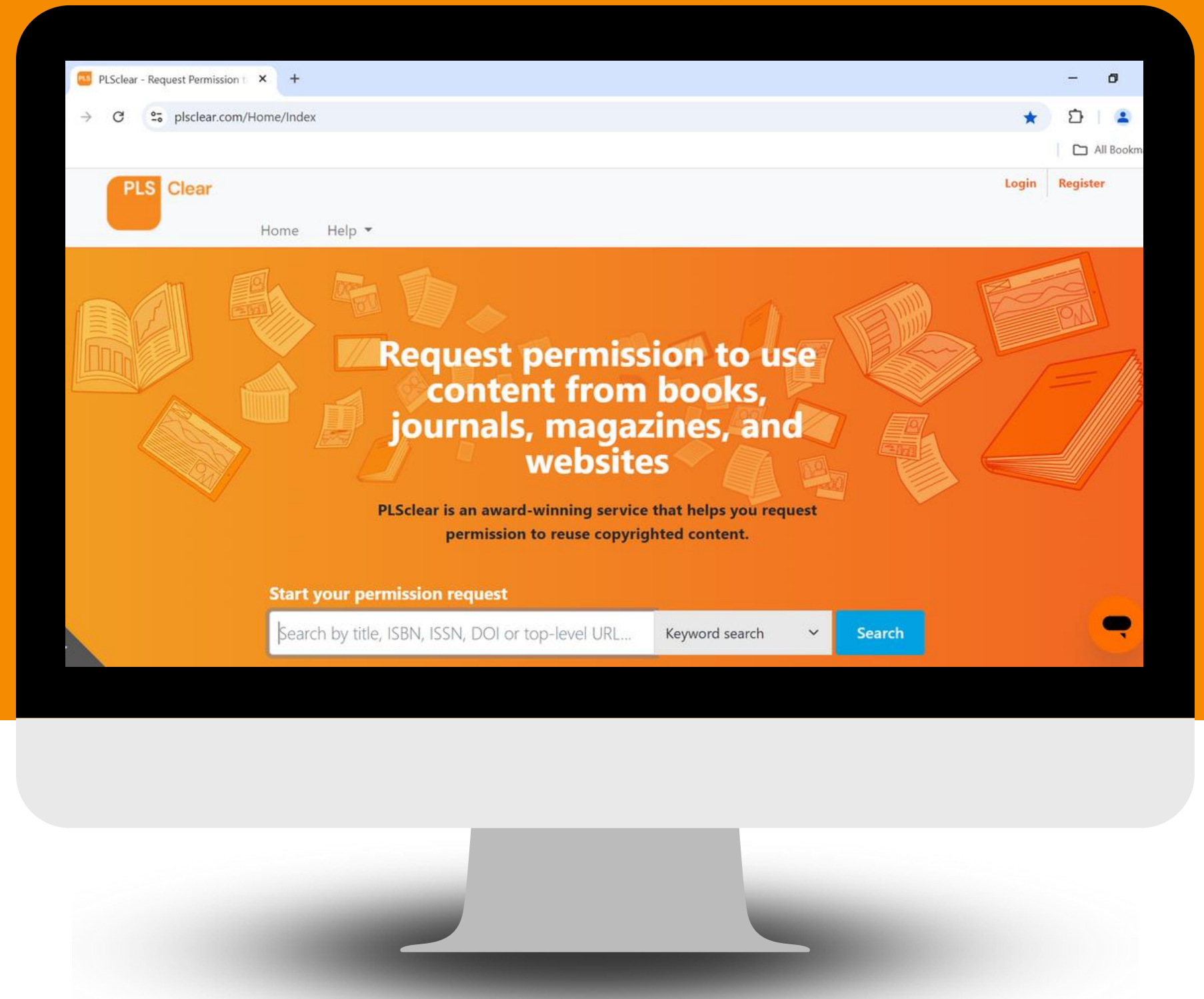


Rightsholder Guide to Using PLSclear



www.plsclear.com

Welcome to PLSclear!

This guide shows you how to navigate around your PLSclear account.

It also gives you some hints and tips so that you and your team can make the most out of PLSclear.



NEXT

Contents

04.

Accessing your
PLSclear
Account

07.

Filtering &
Ordering
Requests

08.

Requests for
Review

09.

Responding
to Permission
Requests

10.

Sending
Quotes

11.

Response
Options

14.

Reporting

16.

Tips & FAQs

17.

Contact
Details &
Further Help

04.

