

Request actions

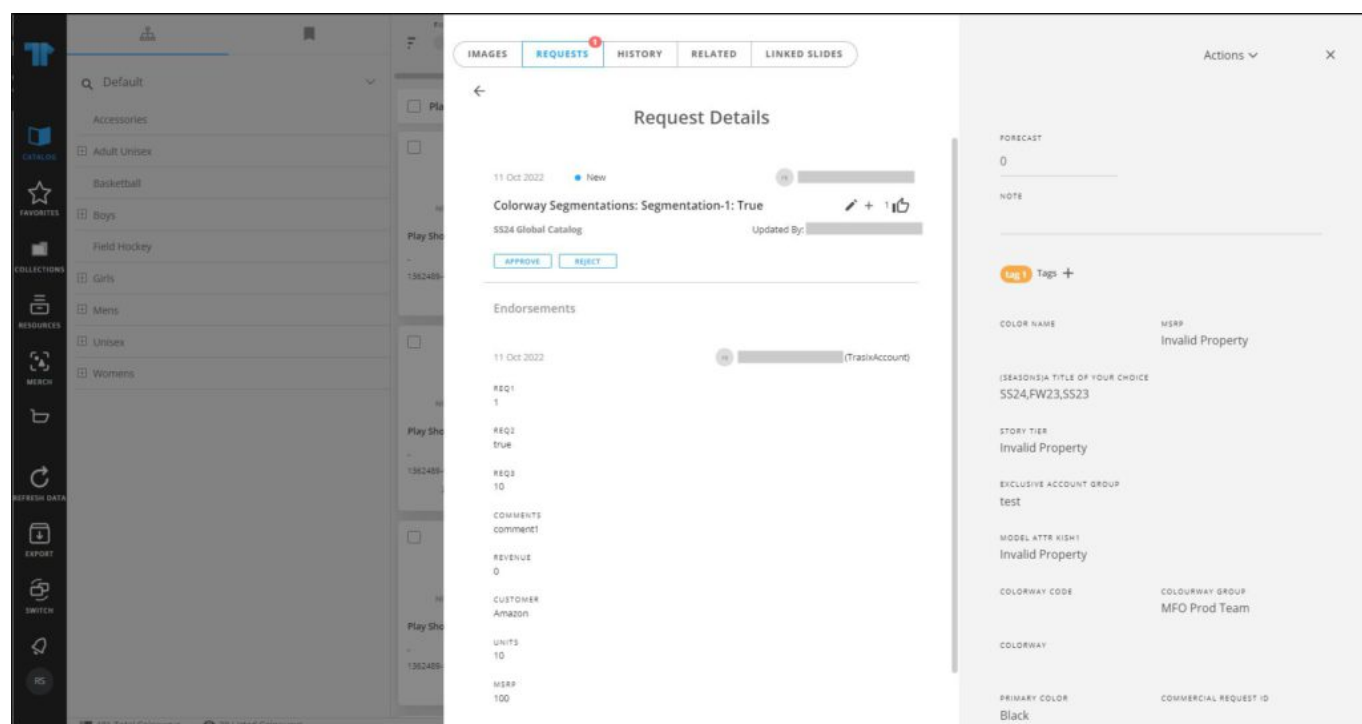
You can edit your own requests, endorse a request, withdraw, approve, reject, and confirm requests.

Note:

- Approving and rejecting requests can be done for the global catalog as well as the descendant catalogs articles. Adding attachments can only be done to article requests of the current catalog, not the descendant ones.

You can edit a draft request then save it, approve, reject, and confirm any of the article requests.

View the article then go to the **Requests** tab and view the request details as shown in the below example:




