LexisNexis[®] Publisher

Newsletter Delivery / A Guide for Editors



Introduction. Newsletter Delivery





A high-quality newsletter has the capacity to create a strong bond between your readers and your organization.

OPULAR

A study by the Nielsen Norman Group' showed that 69% of users *look forward* to receiving at least one email newsletter, and *most* users said a newsletter had become part of their routine. Users are drawn to email newsletters because they are informative, timely, predictable and convenient.



The Newsletter feature within LexisNexis® Publisher enables editors to select the best of the best from articles already deemed worthy to be published, which means that the most refined set of results can be delivered to key audiences. PERTINENT

The most successful newsletters show an understanding of the needs and interests of the target group. Newsletters are often used to target specific sets of users, such as project groups, account teams, practice areas, departments, or executives.

*Nielsen Norman Group. Email Newsletter Usability (3rd edition), Executive Summary. Web 18 Nov. 2010.

Overview. Newsletter Workflows





Topic Selection Tab

Tab flow for creating a new newsletter template.

Newsletter Landing Page

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Tab flow for creating a new newsletter issue.



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Important guidelines for navigating the workflows

- 1. To navigate one page backward or forward within any workflow, click the Previous or Next buttons at the bottom of most workflow pages. *Changes you've made will be saved as long as you remain within the current workflow.*
- 2. You may also navigate through the workflow including skipping sections by clicking directly on the workflow tabs at the top of each page.

For instance, within the newsletter issue workflow, I may want to go from the Layout tab directly to Preview/Send, bypassing Recipients and Notes should I require no additions or changes on these pages. Rather that "Next-ing" through pages I don't need to review, I may click directly on the Preview/Sent tab to skip ahead. *Changes you've made will be saved as long as you remain within the current workflow.*

3. If you wish to exit the current workflow you must click the Save Changes button first, *otherwise changes will be lost. Exiting the workflow includes* returning to the Newsletter Home screen, navigating to any area within LexisNexis[®] Publisher not tied to the newsletter feature, or leaving Publisher altogether.

Please also remember that Publisher times out after 20 minutes of inactivity, so if you're in the middle of a newsletter workflow, remember to *Save Changes* before heading out to lunch, or else you work will be gone when you return.

Words to live by: Save early, save often.

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Newsletter Templates. Creation Process





Start. New Newsletter Template

Newsletter templates define the customized look of the newsletter, the topics of interest for its target audience, and the default list of people who will receive it. LexisNexis[®] Publisher uses the information you define in this newsletter template to build each newsletter issue.

LexisNex	is® <i>Publisher</i>	Publisher ID: chad4 Org Preferences Editor Preferences Sign Out Help Customer Service: 877-810-5325
Topics	Administration	
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Use this page will receive it	e to create or modify a reusable t. LexisNexis Publisher uses this	newsletter template. Newsletter templates define the customized look of the newsletter, the topics of interest for its target audience, and the default list of people who nformation you define in this newsletter template to build each newsletter issue.
1 .	New Newsletter Template	Topics Today 2
0	Edit Newsletter Template	A Newsletter
0	Delete Newsletter	A Newsletter
0	New Newsletter Issue	A Newsletter
0	Resend Newsletter Issue	Newsletter 💌Issue 💌
C	Drafts	A Newsletter (Wed, Nov 10, 2010 04:56 PM) 💌
🍘 Le	exisNexis® About LexisNe	xis Terms & Conditions Privacy Policy
Copyright (© 2010 LexisNexis, a division of	Reed Elsevier Inc. All Rights Reserved.

1 Select radio button to the left of New Newsletter Template.



Click Start.



The Topic Selection tab allows you to select specific topics for the template from the list of available topics.

Newsletters - Topics Today	2
Use this page to create or modify a reusable newsletter template. Newsletter templates define the customized look of the newsletter, the topics of interest for its target audience will receive it. LexisNexis Publisher uses this information you define in this newsletter template to build each newsletter issue.	, and the default list of people who
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□ Patents	
V Shareholder Activism	
U.S. Supreme Court	
	_
	2 3
< Prev	vious > Next 💾 Save Changes

- **1** Select topics for your newsletter template from the list of available topics.
- 2 Click Next to move to the Design tab, which will keep your changes as long as you remain within the new template workflow.
- 3 Click Save Changes to save your progress if you wish to exit the new template workflow.



