week Fax: +49 6221 345 4229 Email: customerservice@springernature.com	Springer Nature Customer Service The Macmillan Campus 4 Crinan Street London, N1 9XW UNITED KINGDOM Tel.: +44 20 7843 4759 Chat: Available 24x5 for Library Administrators Email: onlineservice@springernature.com
Payment Information	
Payments should be made to the addresses and/or bank details provided on the invoice. Invoices for Nature product dated prior to August 1 st , 2017 should be made payable as detailed on the invoice. All payments for invoices dated from August 1 st , 2017 onwards, should be made payable as indicated below. NOTE: Please do not send credit card details. Email your request for a secure payment link, including invoice number and amount due, to creditcardstm@springernature.com to pay invoices or creditcardprofrow@springernature.com to pay proformas.	
Remittance Address	Bank Details
Springer Nature Customer Service Center GmbH Postfach 200155 60605 Frankfurt Germany	Hypovereinsbank München Acct: 654793298 BLZ: 700 202 70 IBAN: DE22 7002 0270 0654 7932 98 BIC: HYVEDEMMXXX

Key Contacts for Key Accounts

For general queries, please contact our Customer Service team at customerservice@springernature.com and for online support, please contact onlineservice@springernature.com.

The following staff members have been closely involved in the integration of the Nature journals business into Springer's fulfillment system and can help you with any special assistance required.

Sandra Huettinger

Customer Service, Agencies/Trade - Print
 Tel: +49 6221 345 4244
 Email: sandra.huettinger@springernature.com

Helen Parry

Digital Customer Service Manager
 Tel: +44 20 7843 4971
 Email: helen.parry@springernature.com

Steve Poulter

Head of Fulfillment Operations – Print
 Tel: +44 1256 824377
 Email: steve.poulter@springernature.com

Liz Davidson

Head of Digital Customer Service
 Tel: +44 20 7418 5625
 Email: liz.davidson@springernature.com

Peter Kaul

Director, Customer Service, Fulfillment, Logistics - Print
 Tel: +49 6221 345 4110
 Email: peter.kaul@springernature.com

Dom Pettit

Director, Digital Customer Service
 Tel: +44 20 7843 4866
 Email: dominic.pettit@springernature.com

For end customers in the Americas (North, South, Central America and the Caribbean)	
Customer Service/Inquiries for Print	Customer Service/Inquiries for Digital/Online
Springer Nature Customer Service 233 Spring Street New York, NY 10013 Tel: 800-SPRINGER (777-4643); 212-460-1500 Call Center Hours: 24 hours a day, 7 days a week Fax: 212-460-1700	Springer Nature Customer Service 233 Spring Street New York, NY 10013 Tel: 866-839-0194; 212-460-1500 Chat: Available 24x5 for Library Administrators Email: onlineservice@springernature.com
Payment Information	
Payments should be made to the addresses and/or bank details provided on the invoice. Invoices for Nature product dated prior to August 1st, 2017 should be made payable as detailed on the invoice. All payments for invoices dated from August 1st, 2017 onwards, should be made payable as indicated below. NOTE: Please do not send credit card details. Email your request for a secure payment link, including invoice number and amount due, to creditcardus@springernature.com to pay invoices or creditcardprofus@springernature.com to pay proformas and renewal notices.	
Remittance Address	Bank Details
Springer Nature Journals P.O. Box 13301 Newark, NJ 07101-3301	Deutsche Bank Trust Co. Springer Customer Service Center LLC Swift: BKTRUS33 Acct: 00-460-699 Routing or Transit #: 021001033

Key Contacts for Key Accounts

For general queries, please contact our Customer Service team at customerservice@springernature.com and for online support, please contact onlineservice@springernature.com.

The following staff members have been closely involved in the integration of the Nature journals business into Springer's fulfillment system and can help you with any special assistance required.

Brenda Sagitas

Sr. Manager, Customer Service - Print
 Tel: 646-424-3810
 Email: brenda.sagitas@springernature.com

Jonpaul Pantozzi

Digital Customer Service Manager
 Tel: 212-726-9223
 Email: jonpaul.pantozzi@us.nature.com

Jenifer Royal

Sr. Manager, Fulfillment - Print
 Tel: 212-815-0269
 Email: jenifer.royal@springernature.com

Liz Davidson

Head of Digital Customer Service
 Tel: +442074185625
 Email: liz.davidson@springernature.com

Richard Sabol

VP, Customer Service, Fulfillment, Logistics - Print
 Tel: 212-460-1667
 Email: richard.sabol@springernature.com

Dom Pettit

Director, Digital Customer Service
 Tel: +442078434866
 Email: dominic.pettit@springernature.com

Discounts

Reseller journal product discounts for Springer, Palgrave Macmillan and Nature titles have not changed.

