



## **In-Portal Case Management**

**For many questions or queries, members can now submit cases in the portal using the Case Management section of the portal.**

### **New Cases**

- Cases Types, Subtypes and Update Types are listed in the grid on the following page.
- You will need to provide additional information based on your case selection.
- If you have an Account Executive, they will be alerted to any cases you enter.
- Track the status of your cases. Case statuses include: ACTIVE, RESOLVED, CANCELLED.
- Cases established via phone call will be entered into the portal and can be tracked.
- All cases submitted via portal will be visible to all authorized representatives with access to that account.

### **Existing Cases**

- Existing cases will continue to be managed outside the portal.

Future-State: Submit cases for adjustments, estate management, catalogue sale, privacy, or merging a “Not-Available Rightsholder” to “Participant.”

**SEE FOLLOWING PAGE FOR CASE TYPES**



## In-Portal Case Management - CASE TYPES

Case Type	Subtype	Update Type (where applicable)
Agreements	Agreement Maintenance	New Modification Termination
Repertoire Management	Repertoire Maintenance	N/A
	ISWC # Request	N/A
Profile Management	Financial Update	Stop Payment Direct Payment w/ Foreign PRO
	Profile Update	Business Owner Update Name Change Payment Name Change SIN/SSN Update US Rep Update
	Member Termination Request	N/A
Royalty Inquiry	Domestic	AV Internet TV Commercials Radio/Pay Audio Concerts
	Foreign	AV Internet Radio
Support Request (CWR, Portal, AGM )	Support Request	Cue Sheet Upload CWR Portal AGM Board Elections/Voting SFTP/FTP API
Conflicts	Conflict Notification	N/A