Design. New Newsletter Template

The non-HTML design view enables you to design templates in a visual format without requiring any HTML coding. Real time previews can be seen in the preview pane to the right.



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Design. New Newsletter Template

Non-HTML template design options continued.





Design. New Newsletter Template

The HTML design view allows you to enter valid HTML for your headers and footers.

Newsletters - Topics Today Use this page to create or modify a reusable newsletter template. Newsletter templates define the customized look of the newsletter, the topics of interest for its target audience, and the default list of people who will require it. Lowichteris Dublicher use this information can define it this neurobles to build each exception is the information can define it this neurobles to build each exception is the information can define it this neurobles to build each exception is the information can define it this neurobles to build each exception is the information can define it this neurobles to build each exception is the information can define it this neurobles to build each exception is the information can define it this neuroble to build each exception is the information of the information can define it this neuroble to build each exception is the information of the information can define it the neuroble to build each exception is the information of the informati	1	Select between the non-HTML
Topic Selection Design Recipients		and the HTML view.
Create Newsletter Design Using: O non-HTML Template		HTML Template Options
2 Step 1 - Select Article Template	2	Select between single column or dual column layouts.
	3	Specify inclusion/location of Table of Contents.
3 Step 2 - Location of Table of Contents Table of Contents None Image: Step 3 - Create HTML Header & Footer	4	Add HTML header and/or footer, or opt to use defaults from Email display settings.
✓ Use Email Defaults You can use your organization's default header & footer HTML coding to frame you newsletter or you can enter the HTML coding needed to give. NOTE: Do not place a <base href=""/> tag in this field. Also, make sure all of your links have absolute paths. Header HTML	5	Click Previous to move to the Topic Selection tab, or Next to the Recipients tab; your changes will be kept as long as you remain within the new
Footer HTML	6	template workflow. Click Save Changes to save your
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Select newsletter subscribers on the recipients tab.

Topic S	election Design	Recipients	8 🖾 Newsletter Home
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	Adams	Angela	angela.adams@lexisnexis.com
•	Banner	Bruce	bruce.banner@lexisnexis.com
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•	Campbell	Cory	cory.campbell@lexisnexis.com
•	Driscoll	Dana	dana,driscoll@lexisnexis.com
1	Earhart	Emily	emily.earhart@lexisnexis.com
•	Fontaine	Frank	frank.fontaine@lexisnexis.com
•	Griffen	Greg	greg.griffen@lexisnexis.com
	н	Mahesh	mahesh.hebballi@lexisnexis.com
V	Hendricks	Harold	harold.hendricks@lexisnexis.com
•	Mason	Marshall	marshall.mason@lexisnexis.com
V	Jorgensen	Jane	jane.jorgensen@lexisnexis.com
	Parker	Peter	peter.parker@lexisnexis.com

Enter your name in the "From" field to show recipients who sent the newsletter. The From field can also be customized on a per issue basis.

- Enter your email address in the "Reply to" 2 Enter your enter accertain the send you field to enable recipients to send you feedback. The Reply-to field can also be customized on a per issue basis.
- Enter a default email subject. Email 3 subjects can also be customized on a per issue basis.
- If desired, filter list of recipients by first Δ letter of last name to easily locate specific names.
- Select default recipients to receive the newsletter. Recipients can also be customized on a per issue basis. Selections on each page will be saved if you choose to navigate between pages of subscribers. Listing of potential recipients derived from Subscribed Users sub-tab beneath Administration.

- Click Previous to move to the Design tab; your changes will be kept as long as you remain within the new template workflow.

Click Save Changes to save your newsletter template.



Click Newsletter Home to return to the start page, where you can begin sending newsletter issues, or initiate other workflows.



Newsletter Templates. Other Workflows



Should you need to make changes to the topics, design, or recipients originally selected for your newsletter template, follow the Edit Newsletter Template workflow to modify your choices.

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Topics	Iministration								
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Copyright © 20	Nexis® About	LexisNexi	s Terms & Condit ed Elsevier Inc. All	ions Privacy P Rights Reserve	olicy ed.				

- **1** Select radio button to the left of Edit Newsletter Template.
- 2 Select the existing template you wish to modify.
- 3 Clicking Start will return you to the template workflow Topic Selection, Design, Recipients with your original selections displayed. You may make modifications and re-save your template parameters.