The Nature publishing program has been distinguished into three groups on the new fulfilment system:

- **Nature, International weekly journal of science** (ISSN 0028-0836) with its UK, US, China, and Japan versions;
- **Nature Research**; and the
- **Academic Journals**.

These three groups determine the rebate/discount resellers are entitled to for print. Eligible resellers should deduct their rebate/discount from the gross amount and pay the net price.

Journal Title(s)	£ GBP STERLING	€ EUROS	\$ US DOLLAR
All Palgrave Macmillan journals	£5.50	n/a	\$10.00
Nature	£4.25	€ 7.00	\$8.00
Nature research journals, Nature Reviews, Nature Protocols and Nature Methods	£15.00	€ 23.00	\$27.00
NPG academic and society journals	£5.50	€ 9.00	\$10.00

ICEDIS

A complete AES file (a.k.a. “Agent-out” file) including all Springer and Nature subscriptions will not be available for distribution until after the data migration is complete at the end of July. Upon request, we can supply two sets of subscription files: one for Springer/Palgrave Macmillan titles and the other for Nature titles. The Springer/Palgrave Macmillan file is available now, but the Nature file won’t be ready until the end of July, as aforementioned.

The ICEDIS process for Springer Nature will follow the same protocol currently existing for Springer titles.

Ordering

All orders should be placed at the Customer Service Center based on the location of the end user. 2018 prices can be found at www.springernature.com/resellers.

Invoicing

Invoices will be raised under the legal entity of the respective Service Center with which the reseller places its orders. Orders from resellers based in the Americas (Western Hemisphere) will be contracted and invoiced in USD under the legal entity Springer Nature Customer Service Center LLC. Orders from resellers based in ROW will be contracted by Springer Nature Customer Service Center GmbH and for those resellers in the UK will be invoiced in GBP and resellers based in RoW outside the UK will be invoiced in EUR. Prices are stated exclusive of VAT, Sales Tax or similar taxes. Any of these taxes will be added to the invoice, if applicable. Should any withholding or similar taxes be or become chargeable, a reseller is not entitled to deduct these taxes from the principal amount (reference is made to Springer Nature’s T&Cs).

Claims Policy

On August 1st, all Nature subscriptions will abide by the claims policy currently applicable to Springer titles. Claims of non-receipt will be honored for 90 days after the following issue is served.

Cancelations Policy

No cancelations are allowed after subscriptions have been entered into Springer Nature’s system.

Title Codes

New title codes have been assigned to each title and should be used when ordering. Please refer to the below list. No changes have been made to the location where the product is printed and this is planned to remain unchanged on August 1st, 2017.

Nature ID #	New Title Code	Print ISSN	Print Title	Printer/Mailer Origin	Product Group
APS	41401P	1671-4083	Acta Pharmacologica Sinica	Asia	Academic Journals
AJG	41395P	0002-9270	The American Journal of Gastroenterology	US	Academic Journals
BDA NEWS	41404P	2057-3308	BDJ In Practice	UK	Academic Journals
BDJSTUDENT	41406P	2056-4085	BDJ Student	UK	Academic Journals
BMT	41409P	0268-3369	Bone Marrow Transplantation	UK	Academic Journals
BDJ	41415P	0007-0610	British Dental Journal	UK	Academic Journals
BJC	41416P	0007-0920	British Journal of Cancer	UK	Academic Journals
CGT	41417P	0929-1903	Cancer Gene Therapy	US	Academic Journals
CDD	41418P	1350-9047	Cell Death & Differentiation	UK	Academic Journals
CMI	41423P	1672-7681	Cellular & Molecular Immunology	Asia	Academic Journals
EJCN	41430P	0954-3007	European Journal of Clinical Nutrition	UK	Academic Journals
EJHG	41431P	1018-4813	European Journal of Human Genetics	UK	Academic Journals
EBD	41432P	1462-0049	Evidence-Based Dentistry	UK	Academic Journals
EYE	41433P	0950-222X	Eye	UK	Academic Journals
GT	41434P	0969-7128	Gene Therapy	UK	Academic Journals
GI	41435P	1466-4879	Genes & Immunity	UK	Academic Journals
GIM	41436P	1098-3600	Genetics in Medicine	US	Academic Journals
HDY	41437P	0018-067X	Heredity	UK	Academic Journals
HR	41440P	0916-9636	Hypertension Research	Asia	Academic Journals
ICB	41442P	0818-9641	Immunology & Cell Biology	UK	Academic Journals
IJIR	41443P	0955-9930	International Journal of Impotence Research	US	Academic Journals
IJO	41366P	0307-0565	International Journal of Obesity	UK	Academic Journals
JA	41429P	0021-8820	The Journal of Antibiotics	Asia	Academic Journals
JESEE	41370P	1559-0631	Journal of Exposure Science & Environmental Epidemiology	US	Academic Journals
JHG	10038P	1434-5161	Journal of Human Genetics	Asia	Academic Journals
JHH	41371P	0950-9240	Journal of Human Hypertension	UK	Academic Journals
JP	41372P	0743-8346	Journal of Perinatology	US	Academic Journals
LA	41684P	0093-7355	Lab Animal	US	Nature Research
LI	41374P	0023-6837	Laboratory Investigation	US	Academic Journals
LEU	41375P	0887-6924	Leukemia	UK	Academic Journals
MOP	41379P	0893-3952	Modern Pathology	US	Academic Journals
MP	41380P	1359-4184	Molecular Psychiatry	US	Academic Journals
MT	41381P	1525-0016	Molecular Therapy	US	Academic Journals
MI	41385P	1933-0219	Mucosal Immunology	US	Academic Journals
NBT	41587P	1087-0156	Nature Biotechnology	US	Nature Research

