

Rialto End-to-End Order Lifecycle

Clarivate is in the process of implementing a new structure for Rialto. Among other changes, beginning June 30, 2026, sales of print titles will no longer be supported. For additional information, see [Rialto FAQ](#).

Below are the basic workflows of orders in Rialto.

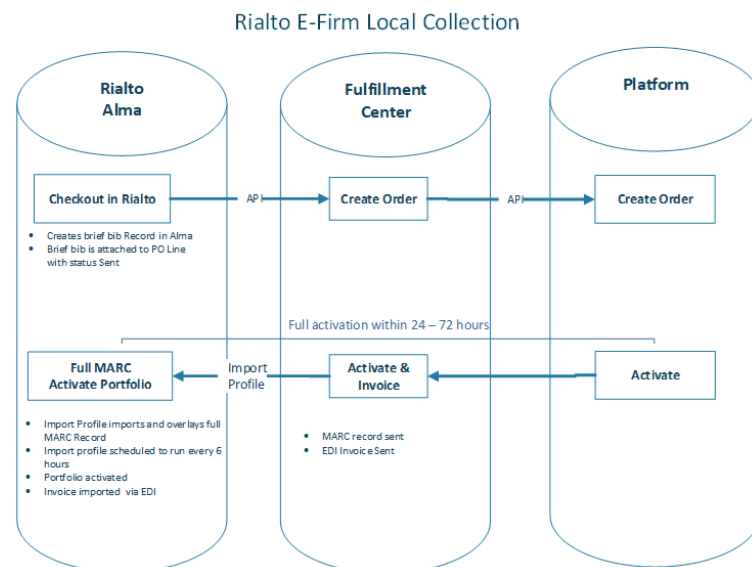
Note

For information about the handling of claims, see [Monitoring the Order Status](#).

Order Workflows - Print vs. Electronic Titles

Electronic title	Physical title
<ul style="list-style-type: none"> • Cart checkout • Order to Ex Libris • Activation confirmed • Invoice & MARC 	<ul style="list-style-type: none"> • Cart checkout • Order to Ex Libris • Physical processing • Shipped • Invoice & MARC / OCLC

Rialto E-Firm Local Collection

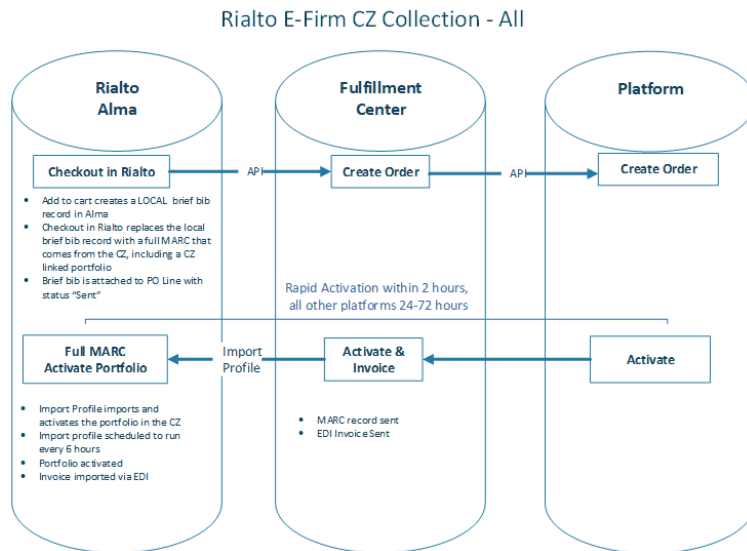


Following Rialto cart checkout, the order goes to Ex Libris. Once activation is confirmed, Ex Libris sends the invoice and the MARC record to the FTP directory of the institution.

Note that an invoice is not required for portfolio activation. Invoice and record delivery are independent from one another.

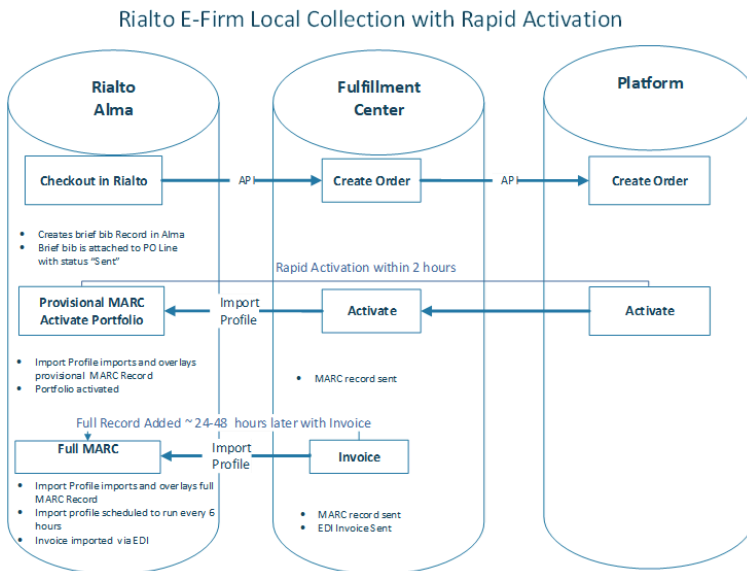
Portfolio activation takes place as soon as the MARC is received from the vendor and the import profile job runs.