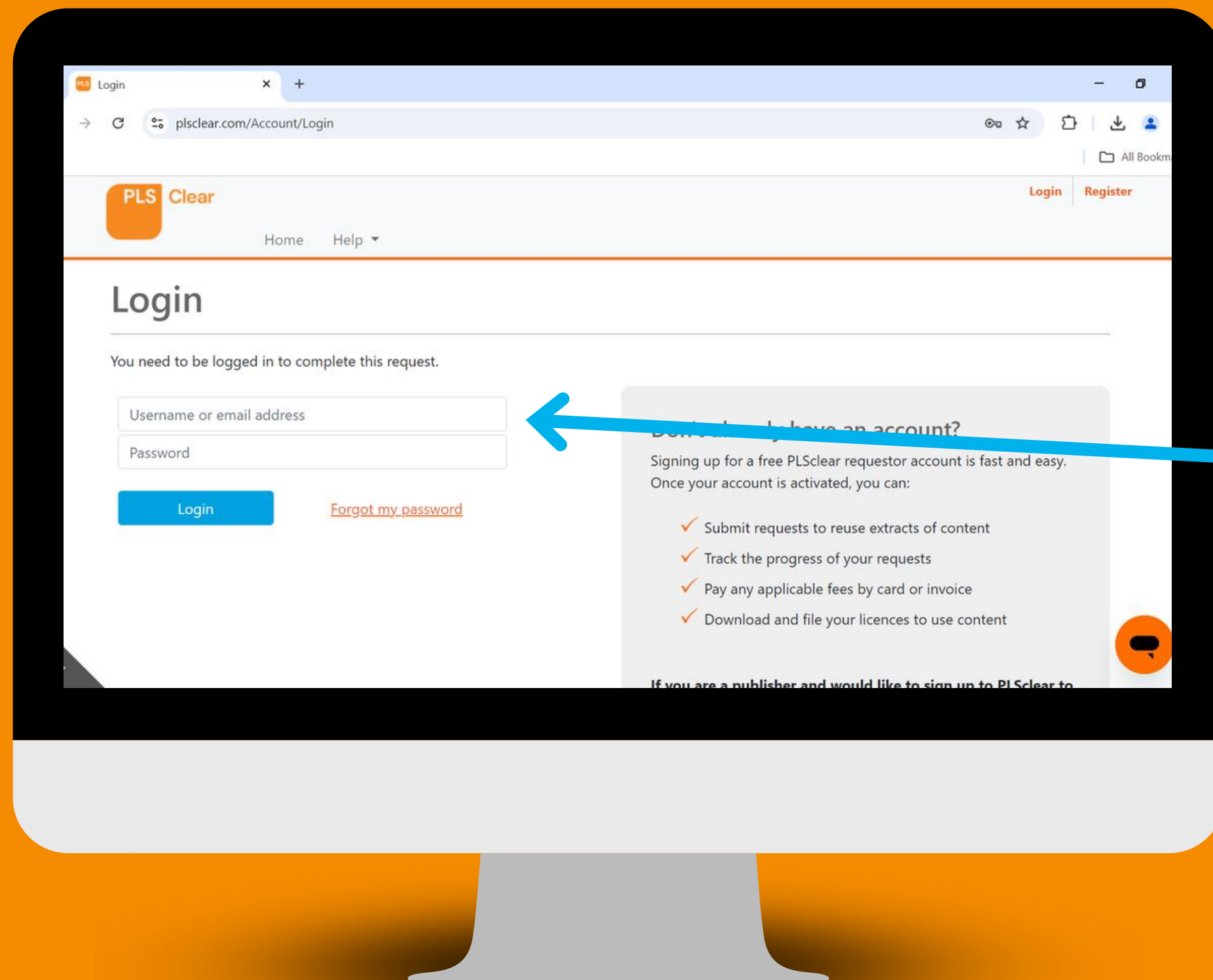
Accessing Your PLSclear Account

Log in to your account via plsclear.com with the same username and password that you use for your PLS Collect account.



You can [reset your password](#) here.

NEXT



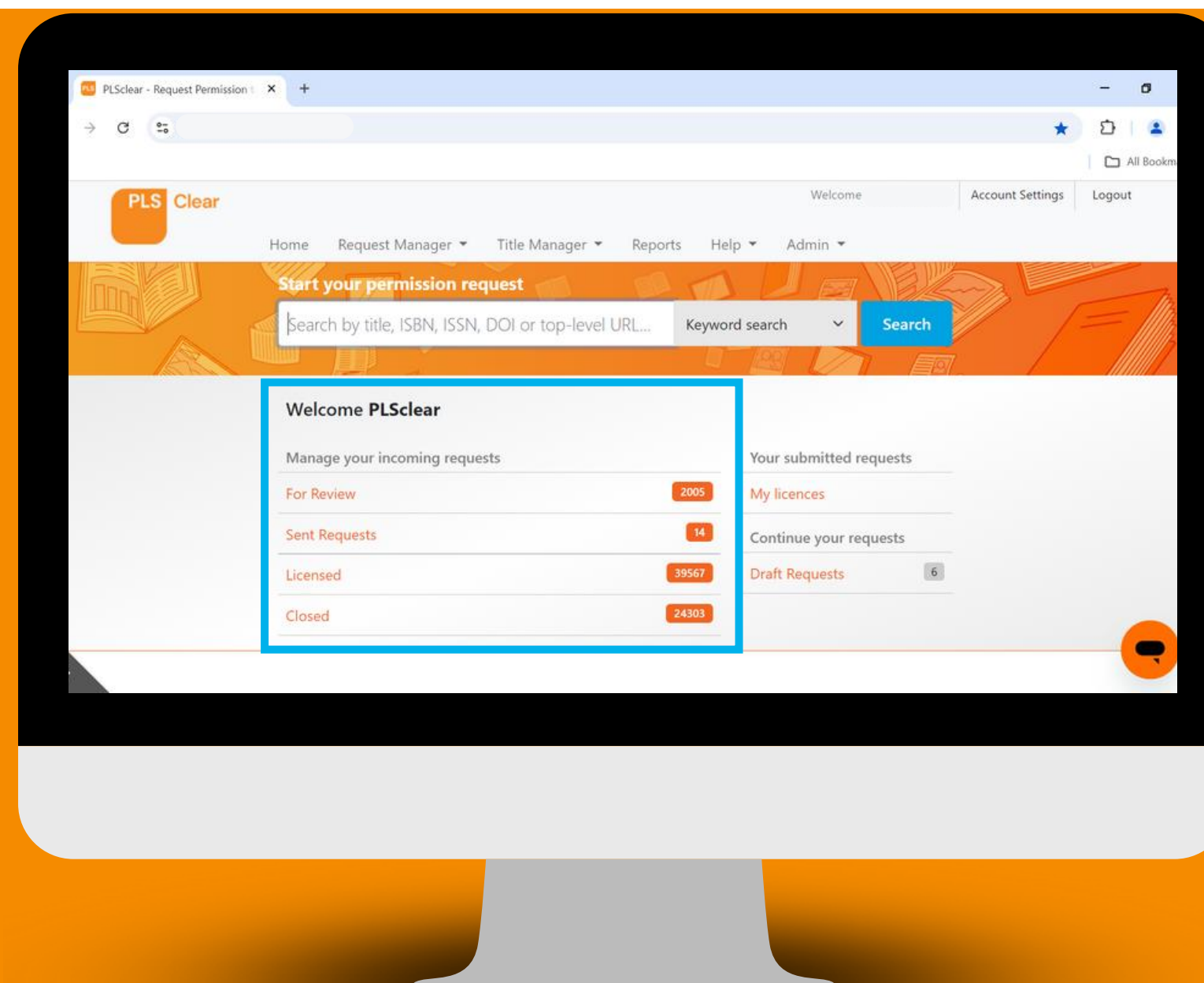
After logging into your account, you will be directed to a landing page. This gives you a snapshot of your rights holder account. Clicking on one of the options will direct you to your **Request Manager**.