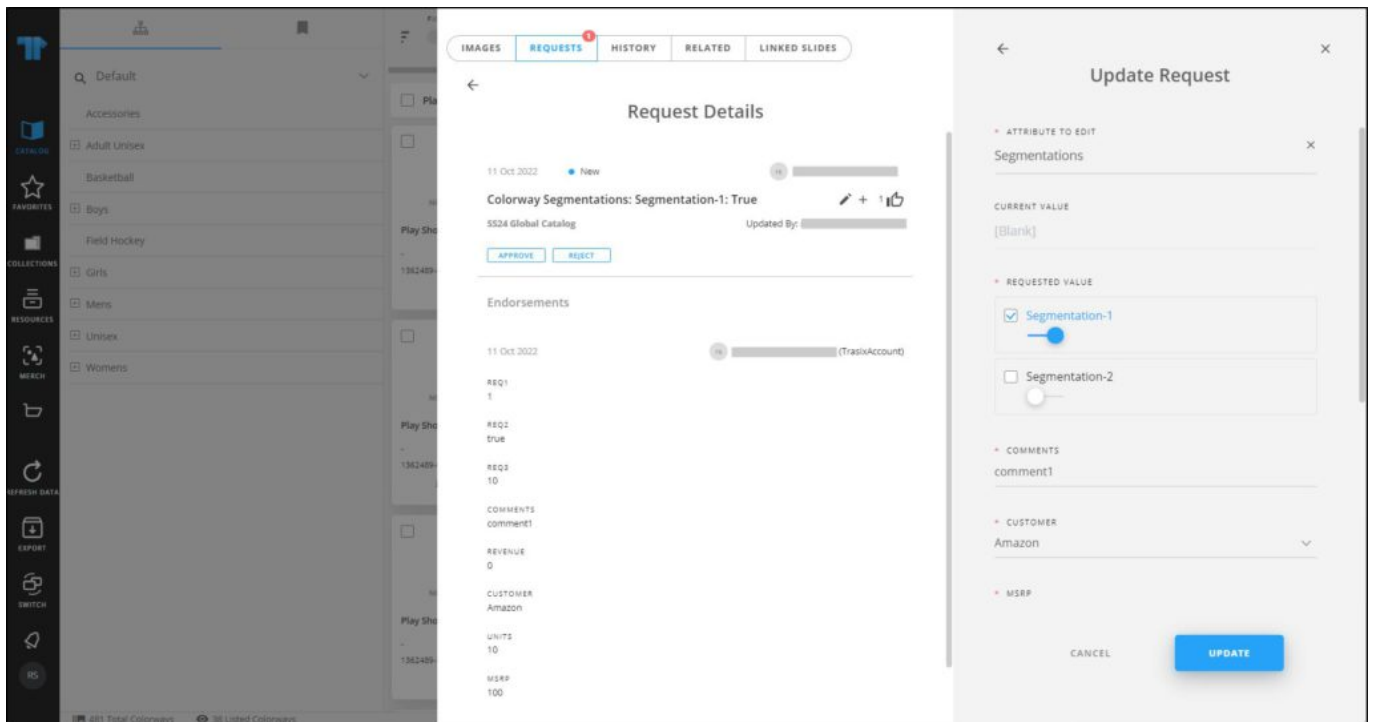
The above example is for a New request.

Edit request

Note:


- If you have the required privileges, you can edit requests of other users. Otherwise, you can only update your own requests.

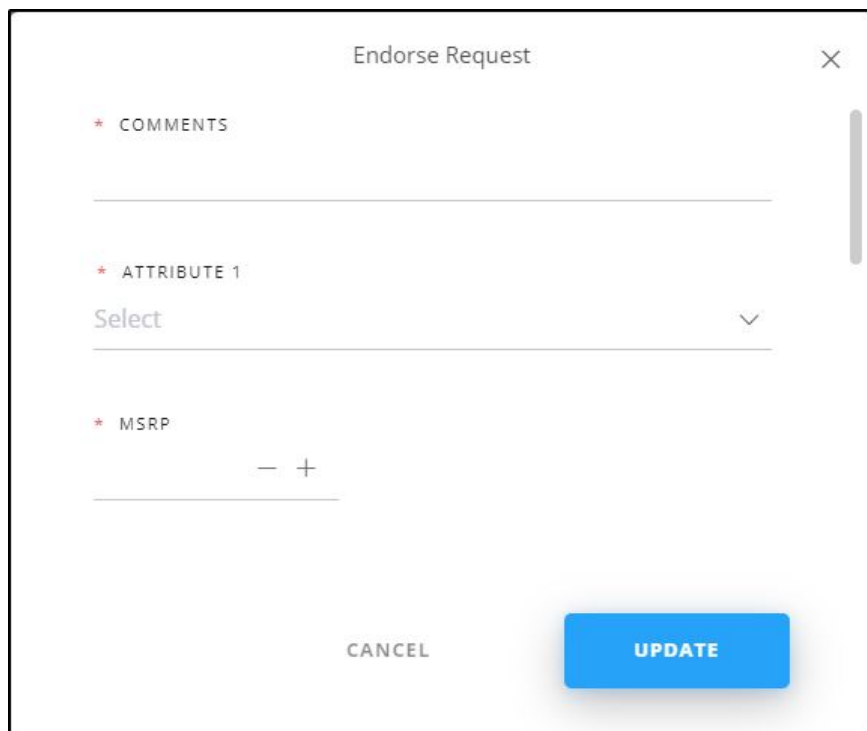
To edit a request, view it then click , its details are displayed as shown in the below example:



Update any of the request details then click **Update**.

Endorse request

You can endorse your own requests as well as requests added by other users. To endorse a request, click , the following window appears:

A dialog box titled "Endorse Request" with a close button (X) in the top right corner. It contains three input fields, each preceded by a red asterisk: "COMMENTS" (a text area), "ATTRIBUTE 1" (a dropdown menu showing "Select"), and "MSRP" (a numeric input field with minus and plus buttons). At the bottom, there are two buttons: "CANCEL" and "UPDATE".

