

### Exploring the Special Request Details Page

• Click the Request ID number link to open the Special Request Details page

Results p	er page: 25	+ Results	1 - 2	5 of 2011							
<b>×</b> + 1	Request ID 💠	Publication	\$	Status	¢	Type of Use	¢	Content Title	\$ Requester Name	•	Organization 🖨
F	600899818			Accepted		Use in an e- coursepack					Test Company

- Expand the ALL DETAILS menu to see all content, request, new work and additional details.
- Utilize the "Next and "Pervious" links at the top and bottom of the special request details page to navigate from one special request details page to the another without returning to the search results page.
- The Previous and Next links will be disabled when you have reached the first and last special requests in your search results.

Search Results > Specia	Request		
Previous	antequest		Ne
✓ Price & Approv	e 🖉 Deny		High Priority 🖧 Assig
GENERAL INFORM	MATION		
Request ID:	601031376	Organization:	
Request Date:	21-Apr-2021 Rending	Requester Name:	
> ALL DETAILS			
Communication In	ternal Notes History		
Contact Customer			
21-Apr-2021 09:18:35,			
Here are my notes			
copy1.png			

- At the bottom of the Special Requests details page you'll find three tabs:
  - o Communication: this will show the comments exchanged between you and the requestor.
  - o Internal Notes: this tab will display any comments and communication happening internally about the request.
  - o History: within this tab is a record of key changes to the request details.

# Flagging High Priority Special Requests

• Use the flag status feature to tag specific Special Request as High Priority on the Special Requests details page.

Special Requests Reports Promotions	
Search Results > Special Request	
Previous	Next
✓ Revise Price & Terms Ø Deny	High Priority & Assign
GENERAL INFORMATION	4

### <u>Assigning a Special Request item</u>

- To assign a special request to a member of your organization, click 'Assign'.
- The 'Assign Request' window will appear.
- Use the dropdown to search for or scroll to select a listed member of your organization to whom the request will be assigned.
- After making a selection from the list, save the assignment, by clicking 'Assign'.

Assign Request		×
Assignee:	Select	•
		Assign

THIS DOCUMENT CONTAINS BOTH CONFIDENTIAL AND PROPRIETARY INFORMATION OF COPYRIGHT CLEARANCE CENTER, INC. AND ITS AFFILIATES ('CCC'). THE INFORMATION CONTAINED IN THIS DOCUMENT IS PROVIDED BY CCC 'AS IS'. CCC MAKES NO REPRESENTATION OR WARRANTY WHATSOEVER THAT THE INFORMATION IS FIT FOR ANY PARTICULAR PURPOSE NOR AS TO THE ACCURACY, COMPLETENESS, OR PERFORMANCE OF THE INFORMATION OR THE PRODUCTS OR SERVICES DESCRIBED HEREIN, AND EXPRESSLY DISCLAIMS ANY SUCH REPRESENTATIONS OR WARRANTIES. ANY DISSEMINATION OR OTHER USE OF THIS INFORMATION WITHOUT THE EXPRESS WRITTEN PERMISSION OF CCC IS STRICTLY PROHIBITED. © COPYRIGHT CLEARANCE CENTER 2021.



# Contacting a Customer within the Special Request Workflow

To contact a customer before pricing a request, click 'Contact Customer', • at the bottom of the Special Request Details page and enter your comments in the field below and/or attach a file.

Communication Internal Notes	History			
Contact Customer				

In the field. •

F	provide commen
t	o the customer,
â	and, optionally,
â	attach a file.

•	Comments are						
	saved to the						
	Communication						
	tab of the request.						



Enter any desired comments and click ٠



The 'Status' in the workflow reverts to 'Awaiting Customer Response' if the ٠ request has not been accepted by the customer.

#### Questions:

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



THIS DOCUMENT CONTAINS BOTH CONFIDENTIAL AND PROPRIETARY INFORMATION OF COPYRIGHT CLEARANCE CENTER, INC. AND ITS AFFILIATES ('CCC'). THE INFORMATION CONTAINED IN THIS DOCUMENT IS PROVIDED BY CCC 'AS IS'. CCC MAKES NO REPRESENTATION OR WARRANTY WHATSOEVER THAT THE INFORMATION IS FIT FOR ANY PARTICULAR PURPOSE NOR AS TO THE ACCURACY, COMPLETENESS, OR PERFORMANCE OF THE INFORMATION OR THE PRODUCTS OR SERVICES DESCRIBED HEREIN, AND EXPRESSLY DISCLAIMS ANY SUCH REPRESENTATIONS OR WARRANTIES, ANY DISSEMINATION OR OTHER USE OF THIS INFORMATION WITHOUT THE EXPRESS WRITTEN PERMISSION OF CCC IS STRICTLY PROHIBITED. @ COPYRIGHT CLEARANCE CENTER 2021.