Sent Requests

Permission requests which have been sent by you, or another on the account.

Licensed

Permission requests where you have granted a licence.



For Review

Requests that require action to be taken.

Closed

Permission requests which have been cancelled, closed, or declined.

NEXT

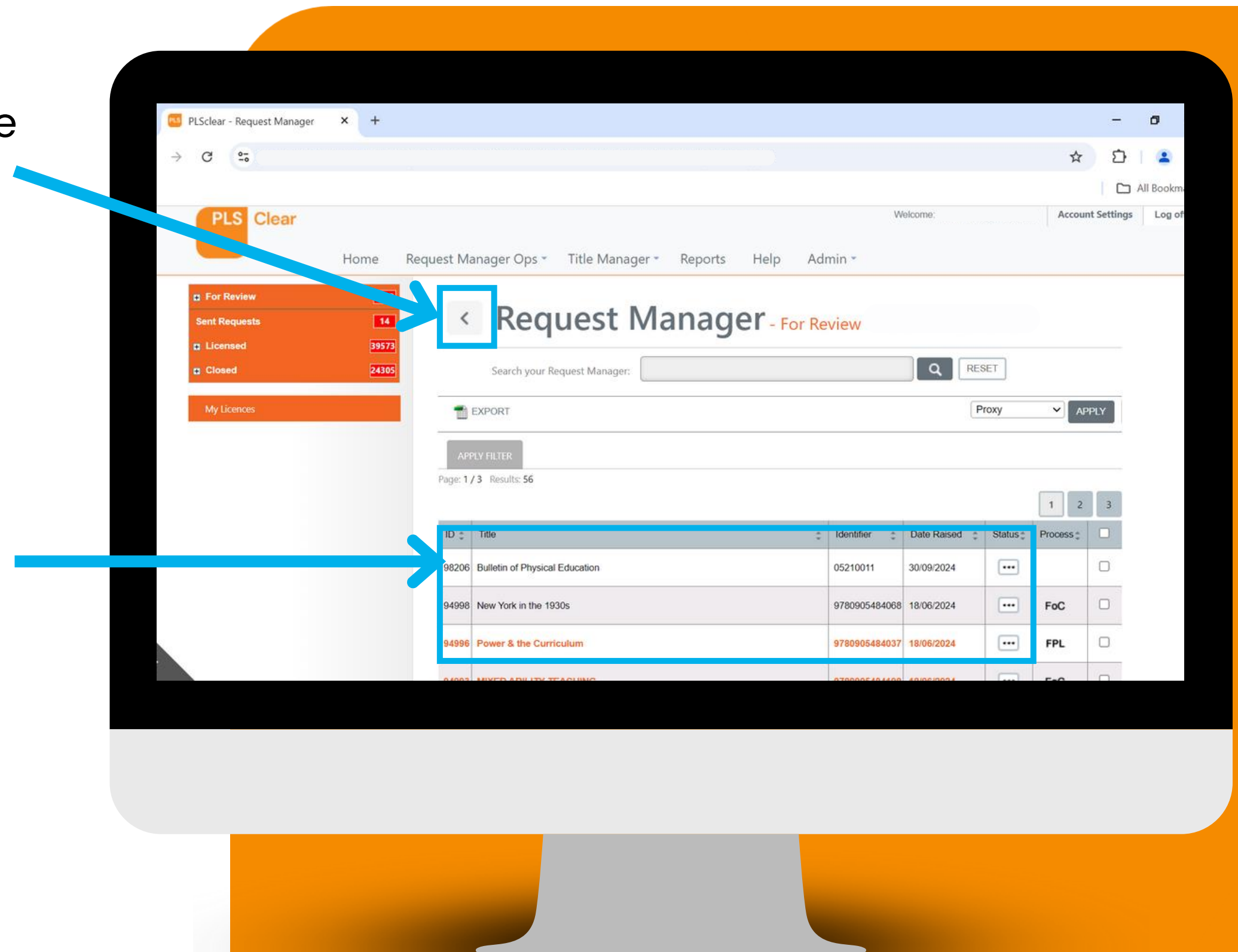
06.

