

Request actions

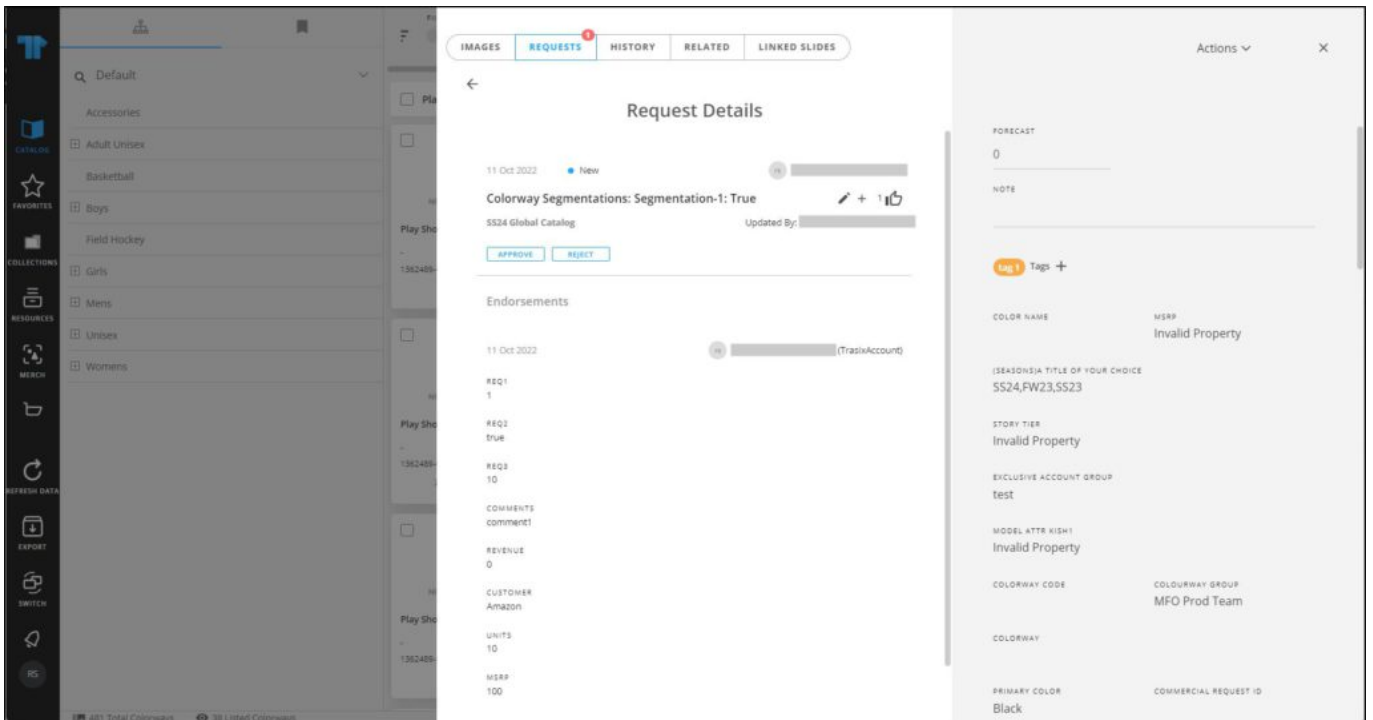
You can edit your own requests, endorse a request, withdraw, approve, reject, and confirm requests.

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:




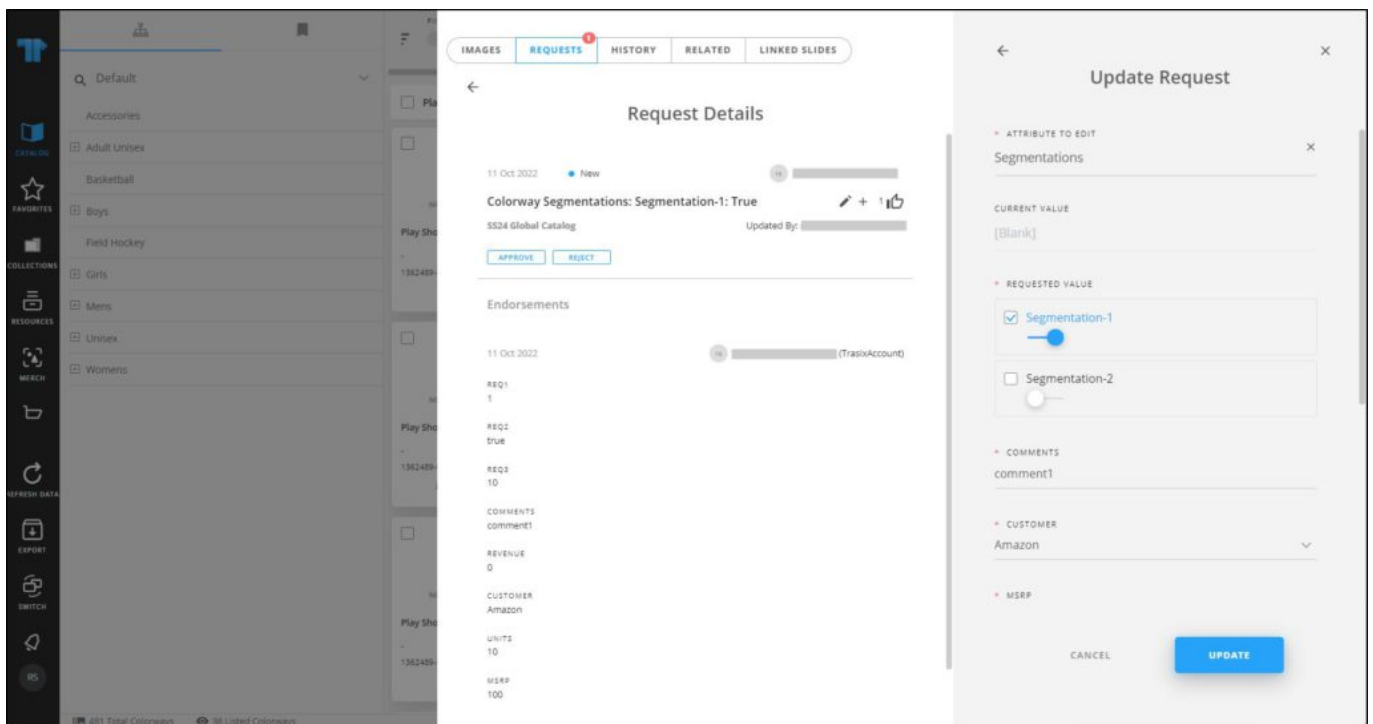
The above example is for a New request.

Edit request

Note:


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

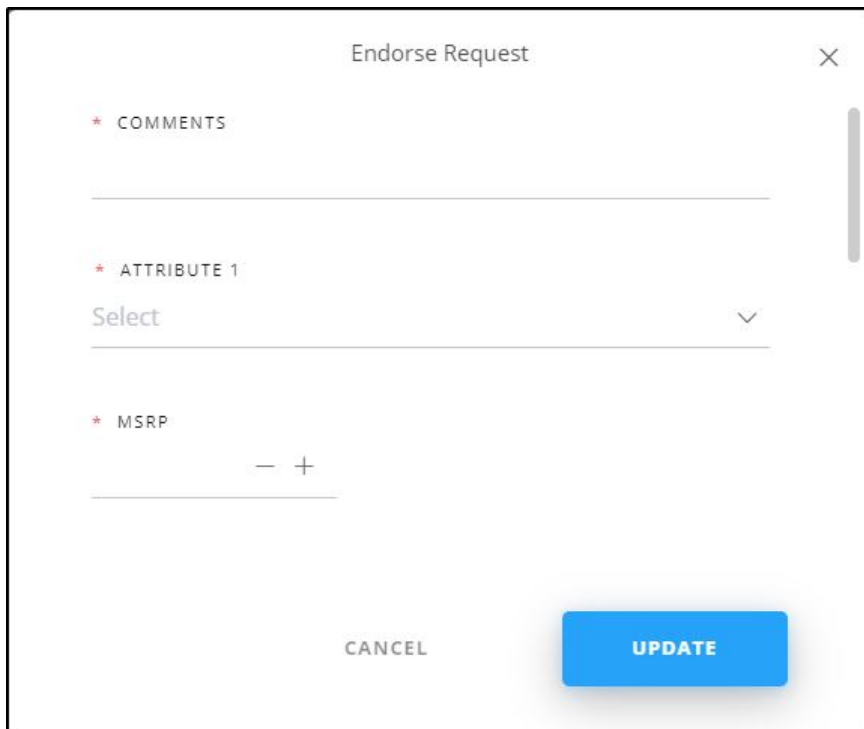
To edit a request, view it then click , its details are displayed as shown in the below example:



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


Endorse request

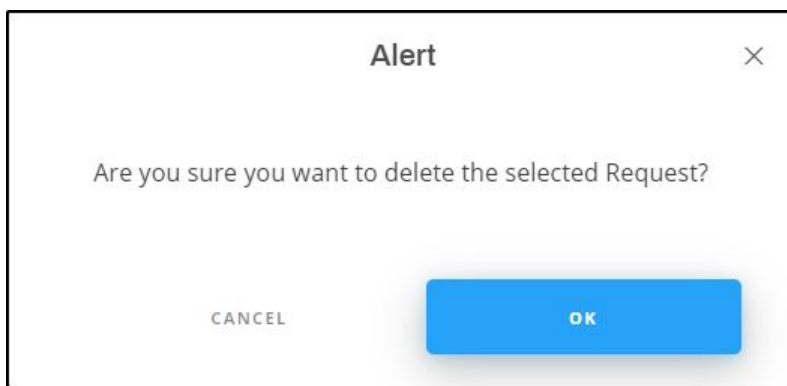
You can endorse your own requests as well as requests added by other users. To endorse a request, click , the following window appears:

A dialog box titled "Endorse Request" with a close button (X) in the top right corner. It contains three input fields: a text area for "COMMENTS", a dropdown menu for "ATTRIBUTE 1" with "Select" as the placeholder and a downward arrow, and a numeric spinner for "MSRP" with minus and plus signs. At the bottom, there are two buttons: "CANCEL" and "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

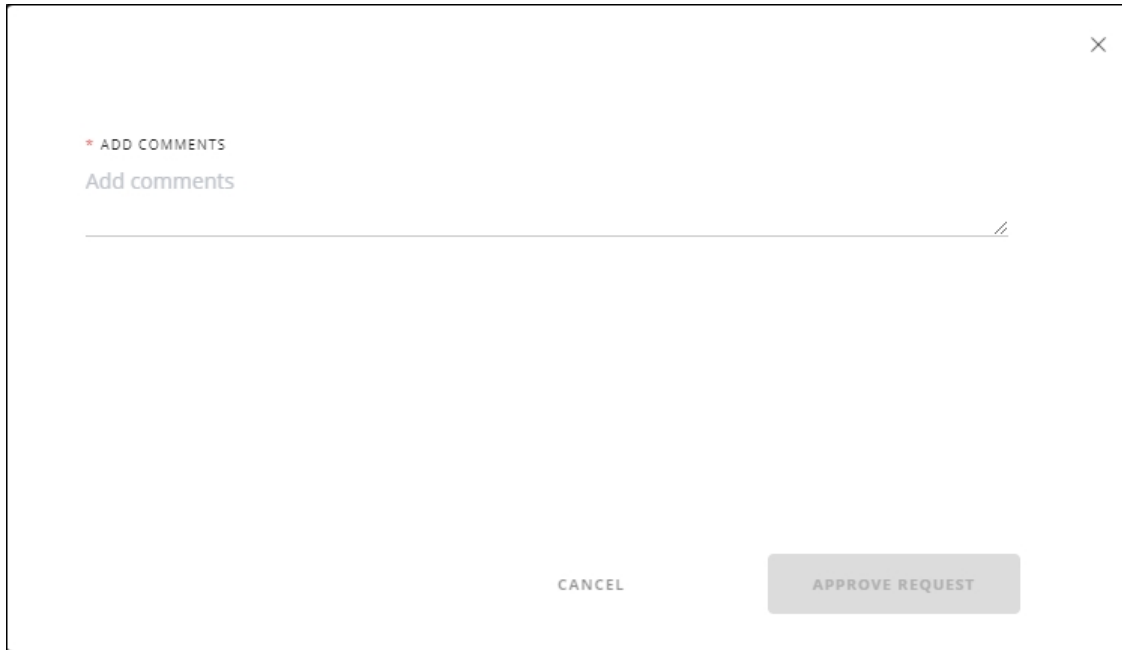
You can withdraw the request you created by clicking . If the request has no endorsements, the following message appears:

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

Click **Ok** to delete the request.

