

Manage Account - Special Requests

If Marketplace cannot price a permissions request immediately, it becomes a Special Request and is sent to the publisher for consideration. The publisher will either approve and price the request, deny the request, or ask you for additional information.

Log on by visiting: <http://marketplace.copyright.com>

1. Submitting a Special Request

When a Special Request is required, the following message displays:

Due to the nature of your request, a special order is required. You will be notified by email of the publishers decision. Please continue to submit your request. PRICE: Special Request

To submit a Special Request:

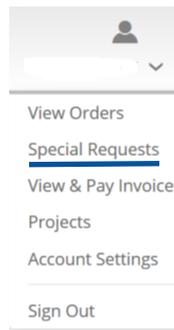
- Fill in the New Work Details and select **NEXT**
- Complete the required Additional Details and Reuse Content Details and click on **SUBMIT REQUEST**
- Marketplace confirms that the request was successfully submitted.

Thank you for submitting your request. The publisher has been notified and will be contacting you with their decision.

OK

2. Viewing/Managing Special Requests

- On the Marketplace home page, select “Special Requests” from the drop-down menu under your name.
- The Special Request page opens. View the details of a request by clicking on the Request ID.
- For an explanation of statuses, see the Special Request Status Chart at the end of this document.



MANAGE ACCOUNT

View Your Orders | **Special Requests** | View & Pay Invoices | Projects | Manage Account Settings

Special Requests

Please type to search by Request ID **Search** **Clear**

1 - 4 of 4 Requests 10 Requests/page ▾

Request Date ▾	Request ID ▾	Publication ▾	Title ▾	Type of Use ▾	Status ▾
19 Apr 2021	601027677	Diabetes : Chronic Complications		Republish in presentation/slides	Pending
24 Jun 2020	600540066	Seminars in neurology	Diagnosis and Management of Parkin...	Republish in other published product	Closed (Inactive)

- **Manage Requests.** From a Special Request Details page, you can *Accept* or *Decline* the publisher’s price. If a request is denied by the publisher, it is no longer active and a new request must be created if the request details have changed.
- **Approved Requests.** Process ‘Approved’ requests items by accepting the publisher’s price, moving the items to the shopping cart, and completing the transaction.
- **Sorting.** Requests can be sorted in a variety of ways, by clicking the column headers. You can sort by the following values:
 - ◆ Request date
 - ◆ Request ID
 - ◆ Type of Use
 - ◆ Status
- **Search Special Requests.** You can search by the Request ID. Type the Request ID in the search box and click **Search**
- **View More.** To display more than 10 items at a time, select the down arrow next to ‘10 Requests/page’. Select the number of items to display and the your view will be updated.

3. Edit Request/Add Comment

- On the Request Details page, you can edit a request, if the details have changed or in response to publisher feedback.
- Click on  **Edit Request**
- Update the request details and re-submit the request.
- To answer questions from the publisher about your request or Add Comments, click on  [Add Comment / Attachment](#)
- Type your comments in the dialog box. You may also attach a file. (acceptable formats include .pdf,.jpg,.gif,.tiff,.png—Maximum size 10 MB).

4. Cancel Request

- If a pending request is no longer needed, select  **Cancel Request** to cancel the order. A dialog box will appear.
- Select the Cancel Reason from the drop-down list.
- Click on OK to finish the cancellation.
- If you do not wish to cancel the request, click on “Cancel” to return to the Special Request Details page.

5. Adding Approved and Accepted Special Requests to the Cart

- View the details of a request by clicking on the Request ID.
- Click “Accept” to confirm the request pricing.
- Click **ADD TO CART**
- Check-out in the Shopping Cart to complete the order.

Questions?

[Search the Knowledgebase](#)

[Contact Customer Service](#)

Or Use Live Chat, available in Marketplace



Special Request Status Chart

The following statuses are available in the Special Request status drop-drop-down.

Status:	Explanation:
Accepted	Customer accepted an approved/priced request.
Approved	The publisher approved the request and provided pricing
Awaiting Customer Reply	The publisher has requested information and is waiting for the customer to respond.
Cancelled by	Customer closed the request.
Closed-Expired	An approved/priced request has expired. Requests close
Closed-Inactive	The request was closed due to inactivity. Requests close
Complete	The customer has checked out/finished an accepted re-
Customer Responded	The customer has responded to the publisher and provided additional information.
Declined	The customer declined a priced request.
Denied	The publisher denied the request.
Pending	The request is pending review by publisher.

Want to Learn More? Find Marketplace Videos/Guides/FAQs at:
<http://www.copyright.com/mbrc/>