You can hide the folders on the left side bar by clicking the back arrow.

If the permission request has not been opened, it will be highlighted in **orange**.

Once it has been opened, it will no longer be highlighted, until it requires action again (e.g., the user had added a new comment etc.)

For new requests, or those pending action from you, there will be a symbol with three dots in the '**status**' column.



NEXT

07.

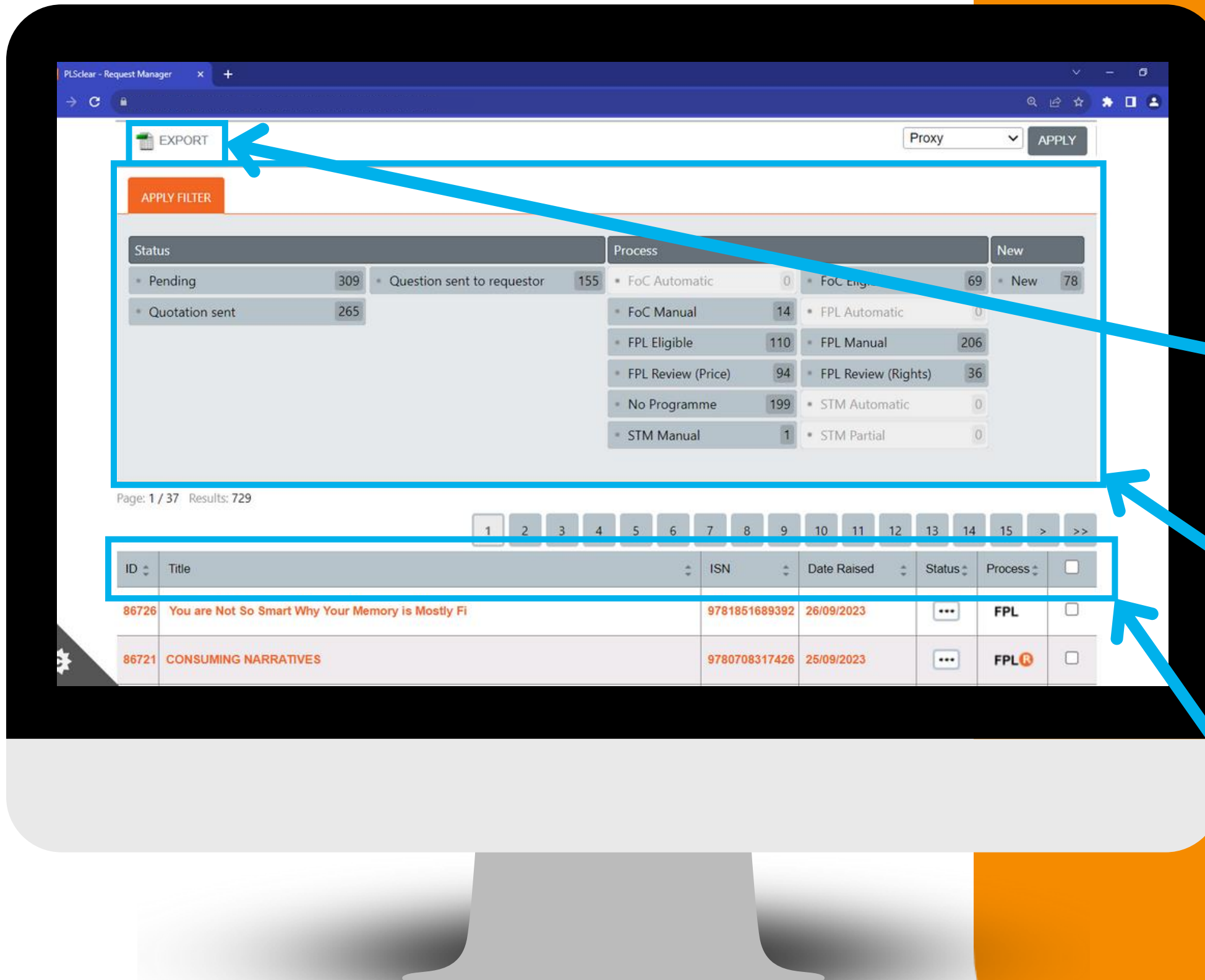
Filtering & Ordering Requests

You can export a specific set or all permission requests by using the tick column & clicking '**Export**'.

To **filter** requests click '**Apply Filter**' & select the relevant filter within the drop down.