Nature ID #	New Title Code	Print ISSN	Print Title	Printer/Mailer Origin	Product Group
NCB	41556P	1465-7392	Nature Cell Biology	UK	Nature Research
NCHBIO	41589P	1552-4450	Nature Chemical Biology	UK	Nature Research
NCHEM	41557P	1755-4330	Nature Chemistry	UK	Nature Research
NCN	41713P	0028-0836	Nature (China version)	UK	Nature
NCLIMATE	41558P	1758-678X	Nature Climate Change	UK	Nature Research
NG	41588P	1061-4036	Nature Genetics	US	Nature Research
NGEO	41561P	1752-0894	Nature Geoscience	UK	Nature Research
NI	41590P	1529-2908	Nature Immunology	US	Nature Research
NJP	41712P	0028-0836	Nature (Japan version)	Asia	Nature
NMAT	41563P	1476-1122	Nature Materials	UK	Nature Research
NM	41591P	1078-8956	Nature Medicine	US	Nature Research
NMETH	41592P	1548-7091	Nature Methods	US	Nature Research
NNANO	41565P	1748-3387	Nature Nanotechnology	UK	Nature Research
NN	41593P	1097-6256	Nature Neuroscience	US	Nature Research
NPHOTON	41566P	1749-4885	Nature Photonics	UK	Nature Research
NP	41567P	1745-2473	Nature Physics	UK	Nature Research
NPROT	41596P	1754-2189	Nature Protocols	US	Nature Research
NRC	41568P	1474-175X	Nature Reviews Cancer	UK	Nature Research
NRCARDIO	41569P	1759-5002	Nature Reviews Cardiology	UK	Nature Research
NRCLINONC	41571P	1759-4774	Nature Reviews Clinical Oncology	UK	Nature Research
NRDD	41573P	1474-1776	Nature Reviews Drug Discovery	US	Nature Research
NREND0	41574P	1759-5029	Nature Reviews Endocrinology	UK	Nature Research
NRGASTRO	41575P	1759-5045	Nature Reviews Gastroenterology & Hepatology	UK	Nature Research
NRG	41576P	1471-0056	Nature Reviews Genetics	UK	Nature Research
NRI	41577P	1474-1733	Nature Reviews Immunology	UK	Nature Research
NRM	41579P	1740-1526	Nature Reviews Microbiology	UK	Nature Research
NRMCB	41580P	1471-0072	Nature Reviews Molecular Cell Biology	UK	Nature Research
NRNEPH	41581P	1759-5061	Nature Reviews Nephrology	UK	Nature Research
NRNEUROL	41582P	1759-4758	Nature Reviews Neurology	UK	Nature Research
NRN	41583P	1471-003X	Nature Reviews Neuroscience	UK	Nature Research
NRNRHEUM	41584P	1759-4790	Nature Reviews Rheumatology	UK	Nature Research
NRUROL	41585P	1759-4812	Nature Reviews Urology	UK	Nature Research
NSMB	41594P	1545-9993	Nature Structural & Molecular Biology	US	Nature Research
NUK	41586P	0028-0836	Nature (UK version)	UK	Nature
NUS	41714P	0028-0836	Nature (US version)	US	Nature
NPP	41386P	0893-133X	Neuropsychopharmacology	US	Academic Journals
ONC	41388P	0950-9232	Oncogene	UK	Academic Journals
PR	41390P	0031-3998	Pediatric Research	US	Academic Journals
PJ	41428P	0032-3896	Polymer Journal	Asia	Academic Journals

Nature ID #	New Title Code	Print ISSN	Print Title	Printer/Mailer Origin	Product Group
PCAN	41391P	1365-7852	Prostate Cancer and Prostatic Diseases	US	Academic Journals
SC	41393P	1362-4393	Spinal Cord	UK	Academic Journals
ISMEJ	41396P	1751-7362	The ISME Journal	UK	Academic Journals
TPJ	41397P	1470-269X	The Pharmacogenomics Journal	US	Academic Journals