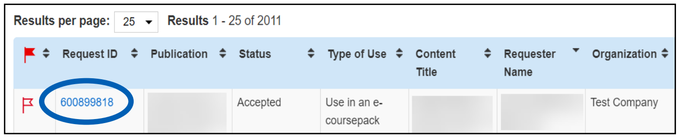
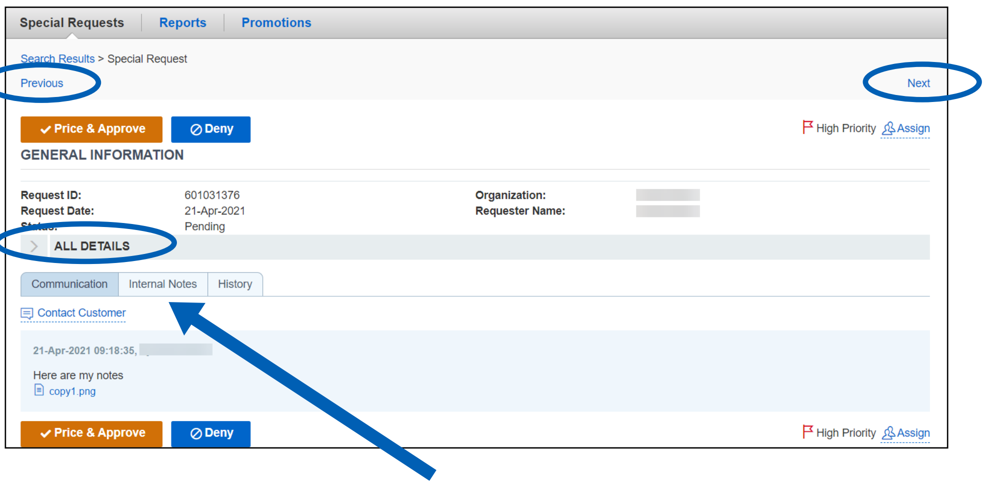
Exploring the Special Request Details Page

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



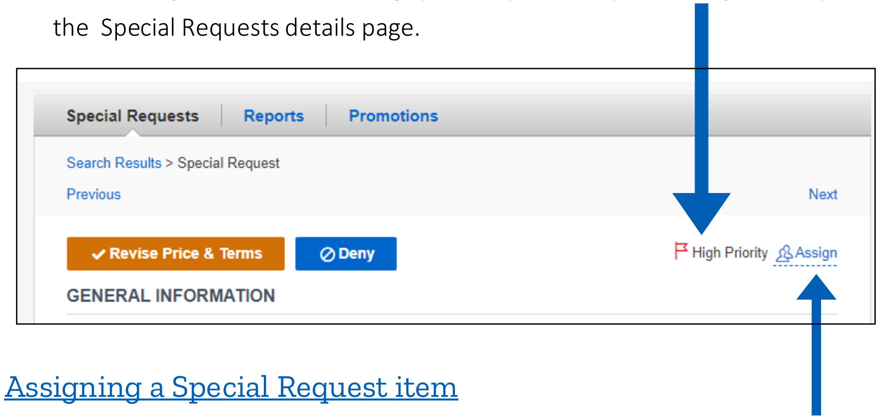
- Expand the ALL DETAILS menu to see all content, request, new work and additional details.
- Utilize the "Next and "Pervious" links at the top and bottom of the special request details page to navigate from one special request details page to the another without returning to the search results page.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



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

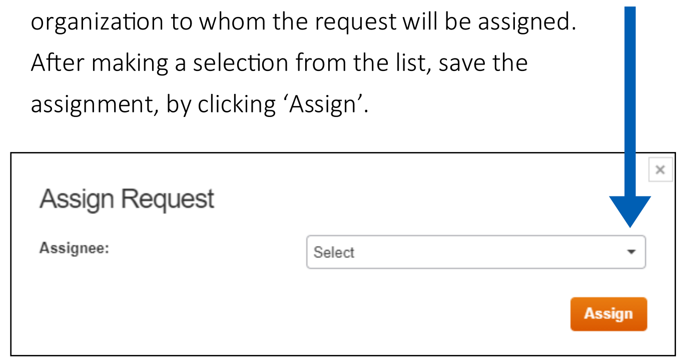
Flagging High Priority Special Requests

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



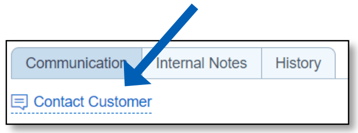
Assigning a Special Request item

- 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'.



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.



- In the field, provide comments to the customer, and, optionally, attach a file.
- Comments are saved to the Communication tab of the request.

- Enter any desired comments and click 

- The ‘Status’ in the workflow reverts to ‘Awaiting Customer Response’ if the 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