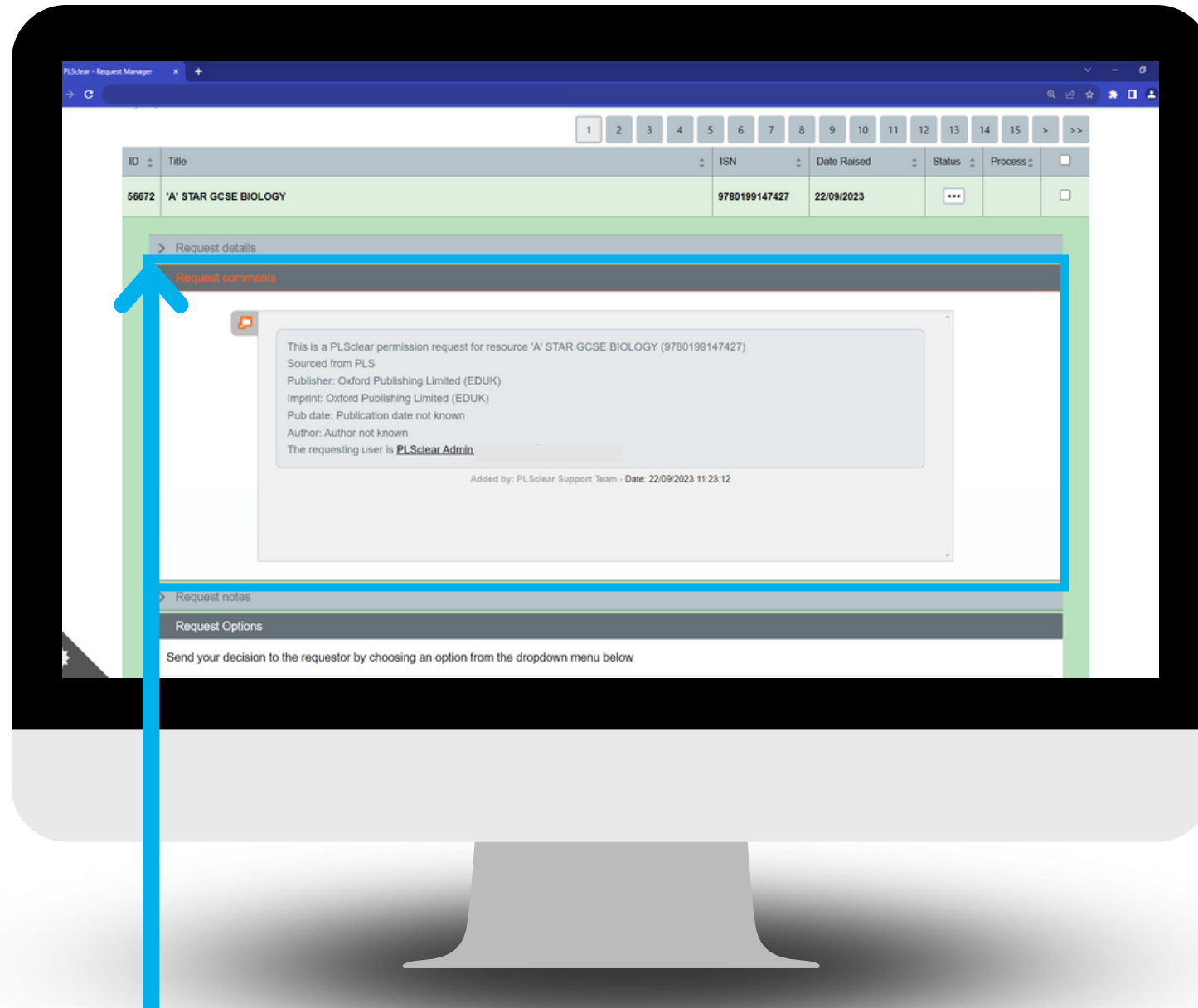
You can also **order** requests by clicking on a column heading e.g., ID, title, date raised etc.