Delete. Newsletter Template

Should you no longer need a saved template, follow the Delete Newsletter workflow to remove it from the system.

LexisNexis® Publisher						Publisher ID: chad4	Org Preferences	Editor Preferences Sign Out Help Customer Service: 877-810-5325
Topics Administration								
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Use this page to create or modify a reusable will receive it. LexisNexis Publisher uses this	newsletter template. Newslette information you define in this n	r templates define t ewsletter template	the customized to build each ne	look of the wsletter is	a newslet ssue.	ter, the topics of interest for its	target audience, a	and the default list of people who
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- Select radio button to the left of Delete Newsletter.
- 2 Select the template you wish to delete.
- 3 Click Start.
- **4** The Delete Newsletter Template pop-up will appear. Click OK to delete the selected newsletter template along with any saved drafts associated with the template. Click Cancel to discontinue the deletion process.



Newsletter Issues. Creation Process



LexisNexis[®] Publisher uses the information defined in the newsletter template to build each newsletter issue. A newsletter "issue" is a single iteration of a newsletter delivery, much like an issue of a magazine or newspaper.

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- **1** Select radio button to the left of New Newsletter Issue.
- 2 Select the template from which you will create your newsletter issue.
- 3 Click Start.



The topics for the template are loaded in the left pane with published articles for each topic listed in the right pane.

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		▼ 3. ▼ 4. ▼ 5. □ 6. □ 7. ▼ 8.	Rating the ratings: How good are commercial governance ratings?, Journal of Financial Economics, Decomber 2010, Pg. 439, 1388 words, Robert M. Daines a, *, daine:@stanford.edu; Ian D. Gov b; David F. Larcker c Corporate Governance, the Economist, and a Criticism without a Purpose, The Race to the Bottom, November 9, 2010 Tuesday 8:00 AM EST, 923 words, J Robert Brown Jr. Buck stops with board of directors - watchdog, <i>RTE Awers</i> , November 8, 2010 Monday 7:48 PM GMT, BUSINESS, 644 words IRRC INSTITUTE; IRRC Institute and Stanford's Rock Center Submit Report to SEC That Raises Questions About Fundamental Underpinnings of Corporate Governance <i>Investmeat Weekly Neurs</i> , November 6, 2010, EXPANDED REPORTING; Pg. 863, 466 words The value of excess cash and corporate governance: Evidence from US cross- listings, Journal of Financial Economics, November 2010, Pg. 359, 15945 words, Laurent Frésa a, *, fresard@hecfr, Carolina Salva b, 1, carolina.salva@unine.ch Speech by SEC Commissioner Troy A, Paredes: 'Corporate Governance and the New Financial Regulation: Complements or Substitute?', <i>Targeted Neurs</i>	B
		□ 9, 1	Service, WASHINGTON Basel Committee Issues Corporate Governance Principles, Strong Role Seen for Internal and External Audit, CCH Financial Crisis News Cente, October 22, 2010 Friday 3:13 PM EST, , 832 words, WKLB	5

Click the name of the topic from which you wish to select articles.

Select "all" on the current page or just specific articles to include in your newsletter issue. Click the headline to view full text in a separate window.

Toggle between the full list of published documents and those selected for the issue. Toggle options: Show Selected/Show All.

Click arrows to navigate to the next group of documents (e.g. 11-20).

Select a document range from the drop-down and click Go to navigate to a specific set of articles.

6 Click Next to move to the Layout tab, which will keep your changes as long as you remain within the new issue workflow.

7

Click Save Changes to save your progress if you wish to exit the new issue workflow.



Layout. New Newsletter Issue

The Layout page enables you to use drag-and-drop technology to precisely place topics and articles within a newsletter issue for optimal presentation and impact.



Click the drag and drop indicator
 (1) to the left of a topic name to move the topic to another location within the issue.

- Click the drag and drop indicator
 () to the left of a headline to move the article to another location within the topic framework.
- 3 Click Previous to move to the Article Selection tab, or Next to the Recipients tab; your changes will be kept as long as you remain within the new issue workflow.
- 4 Click Save Changes to save your progress if you wish to exit the new issue workflow.



Recipients assigned to the newsletter template will be selected by default within the newsletter issue workflow. Additional subscribers can be added per issue and default subscribers can be deselected.