Approve request

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



The screenshot shows a dialog window with a close button (X) in the top right corner. Inside the window, there is a section titled "* ADD COMMENTS" with a sub-label "Add comments" and a text input field. At the bottom of the window, there are two buttons: "CANCEL" and "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:

* SELECT A REASON
Select

* ADD COMMENTS
Add comments

CANCEL APPROVE REQUEST

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:

A dialog box with a close button (X) in the top right corner. The main content area contains the text '* ADD COMMENTS' in red, followed by 'Add comments' in grey. Below this is a horizontal line representing a text input field, with a double-slash icon (//) at the right end. At the bottom of the dialog, there are two buttons: 'CANCEL' on the left and 'APPROVE REQUEST' on the right, which is highlighted in grey.

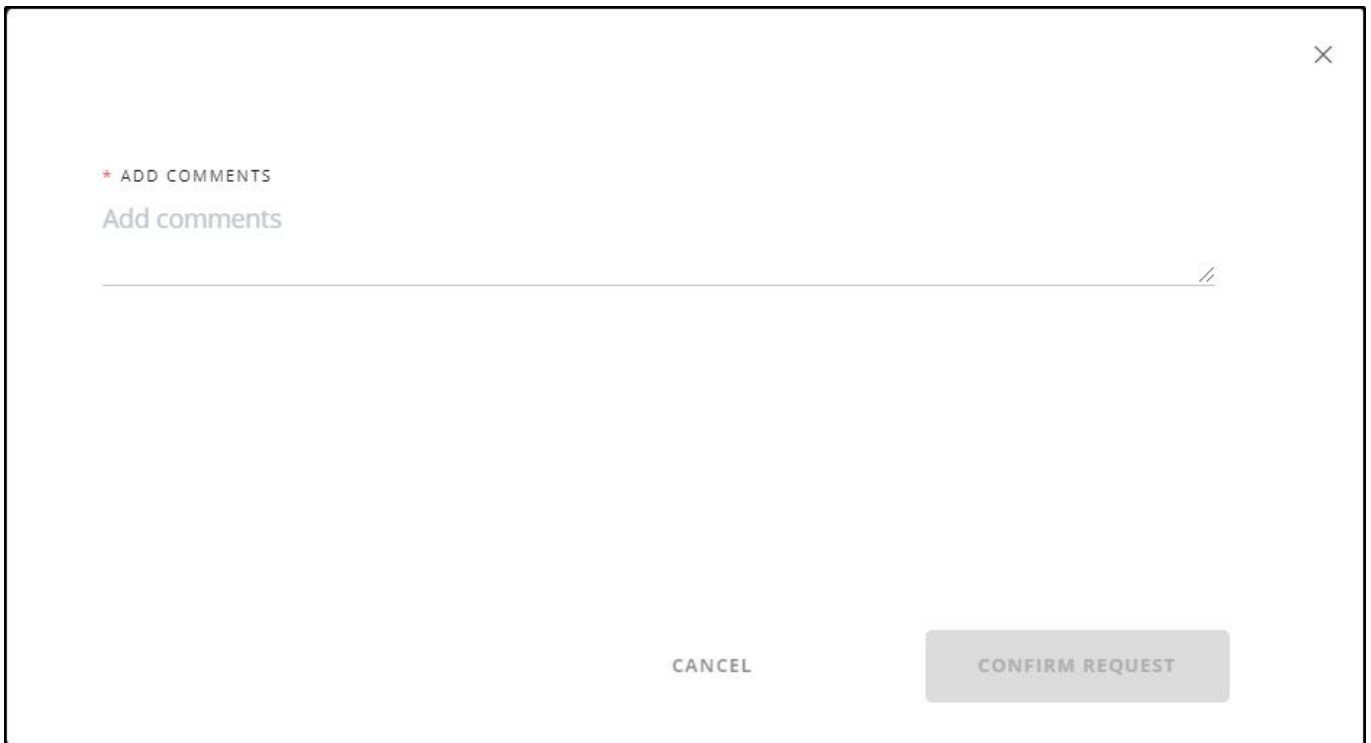
If request reasons are configured for the selected request type, the window appears as shown in the below example:

A dialog box with a close button (X) in the top right corner. The main content area contains the text '* SELECT A REASON' in red, followed by 'Select' in grey. Below this is a horizontal line representing a dropdown menu, with a downward arrow icon (v) at the right end. Underneath the dropdown is the text 'ADD COMMENTS' in red, followed by 'Add comments' in grey. Below this is another horizontal line representing a text input field, with a double-slash icon (//) at the right end. At the bottom of the dialog, there are two buttons: 'CANCEL' on the left and 'REJECT REQUEST' on the right, which is highlighted in grey.