NEXT

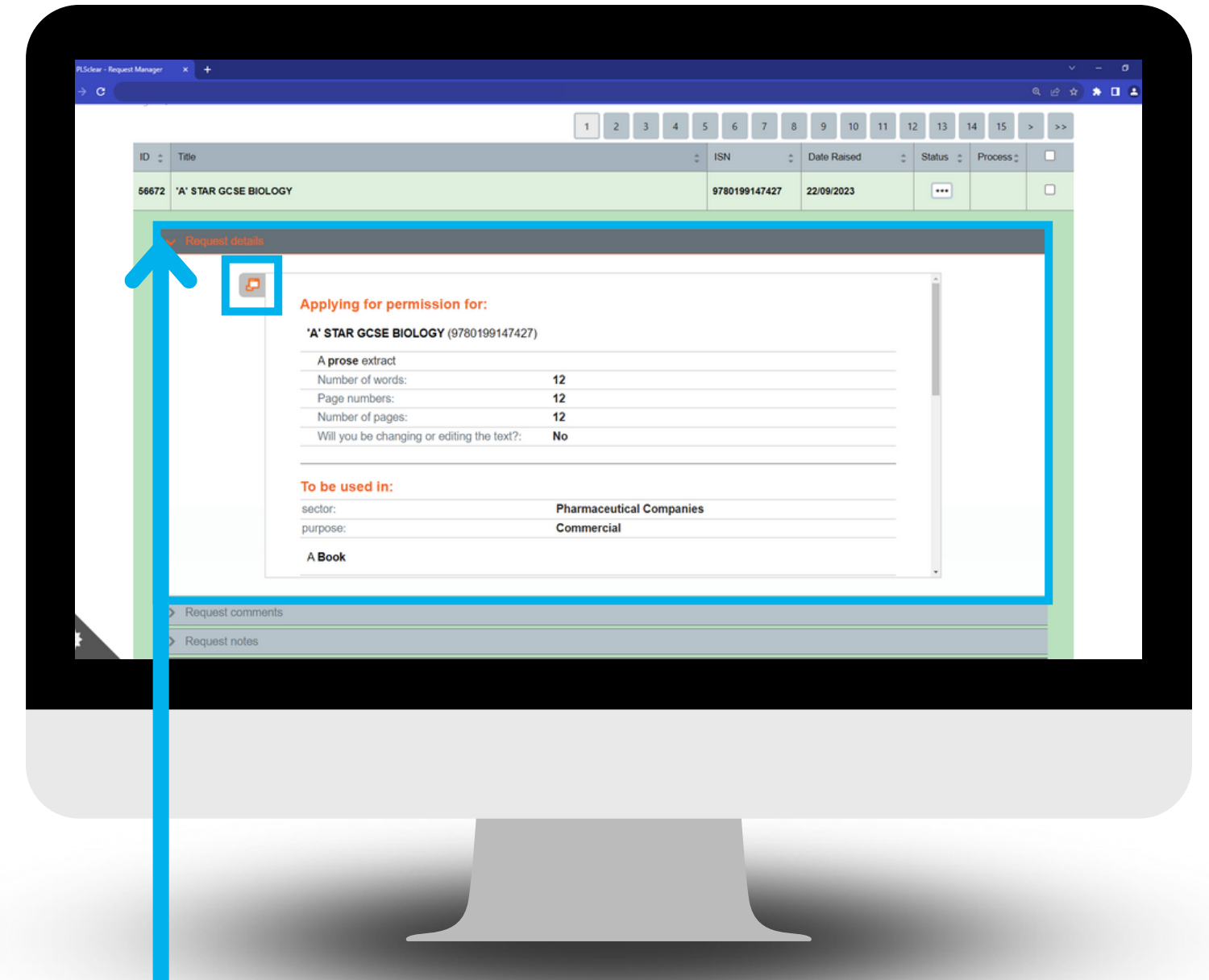


Requests for Review

08.



Click a permission request to open it.
'Request Comments' will appear automatically.



To view the full request details, click **'Request Details'**. For a print friendly version, click the pop out icon.



NEXT

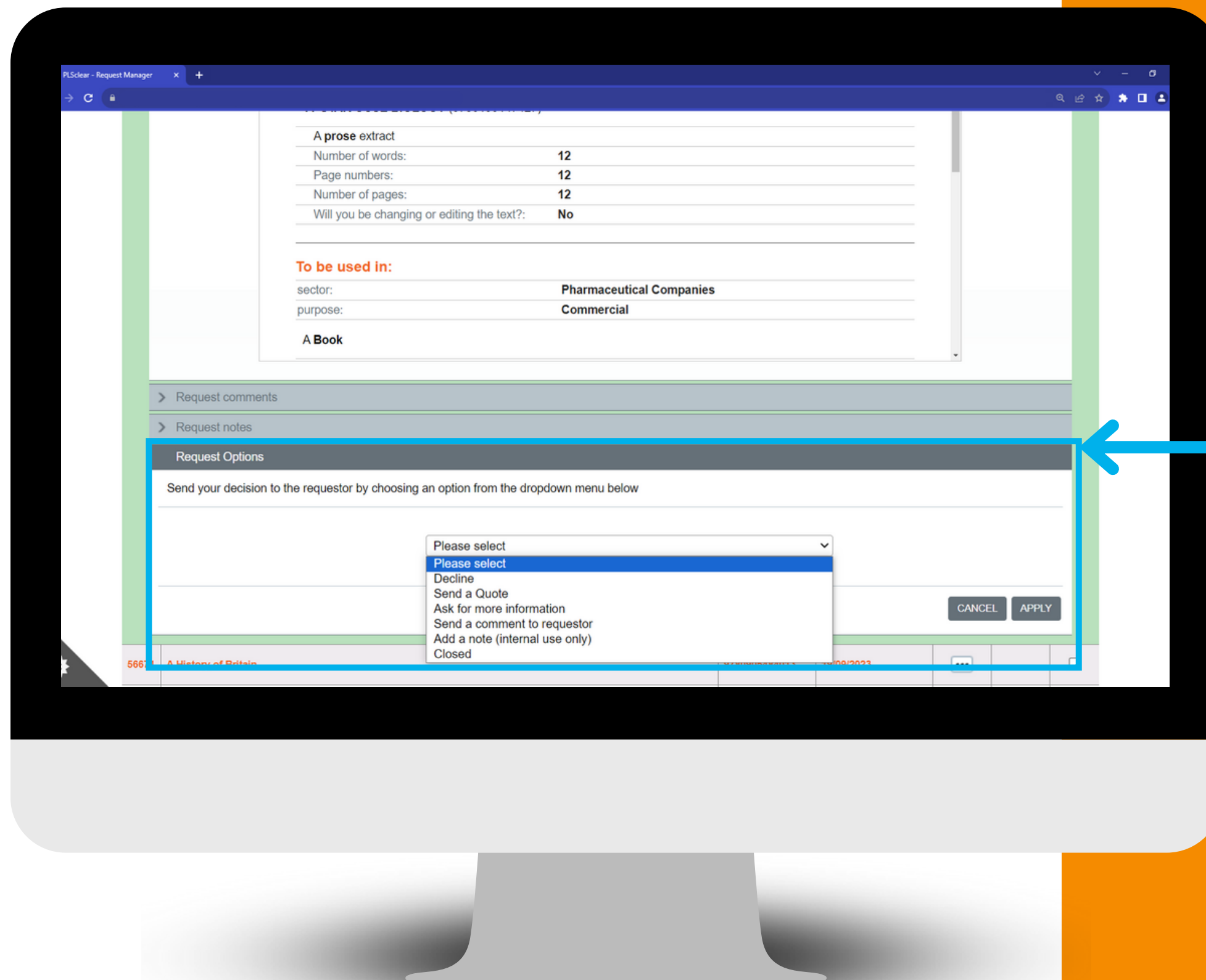
09.