Use this and the Arti	is page t e default ticle Se	to create or modify a reus t list of people who will rec election Layout R	sable newsletter templa ceive it. LexisNexis Pub	ite. Newsletter templates define the customized look of the newsletter, the t lisher uses this information you define in this newsletter template to build e	opics of interest for its target audience, ach newsletter issue.	1 ^{Er}	nter your name in the "From" field to
Arti	ticle Se	election Layout R	Notes			sr	now recipients who sent the newsletter
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	m	John Doe		care of LexisNexis Publisher		2 En	iter your email address in the "Reply to"
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I.	•	Campbell	Cory	cory.campbell@lexisnexis.com		let	tter of last name to easily locate specific
I.	v	Driscoll	Dana	dana.driscoll@lexisnexis.com		na	ames.
V	•	Earhart	Emily	emily.earhart@lexisnexis.com			
V	v	Fontaine	Frank	frank.fontaine@lexisnexis.com		- So	lact/decoloct recipients to receive the
V	•	Griffen	Greg	greg.griffen@lexisnexis.com		5 30	such deserver recipients to receive the
E		н	Mahesh	mahesh.hebballi@lexisnexis.com		ne	ewsletter. Selections on each page will
1	1	Hendricks	Harold	harold.hendricks@lexisnexis.com		be	e saved if you choose to navigate
	v	Mason	Marshall	marshall.mason@lexisnexis.com		be	etween pages of subscribers. Listing of
I	•	Jorgensen	Jane	jane.jorgensen@lexisnexis.com		рс	otential recipients derived from
L.	v	Parker	Peter	peter.parker@lexisnexis.com	6 7	Su	lbscribed Users sub-tab beneath
				्रि	evious > Next 🖾 Save Changes	Ac	dministration.

Click Previous to move to the Layout tab, or Next to the Notes tab; your changes will be kept as long as you remain within the new issue workflow.

6

7 Click Save Changes to save your progress if you wish to exit the new issue workflow.



If you would like to add a note to the top of your newsletter delivery, you may do so on the Notes tab.

٩	lewsletter Issue						?
1	Jse this page to create o vill receive it. LexisNexi	or modify a i s Publisher u	reusable newslet uses this informa	tter templa tion you de	Newsletter templates define the customized look of the newslette a in this newsletter template to build each newsletter issue.	er, the topics of interest for its target audience, and the default list of people who	
-	Article Selection	Layout	Recipients	Notes	Preview/Send	A Newsletter Home	
	If you would like to ac	dd a note to	the top of the ne	wsletter, p	se enter the text of the note in plain text below.		
1	With our latest projec	t in mind, th	ese articles are	particularly	ievant.		
	Please note the follow	ing					
	 For Non-HTML t You can use state URL links may 	templates, fo andard HTML be included	ont type, color, s _ coding, if desire as long as you u	ize, and st ed, to add se the full	g (bold, italics, underline) will be controlled by the preferences y agraph breaks, URL-based images, font styling, and the like to yo h (http://)	ou select using the Non-HTML Design options our issue notes 2 3	
						🗧 Previous 🔰 Next 🖺 Save Change	5

- Enter notes within the text box. Notes will appear at the top of your newsletter, beneath the header.
 - If a non-HTML template was used, then font type, color, size and styling (bold, italics, underline) will be controlled by the font/color preferences selected.
 - HTML coding is also valid in the text box, though not required. If you wish to add additional styling, such as paragraph breaks, or want to insert a URL-based image, you may use standard HTML tags.
 - You may include links in the text box as long as the full path is defined (http://...).
- 2 Click Previous to move to the Recipients tab, or Next to the Preview/Send tab; your changes will be kept as long as you remain within the new issue workflow.
- 3 Click Save Changes to save your progress if you wish to exit the new issue workflow.



Preview/Send. New Newsletter Issue

The Preview/Send tab allows you to view the newsletter issue as it would appear to the email recipient; workflow navigation enables access to previous screens if changes are needed prior to sending.



Click Previous to move to the Notes tab; your changes will be kept as long as you remain within the new issue workflow.

If you have not already done so, you must click Save Changes prior to sending your newsletter issue. If you choose not to send the issue right away it will be stored as a draft.

The Send button will become active (turn red) once changes are saved. Click Send to launch your issue to all designated recipients. A pop-up will ask you to confirm your intent to send your issue.



