

MANUSCRIPTROUTE STANDARD

Secure Stripe Checkout & Payment Protection Guide

How ManuscriptRoute uses Stripe-hosted checkout, what payment confirms, and what clients should expect before and after purchase.

Core principle: What cannot be verified is not presented as fact. What ManuscriptRoute controls is documented, traceable and accountable.

1. Why checkout is hosted by Stripe

ManuscriptRoute uses Stripe-hosted Payment Links for paid publication services and routes. Card or supported payment-method details are entered on Stripe's checkout environment rather than into a custom card form built inside WordPress.

This design reduces unnecessary handling of sensitive payment credentials by ManuscriptRoute and gives clients a recognizable, dedicated payment step before returning to the Author Portal.

What ManuscriptRoute receives

- Payment status and transaction reference
- Customer identity/contact details collected by Stripe
- The service or route associated with the payment
- Information needed to match the payment to the client workflow

What ManuscriptRoute does not need

- Your full card number in WordPress
- Your card security code stored on the site
- A custom ManuscriptRoute card vault
- A manual bank-card form on our WordPress pages

2. What a successful payment means

A successful Stripe checkout confirms that the selected ManuscriptRoute service or publication route has been paid for. It does not mean that an independent journal has accepted the manuscript, that a publisher fee has been paid, or that a publication date has been guaranteed.

After checkout, the client returns to ManuscriptRoute and continues through the Author Portal using the same email identity whenever possible.

3. Payment-to-workflow matching

- Each ManuscriptRoute checkout link is associated with a specific service or Publication Route.
- The client should use the same email address for payment and the Author Portal whenever possible.
- The Stripe receipt should be kept until the project is matched and opened in the workflow.
- A return URL alone is not treated as proof of payment; service activation is matched against the Stripe payment record.

Secure Checkout Principle

Payment credentials are handled by Stripe's hosted checkout environment. ManuscriptRoute uses the resulting payment record to connect the purchase to the publication workflow.

4. What the professional fee covers

The checkout price covers the ManuscriptRoute professional scope stated on the selected service or route page. Depending on the product, this may include manuscript preparation, reference verification, journal matching, formatting, cover letters, portal support, reviewer-response work, rejection analysis, retargeting and resubmission support.

5. What is normally separate

- Publisher article-processing charges (APCs) or journal fees.
- Institutional, registry, courier, translation or third-party service charges.
- Major new experiments, new original research data or out-of-scope statistical work.
- Services not listed in the purchased route or separately agreed in writing.

6. Refunds, corrections and scope disputes

If a client believes a payment was duplicated, the wrong product was purchased or the paid scope cannot be delivered as described, the issue should be raised through the ManuscriptRoute project record. Refund eligibility depends on the transaction status, work already performed, the agreed scope and applicable payment/refund terms.

Where a language, formatting or administrative defect falls within work ManuscriptRoute actually completed, the Workmanship Guarantee focuses first on correcting the in-scope defect rather than charging the client again for the same correction.

7. Fraud and account safety

- Do not send card numbers or card security codes by email.
- Use only ManuscriptRoute pages that lead to a Stripe-hosted checkout for the selected service.
- Keep your Stripe receipt and transaction reference.
- If a payment page looks inconsistent with the selected ManuscriptRoute service, return to the official pricing or service page before paying.

Important distinction

Stripe secures the checkout transaction. ManuscriptRoute remains responsible for delivering the professional service scope it sells. Journal editors and publishers remain independent decision-makers.

8. The checkout sequence

- Choose the service or Publication Route from the official ManuscriptRoute page.
- Open the dedicated Stripe-hosted checkout associated with that exact service.
- Review the service name, amount and checkout details before submitting payment.
- Complete payment in Stripe's hosted environment.
- Keep the receipt and return to ManuscriptRoute.
- Continue in the Author Portal with the same email identity whenever possible.

- The ManuscriptRoute project is matched to the Stripe record before paid work is treated as activated.

9. Client payment checklist

- Confirm the domain you started from is manuscriptroute.com.
- Confirm the selected service name and price match the page you intended to purchase.
- Never email complete card details to ManuscriptRoute.
- Keep the Stripe receipt until the project is opened and matched.
- If payment appears duplicated, contact ManuscriptRoute before making another payment.
- If a journal later requests an APC, treat it as a separate publisher charge unless the written ManuscriptRoute scope explicitly states otherwise.

10. Payment protection and professional-service responsibility

Secure payment processing and professional service delivery are two different responsibilities. Stripe provides the hosted payment infrastructure used for the transaction. ManuscriptRoute remains responsible for performing the publication-support work it has sold and for applying the stated Workmanship and support promises within scope.

A payment does not purchase control over an editor, reviewer or publisher. It purchases the ManuscriptRoute professional workflow described on the relevant service or route page.

Before paying

If you are not sure which route you need, use the Free Manuscript Assessment first. The most expensive route is not automatically the correct route.