Responding to Permission Requests

You can respond to permission requests via **Request Options**'.

Tip!

If a request has been cancelled or declined, you can re-open it by clicking on the request and using the standard responses via '**Request Options**'.



NEXT

10.

Responding to Requests: Sending a Quote

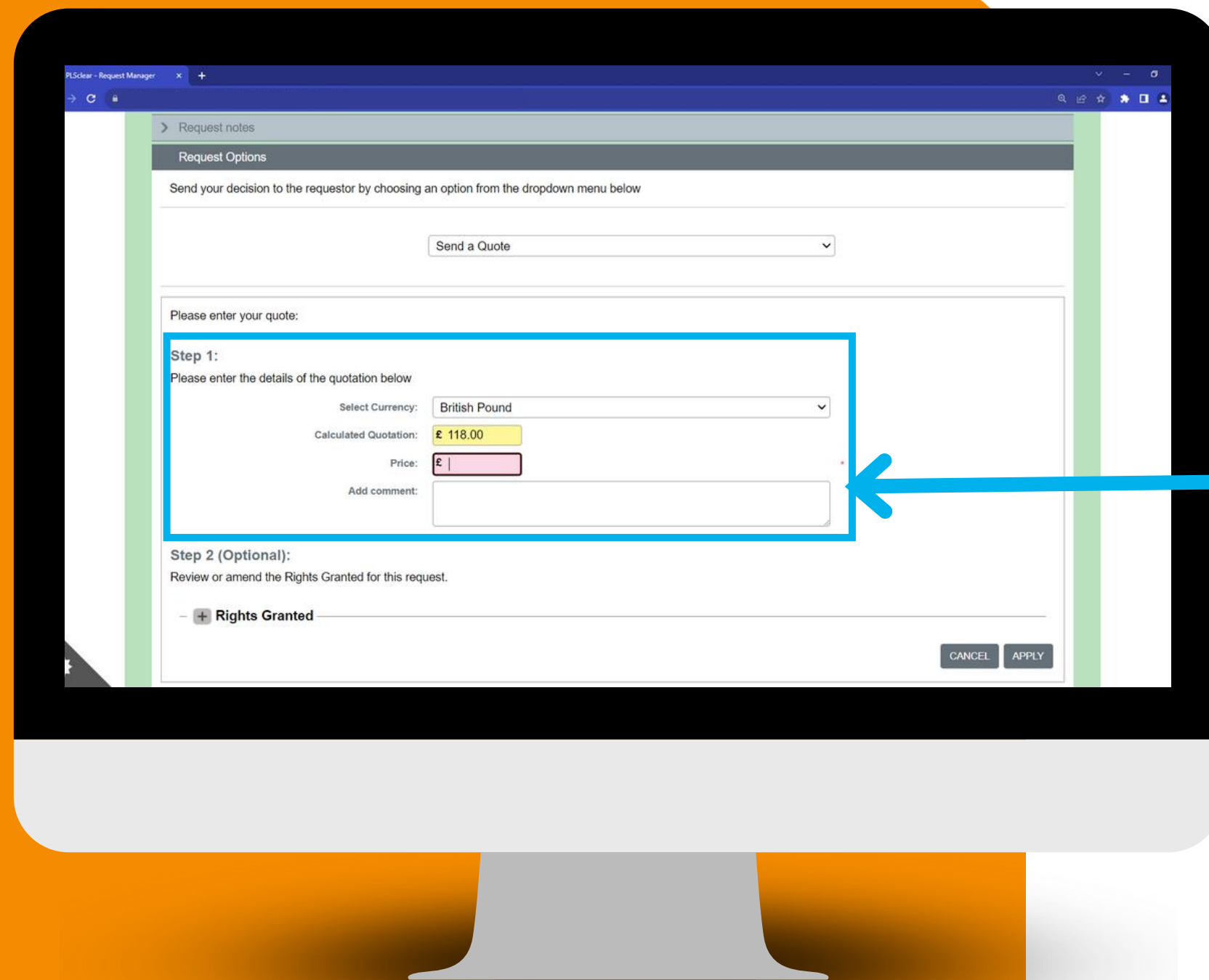
If you have set up pricing criteria in the **Fee Payable Licensing** programme, a price will automatically be calculated based on the information input by the user.

You can override this by putting in a new price. The end user will only see the final amount quoted. You do not need to include the **£** symbol.

Tip!

You can send £0 to issue a **Free of Charge** licence.

NEXT



The screenshot displays the 'Request Manager' interface. At the top, there's a 'Request notes' section. Below it, the 'Request Options' section contains a dropdown menu set to 'Send a Quote'. The main form area is titled 'Please enter your quote:' and is divided into two steps. 'Step 1: Please enter the details of the quotation below' is highlighted with a blue box. It includes a 'Select Currency:' dropdown set to 'British Pound', a 'Calculated Quotation:' field showing '£ 118.00', a 'Price:' field with a pink background and a cursor, and an 'Add comment:' text area. 'Step 2 (Optional): Review or amend the Rights Granted for this request.' is partially visible below. At the bottom right of the form are 'CANCEL' and 'APPLY' buttons. A blue arrow points from the text 'You can override this by putting in a new price' to the 'Price:' field.