Endorse Request

* COMMENTS

* ATTRIBUTE 1


Select

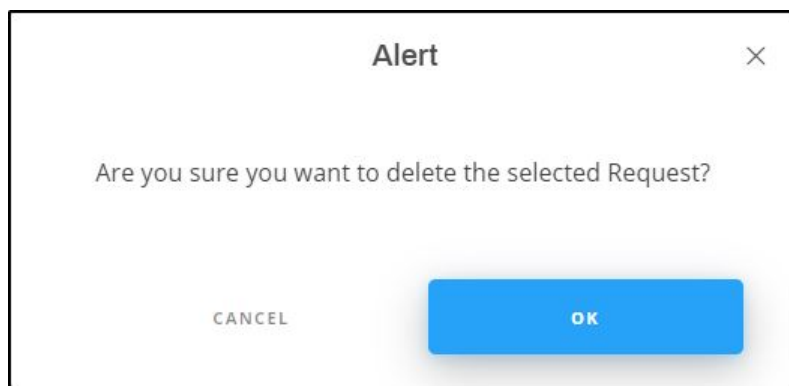
* MSRP

CANCEL UPDATE

Fill the request attributes and comments, then click **Update**. The entered values are displayed under the Endorsements section. You can endorse the same request multiple times with different values.

Withdraw request

You can withdraw the request you created by clicking . If the request has no endorsements, the following message appears:

An alert dialog box titled "Alert" with a close button (X) in the top right corner. It contains the text "Are you sure you want to delete the selected Request?". At the bottom, there are two buttons: "CANCEL" and "OK".

Alert

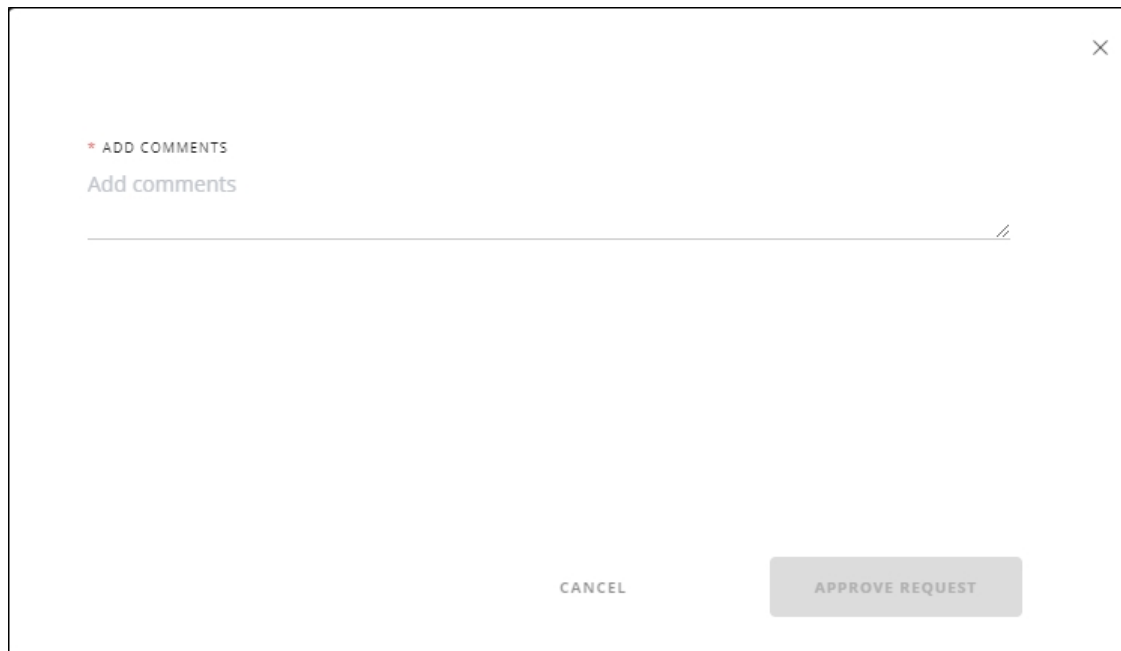
Are you sure you want to delete the selected Request?

CANCEL OK

Click **Ok** to delet the request.

Approve request

You can approve a request with status “New” or “Rejected”. View the request then click **Approve**, the following window appears:



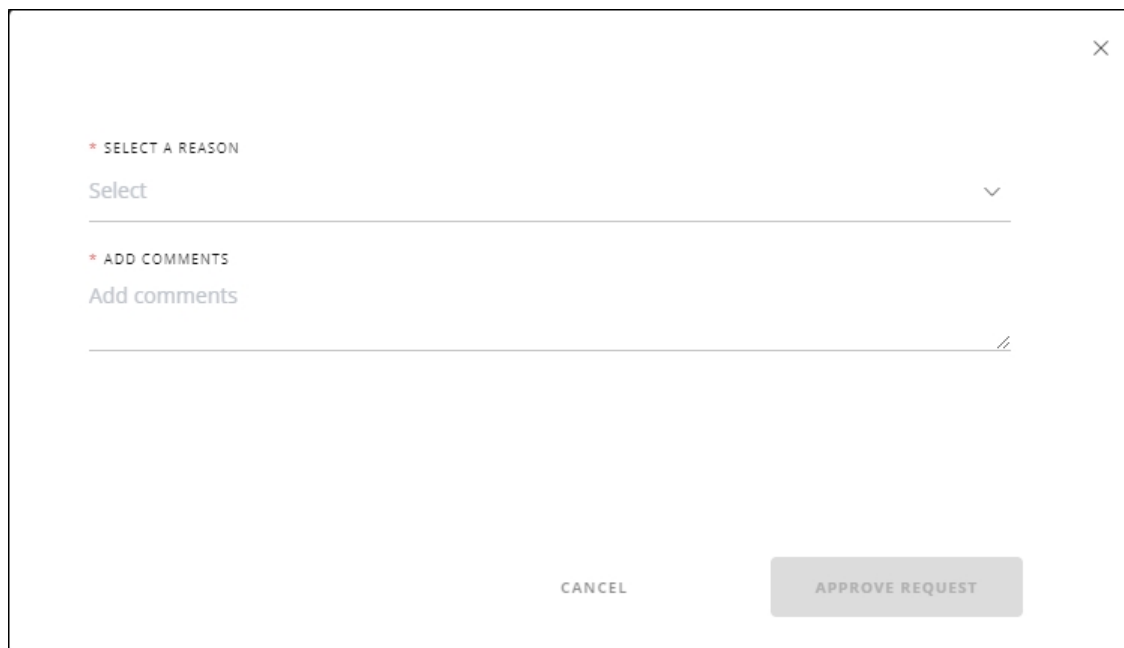
A dialog window titled "Approve request" with a close button (X) in the top right corner. The window contains a section labeled "* ADD COMMENTS" with a sub-label "Add comments" and a text input field. At the bottom, there are two buttons: "CANCEL" and "APPROVE REQUEST".

* ADD COMMENTS

Add comments

CANCEL APPROVE REQUEST

If request reasons are configured at the catalog level for the selected request type, the window appears as shown in the below example:



A modal dialog box with a close button (X) in the top right corner. Inside the dialog, there are two main sections:

- * SELECT A REASON**: A dropdown menu with the text "Select" and a downward arrow.
- * ADD COMMENTS**: A text area with the placeholder text "Add comments" and a double-slash icon (//) at the bottom right.

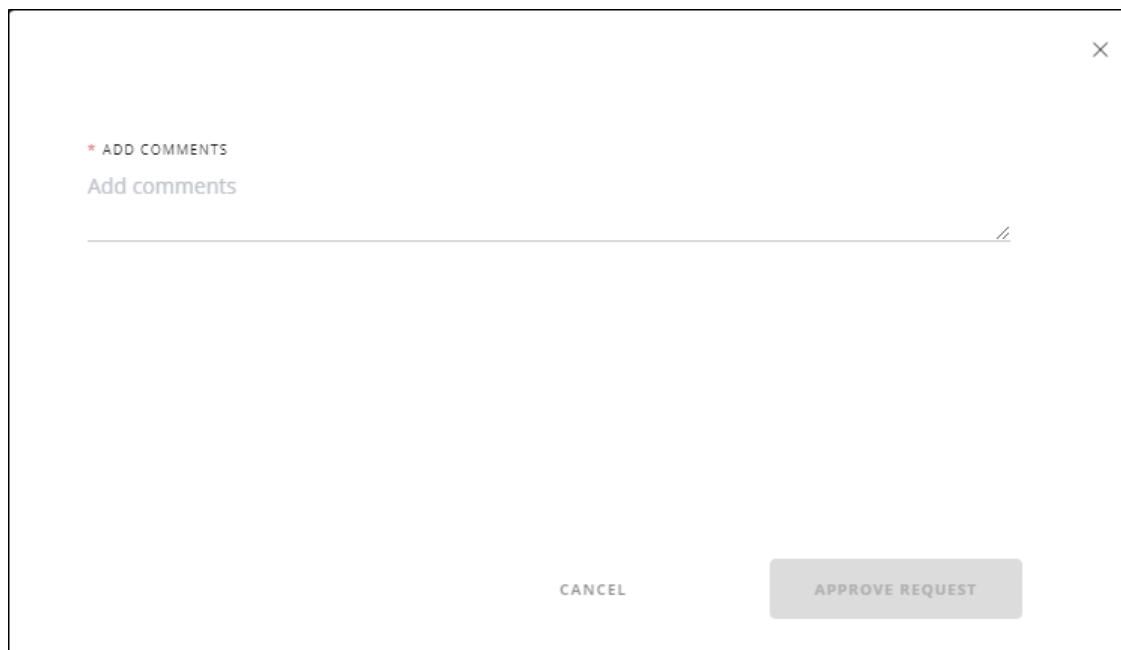
At the bottom of the dialog, there are two buttons:

- CANCEL**: A plain text button.
- APPROVE REQUEST**: A button with a light gray background.

Select the reason then enter your comment, then click **Approve Request**. Its status changes to “Approved”. Depending on the catalog configuration, the approved article is either created or not.