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:

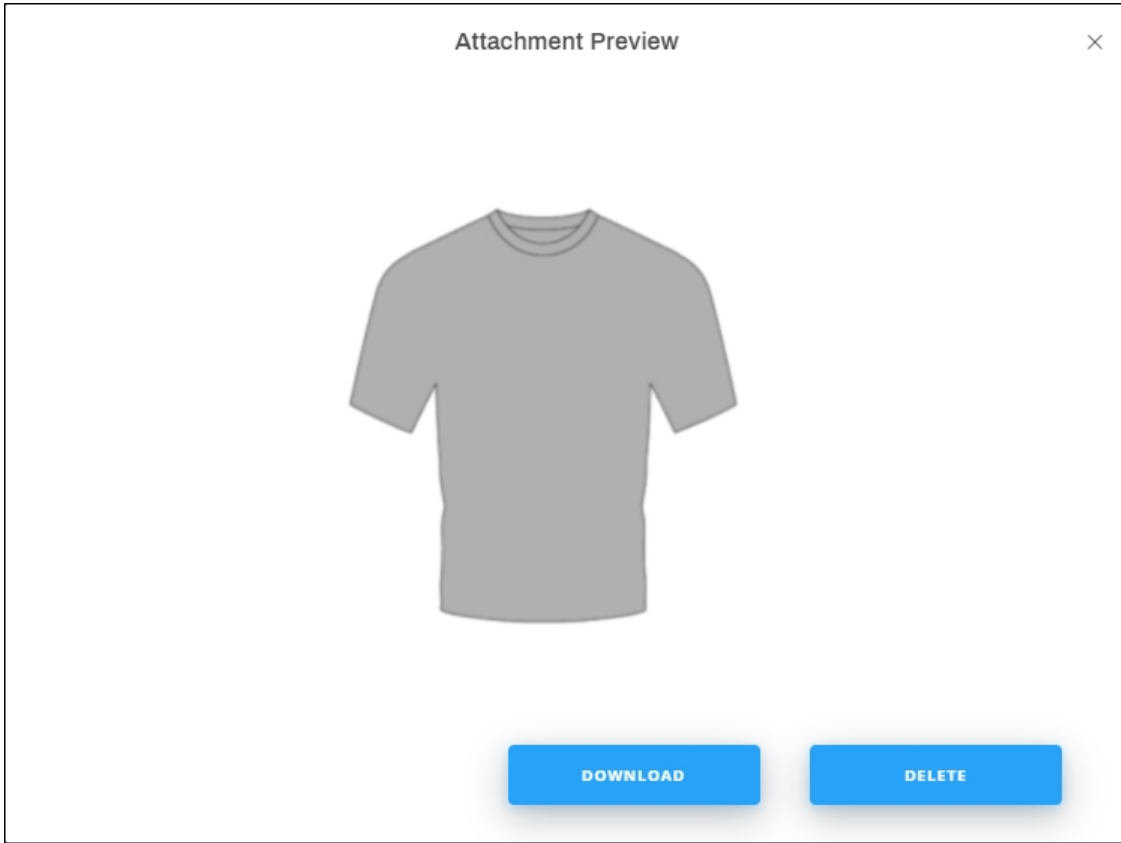


The image shows a dialog box with a close button (X) in the top right corner. Inside the dialog, there is a section titled "ADD COMMENTS" with a red asterisk icon. Below this title is a text input field with the placeholder text "Add comments". At the bottom of the dialog, there are two buttons: "CANCEL" and "CONFIRM REQUEST". The "CONFIRM REQUEST" button is highlighted in a light gray color, indicating it is the primary action.

