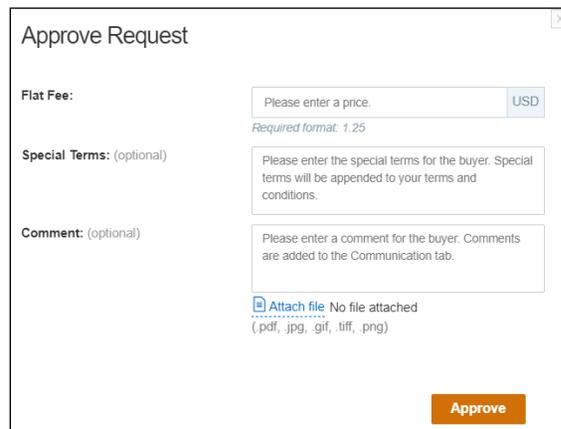


Pricing and Approving a Pending Special Request

- Click the Request ID number link to open the Special Request Details page.
- To price and approve a request, click **✓ Price & Approve**
- The Approve Request window will open where you can enter a price for this request.
- Enter a price for this Permission.
- Record any Special Terms in the free text box provided
 - Special terms will be recorded, preserved & automatically displayed in the workflow.
- Record any comments you would like to share with the customer.
 - This field is optional. It's intended for the exchange of information between you and the requestor.
- Then select **Approve** to finalize the pricing and approval of this item.

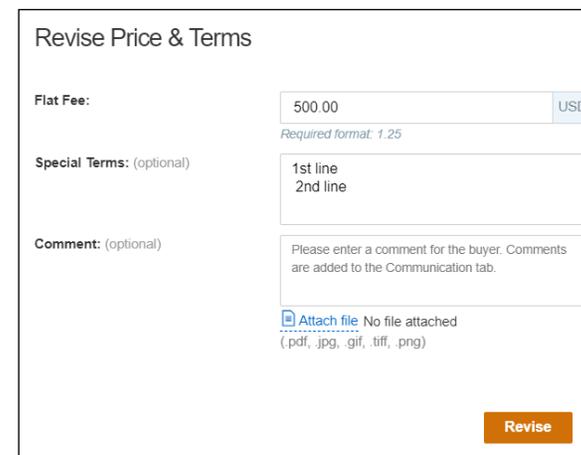


- The item will remain visible in the Publisher Portal with an 'Approved status' until the customer completes the steps to accept the price and finalizes the transaction with a check out process.

- If 60 days elapse without any further activity, the system will automatically assign a new status of Closed-Expired.

Revising a Price and Terms

- Once you have approved and priced a special request, you can return to revise the price and/or terms, provided the customer has not accepted the previous price.
- Click **✓ Revise Price & Terms**



- In the form that appears, make your necessary revisions.
- To save your changes, click **Revise**
- The revised price will be reflected on the details page and the status of the request will automatically revert to 'Approved'.
- The customer may then accept this final price, add the item to their cart and pay by credit card or invoice to complete the order.
 - **Note:** *If the customer has accepted the revised price the opportunity to revise it again will not be available.*

Denying a Pending Special Request

- Click the Request ID number link to open the Special Request Details page.
- To deny a pending special request, click 



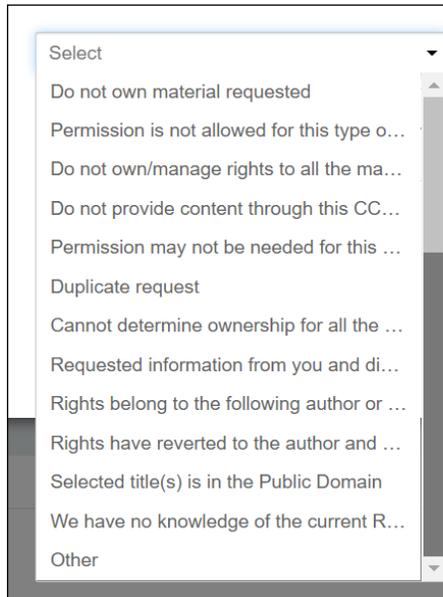
Deny Request

Deny Reason:

Comment: (optional)
Please enter a comment for the buyer. Comments are added to the Communication tab.



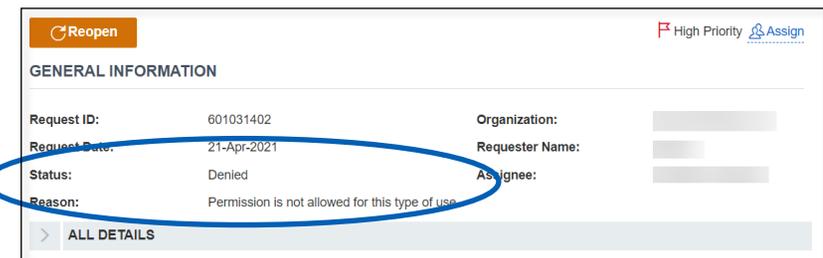
- From the Deny Request workflow, select one of the reasons for denial provided on the dropdown menu.



Select

- Do not own material requested
- Permission is not allowed for this type o...
- Do not own/manage rights to all the ma...
- Do not provide content through this CC...
- Permission may not be needed for this ...
- Duplicate request
- Cannot determine ownership for all the ...
- Requested information from you and di...
- Rights belong to the following author or ...
- Rights have reverted to the author and ...
- Selected title(s) is in the Public Domain
- We have no knowledge of the current R...
- Other

- If your reason for denial is not listed, select 'Other' and record the reason in the Comment box provided.
- To save and update the request details, click 
- The window will close and Status and Reason information will be reflected in the General Information section of the Special Request Details page.



 High Priority 

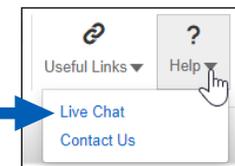
GENERAL INFORMATION

Request ID:	601031402	Organization:	
Request Date:	21-Apr-2021	Requester Name:	
Status:	Denied	Assignee:	
Reason:	Permission is not allowed for this type of use		

[ALL DETAILS](#)

Questions:

- Contact Customer Service
- RIGHTSHOLDERS@COPYRIGHT.COM
- 855-239-3415 (Toll free in US only)
- 978-646-2800
- Live Chat option within the application



Useful Links  Help 

- Live Chat
- Contact Us