Reject request

You can reject a request with status “New” or “Approved”. To reject the request, view it then click the **Reject** button, the following window appears:



✕

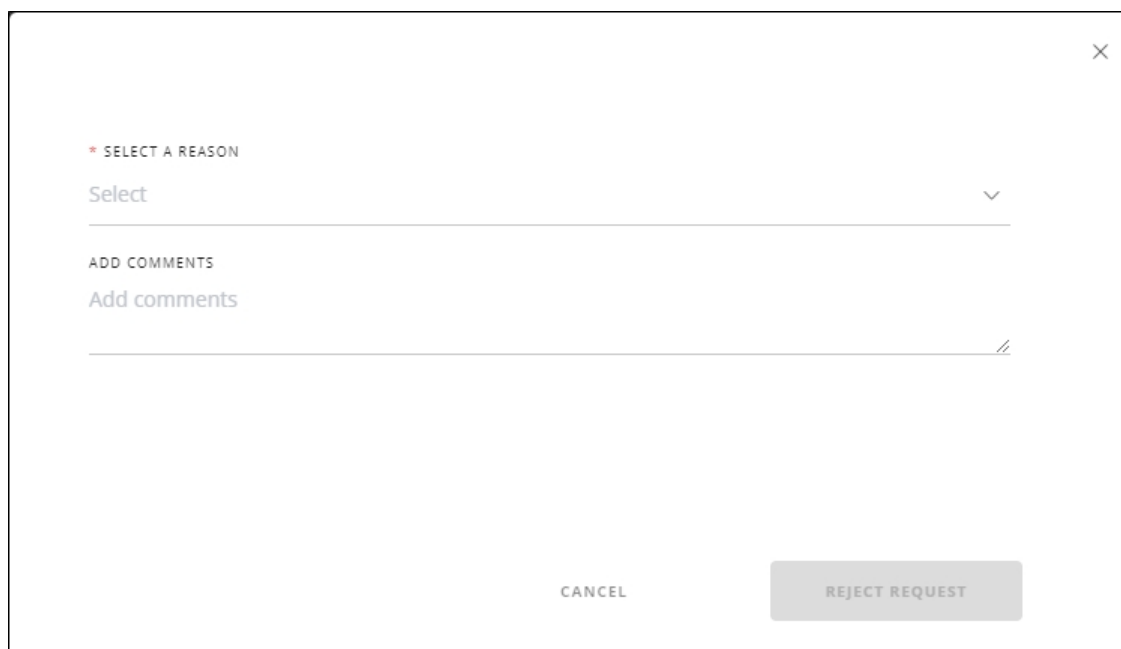
* ADD COMMENTS

Add comments

///

CANCEL APPROVE REQUEST

If request reasons are configured for the selected request type, the window appears as shown in the below example:



✕

* SELECT A REASON

Select ▼

ADD COMMENTS

Add comments

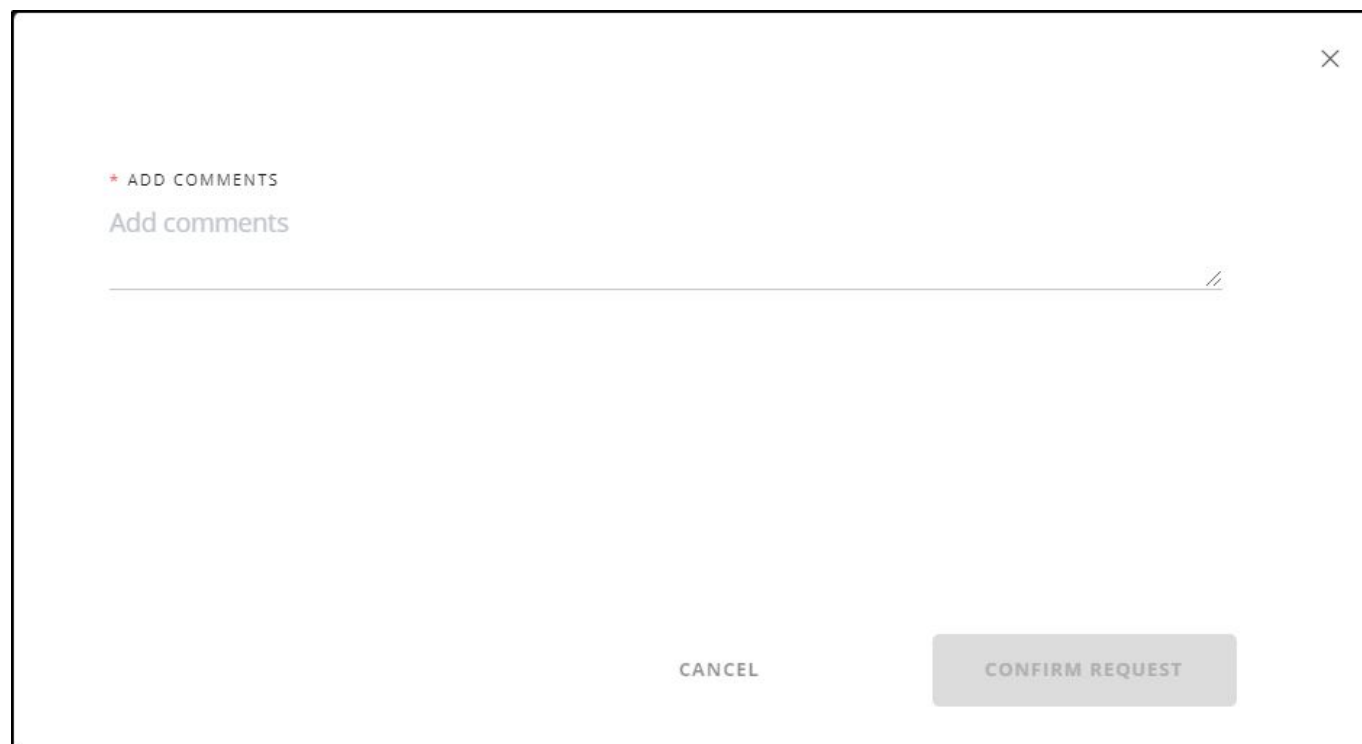
///

CANCEL REJECT REQUEST

Select the reason for rejection and enter your comments, then click **Reject Request**. Its status changes to “Rejected”.

Confirm request

You can confirm an approved request and its status cannot be changed after confirming it. To do so, view the request as shown in the below example:

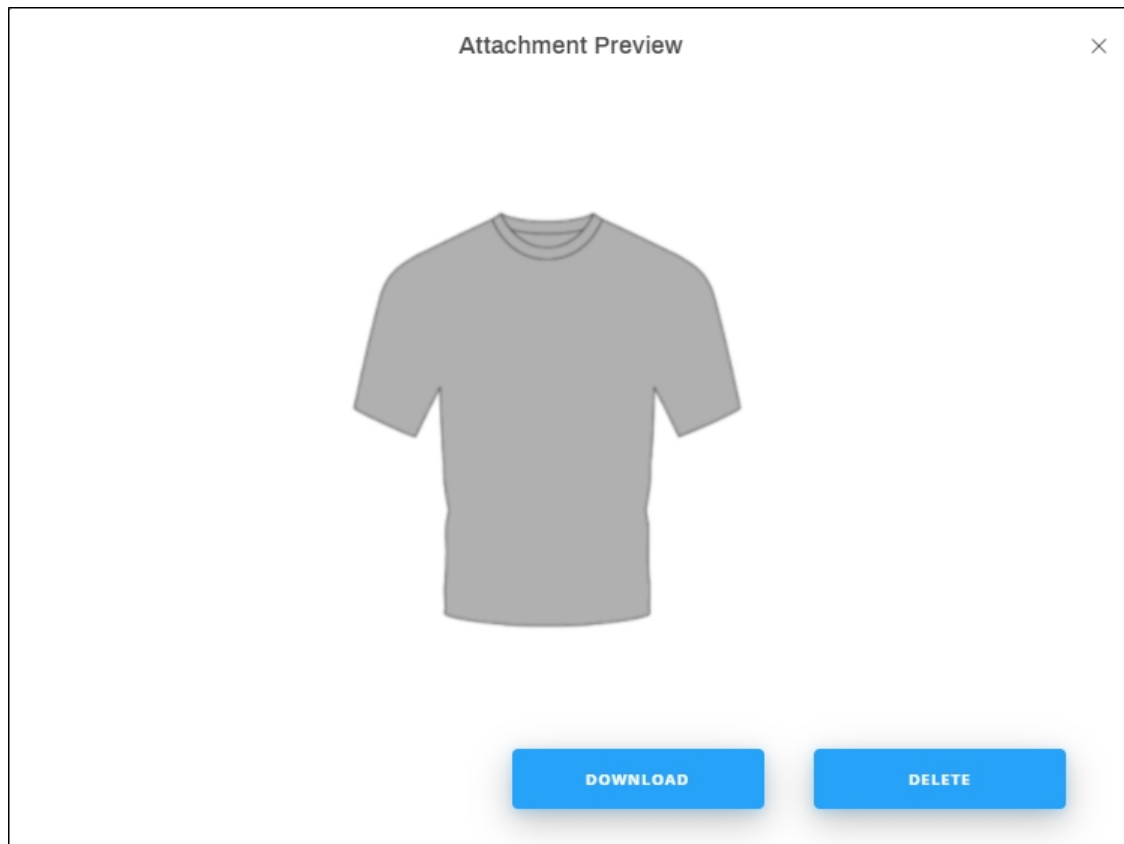


A screenshot of a modal dialog box titled "Confirm request". The dialog has a close button (X) in the top right corner. Inside the dialog, there is a section labeled "ADD COMMENTS" with a red asterisk. Below this label is a text input field with the placeholder text "Add comments". At the bottom of the dialog, there are two buttons: "CANCEL" and "CONFIRM REQUEST". The "CONFIRM REQUEST" button is highlighted in a light gray color.