Newsletter Issues. Other Workflows



Resend. Newsletter Issue

Saved issues are stored for thirty days so that they can be resent to recipients that missed the original delivery or accidentally deleted the email.

LexisNexi	is® Publisher							Publisher ID: chad4	Org Preferences Editor Preferences S Customer Service: 8	ign Out Help 377-810-5325
Topics	Administration	2000								
Subscribed U	Jsers Projects/Client	s Reports	Topic Categories A	ttachments Newsle	ters Assignments	Tokens	Logos			
Newsletter	s									2
Use this page you define in	to create or modify a this newsletter templa	reusable ne te to build ea	wsletter template. Nev ach newsletter issue.	wsletter templates de	ine the customized	look of th	e newslet	r, the topics of interest for its target audience, and the default list of people who will re	eceive it. LexisNexis Publisher uses this	information
0	New Newsletter Tem	plate								
0	Edit Newsletter Temp	late	A Newsletter	×						
0	Delete Newsletter		A Newsletter	T.						
0	New Newsletter Issu		A Newsletter	×						
1 0	Resend Newsletter I	sue	Topics Today	Issue			-			
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Copyright @) 2010 LexisNexis, a d	vision of Re	ed Elsevier Inc. All Ri	ghts Reserved.						

- **1** Select radio button to the left of Resend Newsletter Issue.
- 2 Select the template associated with the issue you wish to resend.
- 3 Select the issue to resend. Issues are identified by the template name, followed by the date and time of the last save.
- Clicking Start will return you to the recipients tab within the issue workflow. No recipients will be selected since generally you will only be <u>re</u>sending to select individuals who did not receive the original delivery. Select recipients and proceed to the Preview/Send tab to launch the email.



Drafts are newsletter issues you have saved, but have not yet sent. Drafts enable you to begin work on an issue, leave the workflow to perform other tasks, and return to complete the delivery.

LexisNex	kis® <i>Publisher</i>	Publisher ID: chad4 Org Preferences Editor Preferences Sign Out H/ Customer Service: 877-810-53	alp 25
Topics	Administration		
Subscribed	Users Projects/Clients Repo	ts Topic Categories Attachments Newsletters Assignments Tokens Logos	
Newslette	rs		2
Use this pag you define ir	e to create or modify a reusabl 1 this newsletter template to bu	newsletter template. Newsletter templates define the customized look of the newsletter, the topics of interest for its target audience, and the default list of people who will receive it. LexisNexis Publisher uses this information d each newsletter issue.	
0	New Newsletter Templa	e	
0	Edit Newsletter Templat	A Newsletter	
0	Delete Newsletter	A Newsletter	
0	New Newsletter Issue	A Newsletter	
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- **1** Select radio button to the left of Drafts.
- 2 Select the draft you wish to enter. Drafts are identified by the template name, followed by the date and time the draft was last saved. Drafts will be kept until sent, or until the associated template is deleted.
- 3 Clicking Start will return you to the issue workflow Article Selection, Layout, Recipients, Notes, Preview/Send with your saved selections displayed. You may make modifications and send the newsletter issue, or resave it to continue working later.



Newsletter Delivery. Best Practices



Best Practices. Newsletter Delivery

To present a superior user experience follow these best practices for newsletter delivery:

Change the "From" display and "Reply to" address

to point to someone within your organization. If the reader can instantly see that the newsletter came from within the organization they won't mistake your email for spam.

Keep the design of your newsletter simple. Don't go overboard with an overly elaborate logo or use a multitude of font styles and colors all at once. Users respond best to simplicity.

Write a good Subject line

for your newsletter issue to immediately grab users' attention and encourage them to read, rather than file or delete, your newsletter.

Keep it brief to enable easy scanning. Most users skim headlines to get an overview, rather than reading thoroughly.

- Select only the most relevant articles
- Include abstracts, but control their length
- Arrange articles in priority order
- Omit the table of contents if you aren't including many topics

Don't send too often.

Research shows that the most frequent user complaint concerning newsletters, is that they arrive too often. A predictable publication frequency that's not too aggressive is best.

Keep your content fresh and relevant.

Create new topics/newsletters regularly to correspond to the latest issues facing your organization to keep people engaged. Consider polling your audience about what they'd like to see and how often.



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