Rialto E-Firm Community Zone Collection



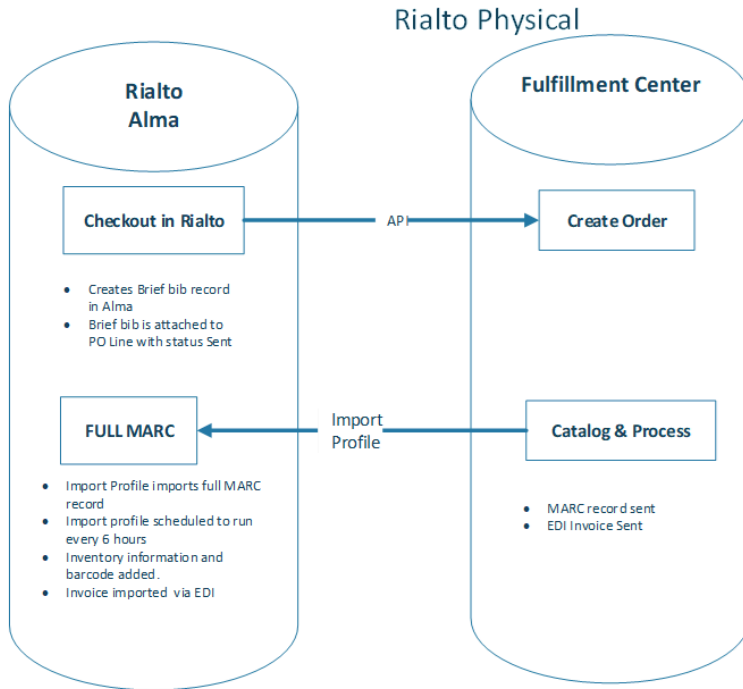
As with local collections, an invoice is not required for portfolio activation of community-zone collections. Invoice and record delivery are independent from one another. Portfolio activation takes place as soon as the MARC is received from the vendor and the import profile job runs.

Rialto E-Firm Local Collection with Rapid Activation



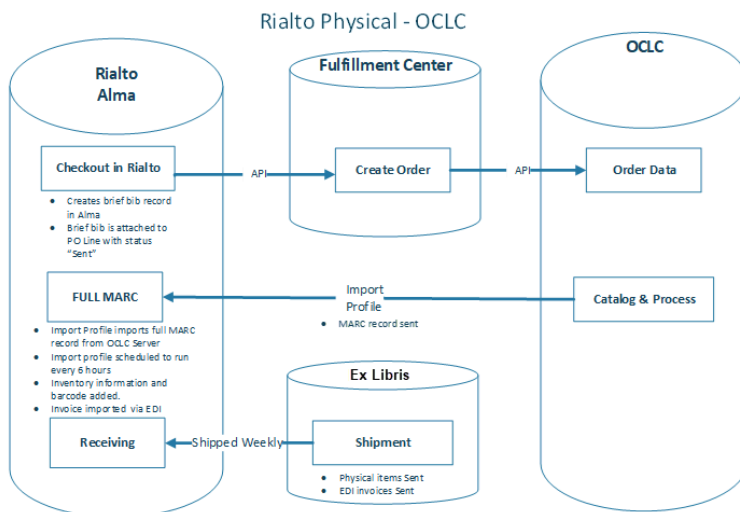
As with local and community-zone collections, an invoice is not required for portfolio activation of local collections with rapid activation. Invoice and record delivery are independent from one another. Portfolio activation takes place as soon as the MARC is received from the vendor and the import profile job runs.

Rialto Physical



Following Rialto cart checkout, the order goes to Ex Libris. Once activation is confirmed, the order undergoes physical processing and is then shipped. Along with the shipment, Ex Libris sends the invoice and the MARC record to the FTP directory of the institution.

Rialto Physical - OCLC



For OCLC institutions, OCLC sends the MARC record to a separate server. Ex Libris will assist the institution in configuring the server. Ex Libris then sends the invoice, which can go through EDI invoicing.

Not Yet Published (NYP) Ebooks in Rialto

Rialto supports visibility and ordering for pre-publication print titles and ebook content. These titles display the “Not yet published” badge, see in [List of Rialto Badges](#).

How it works

Participating platforms either provide Ex Libris with an NYP (Not Yet Published) status OR a guaranteed on-sale date.

Librarians can view NYP content, save it to a list for future purchasing, or place a pre-order, which Ex Libris will hold until the title becomes available, and then release to the appropriate platform for fulfillment.

FAQs

- **Will all platforms provide NYP titles?**

No. Some platforms cannot provide this information, but we will continue to work with our integration partners as they are able.

- **Why does the same title show 'Available' from one platform and 'Not Yet Published' from another?**

Availability information varies from platform to platform and can fall into 3 categories.

1. Category 1 platforms do not currently provide not yet published content, and their titles will not display in the marketplace until they are available for purchase.
2. Category 2 platforms do provide not yet published content. These titles are displayed in the marketplace, and we rely on the platform to inform us when the content will become available for purchase.
3. Category 3 platforms do not provide us with not yet published content, however they may have titles that are available for purchase before the official on-sale date. Those titles will appear in the marketplace and be eligible for fulfillment at the time of their appearance.

- **How does the fulfillment process work?**

When placing a pre-order for a print or electronic book, we will honor any backorder durations that you have configured at implementation. If no backorder duration has been established, then:

- When preordering print, we will continue to attempt to purchase monthly until the order is able to be fulfilled, or you choose to cancel the order. When the order is greater than 365 days old, it will be canceled.
- When preordering an ebook, the order is fulfilled as soon as we receive an availability update from the platform.