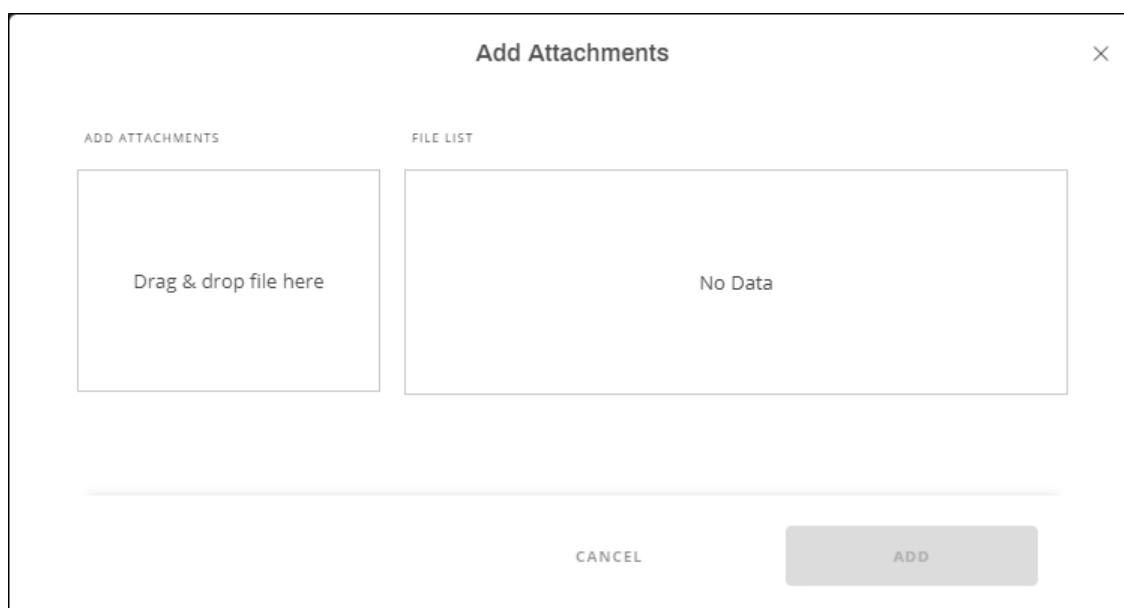
Enter your comment, then click **Confirm Request**. Its status changes to "Confirmed".

Manage request attachments

If the request has an attachment, you can view them by clicking the attachment name displayed in the request details as shown in the below example:

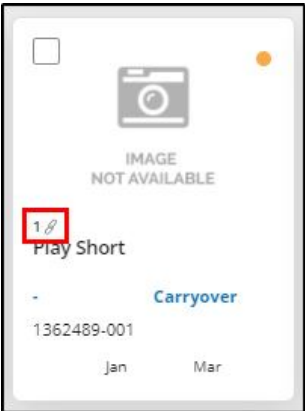


You can download the file or delete it by clicking the respective button.
To add an attachment, click + in the request details, the following window appears:



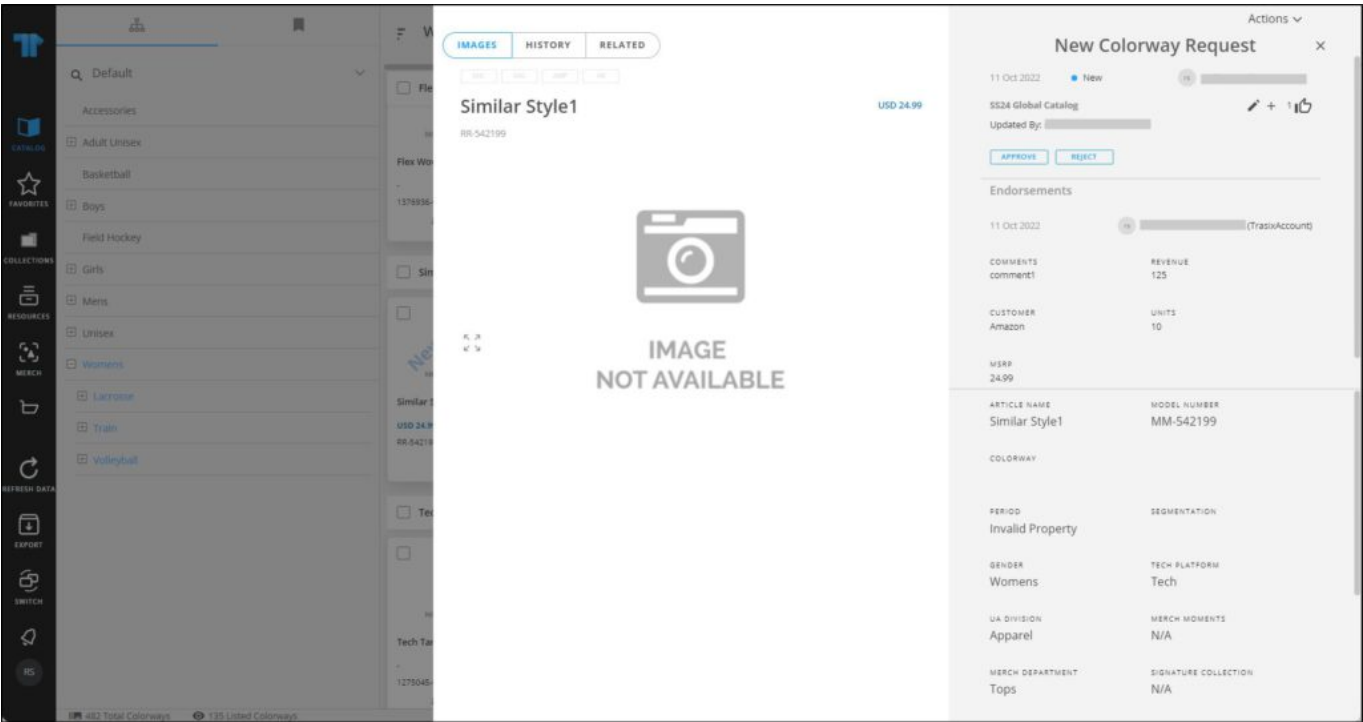
Drag and drop the file you want to add as an attachment, or click the attachments section and browse the file you want. Click **Add**.