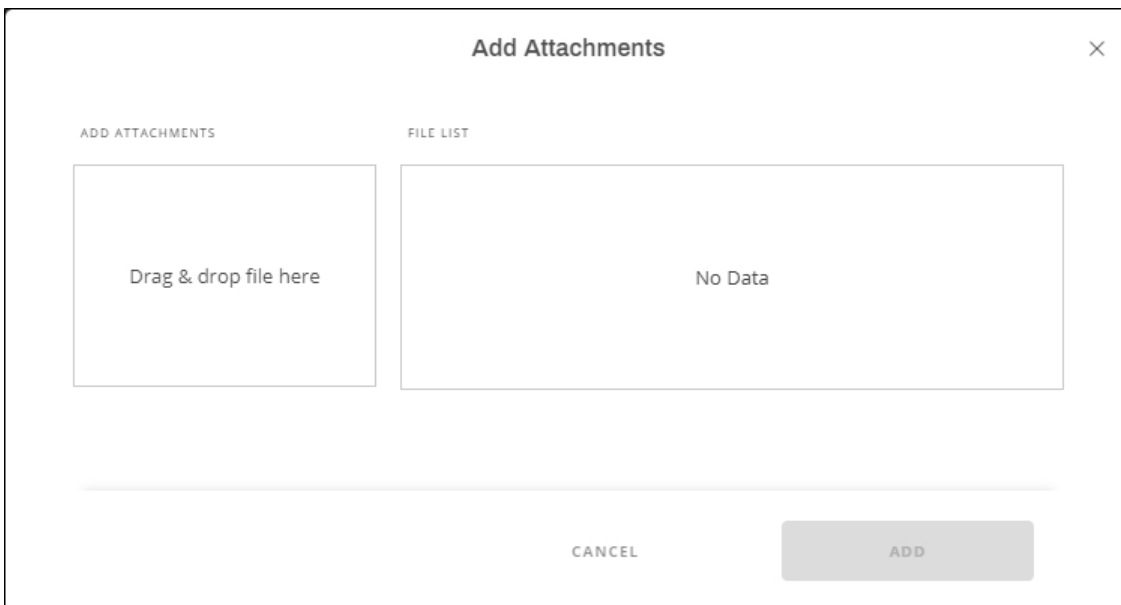
Enter your comment, then click **Confirm Request**. Its status changes to “Confirmed”.

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:

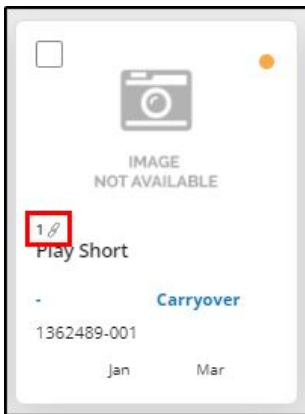


You can download the file or delete it by clicking the respective button.
To add an attachment, click + in the request details, the following window appears:



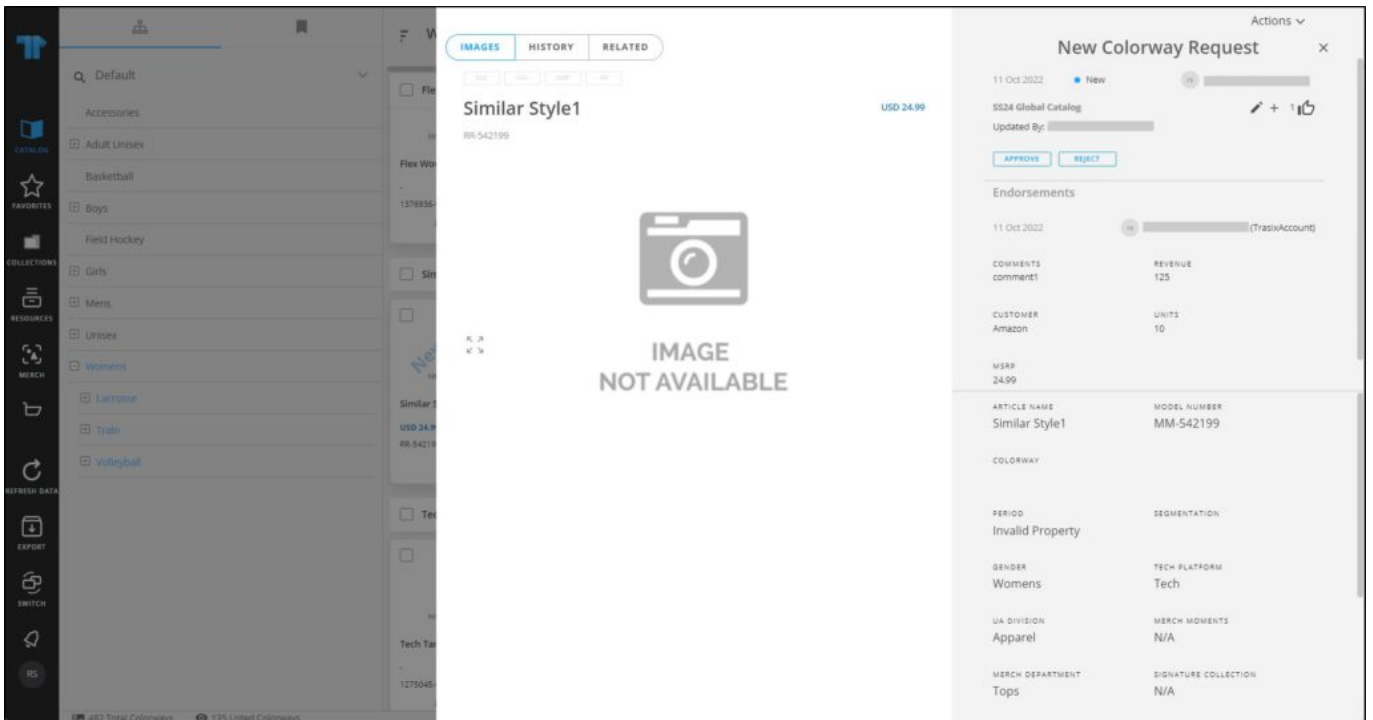
Drag and drop the file you want to add as an attachment, or click the attachments section and browse the file you want. Click **Add**.