The request attachment icon appears on the article thumbnail as shown in the below example:

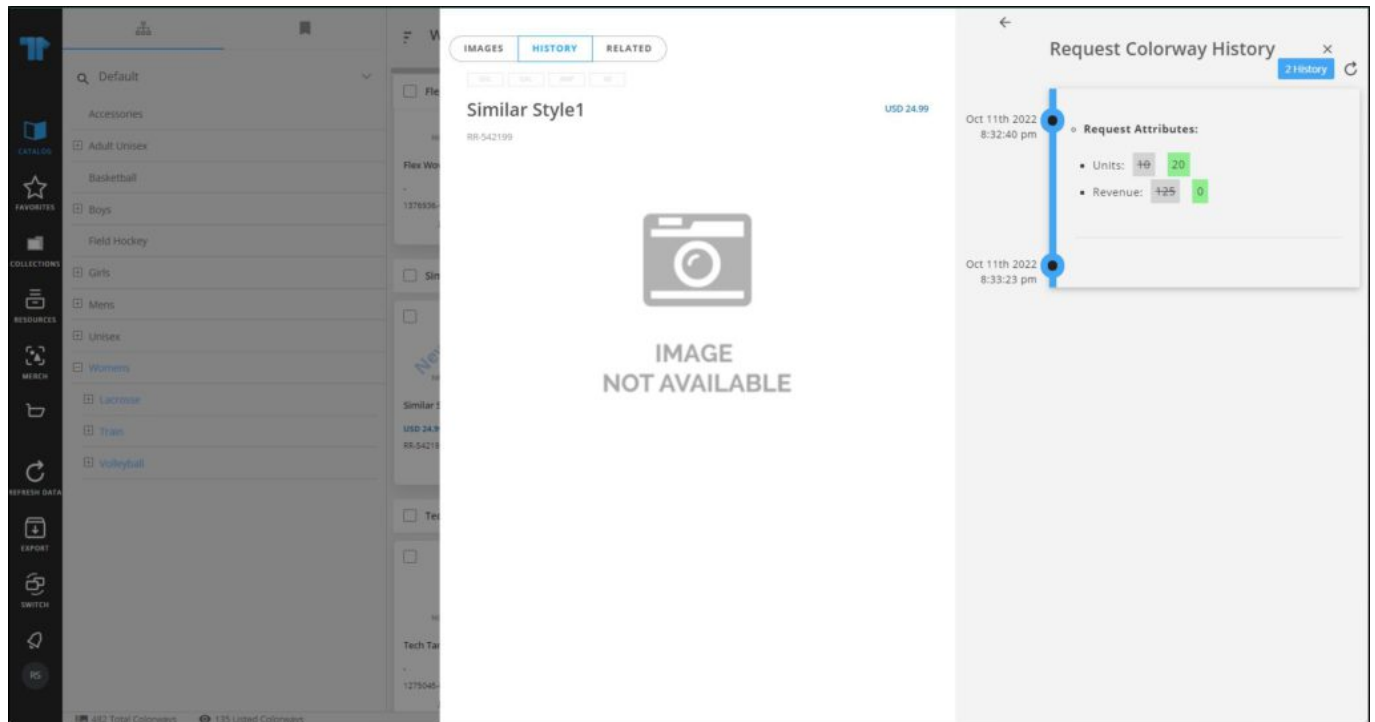


Note:

- For request to add a new article, style, colorway, and similar style, the Details window appears as shown in the below example for a new article request:



You can check all the changes done to the article request by clicking the **History** tab as shown in the below example:



Changes done to the article request attributes are displayed with old and new values. This tab is only available for users with the required privileges.