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

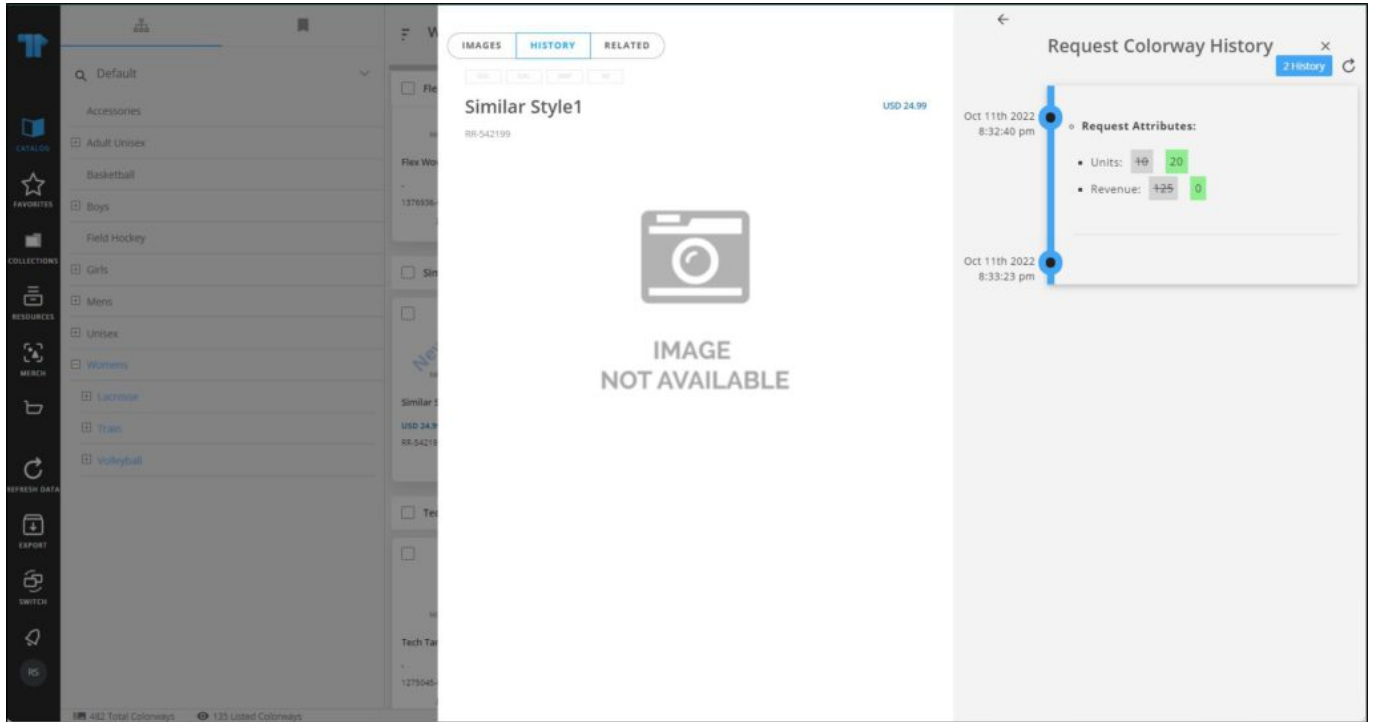


Note:

- 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.