Response Options

11.



Decline

If you decline a request, you must provide a reason by choosing an option within the dropdown menu.



Send a comment

This feature allows you to send a message to the requestor, without changing the status of the request.



Add a note

This is a note you can submit for internal use only, which is handy if you have more than one person in your organisation working on requests. The requestor will not be able to see this comment.

NEXT

Response Options

12.



Ask for more information

If you would like to know more about how the request, use this response. Using this response will change the status of the request. If you have already sent a quote, you will need to reissue this in order for the user to accept.



Closed

Once a request has been closed, you cannot reopen it. You can still view it in your 'Closed' folder.

NEXT

Once a request is licensed...

...you can still perform the following options.



Cancel

You can cancel the licence. If an invoice has been issued, or if the request has been paid for by card, please contact the PLSclear helpdesk to ask about PLSclear's refund procedure.



Add a note

This is a note you can add for internal use only. The requestor will not see this comment.



Send a comment

You can still send a message to the requestor after a licence has been granted.

NEXT

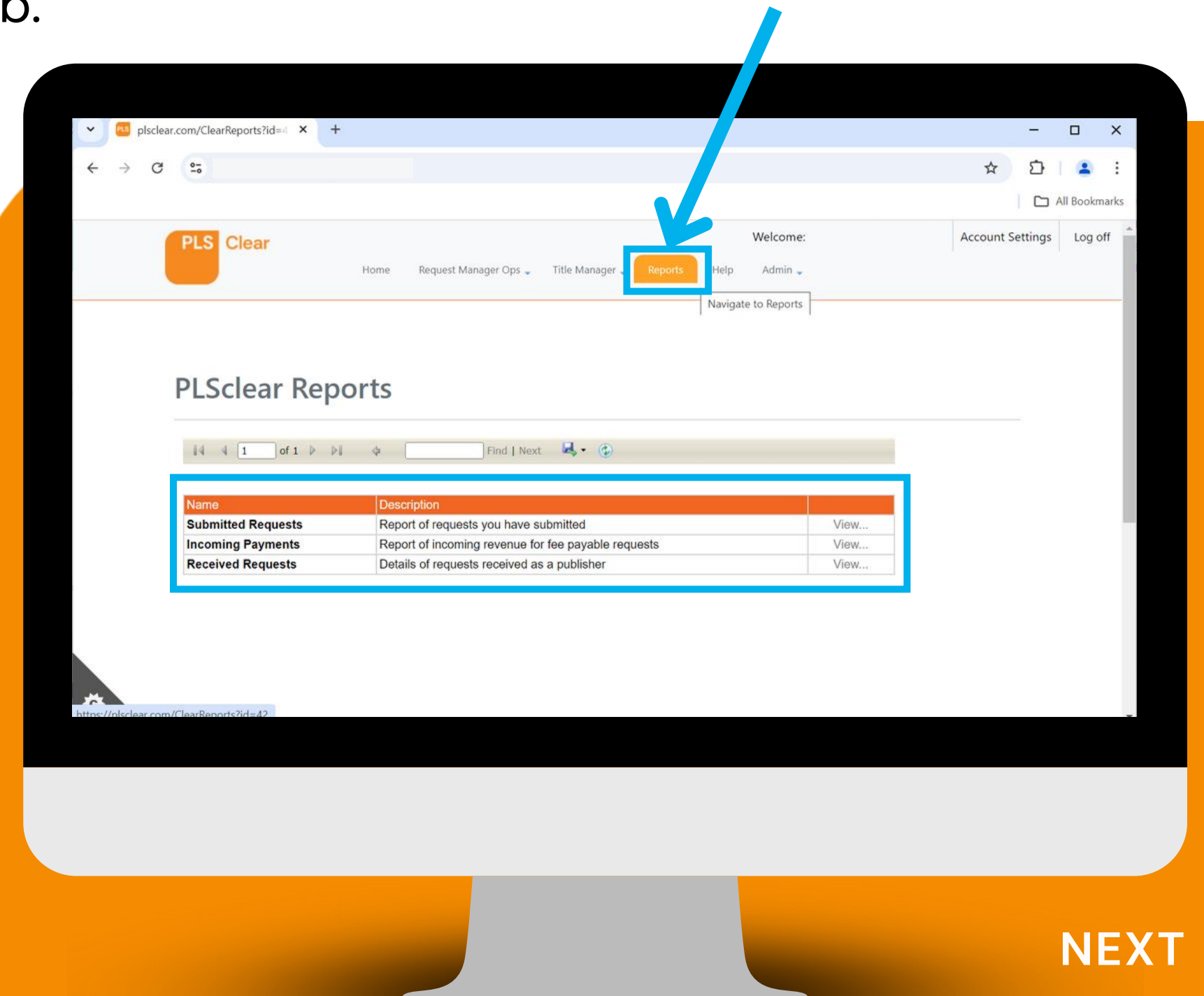
Reporting

There are **three** reports available in your PLSclear account that can be accessed via the '**Reports**' tab.

Submitted Requests Report shows all requests you have submitted to other publishers and is updated in real time.

Incoming Payments Report shows the permissions revenue that has been paid out to you. This report is updated quarterly in line with PLSclear payments (March, June, September, and December).

Received Requests Report shows all requests you've received as a publisher and is updated in real time.



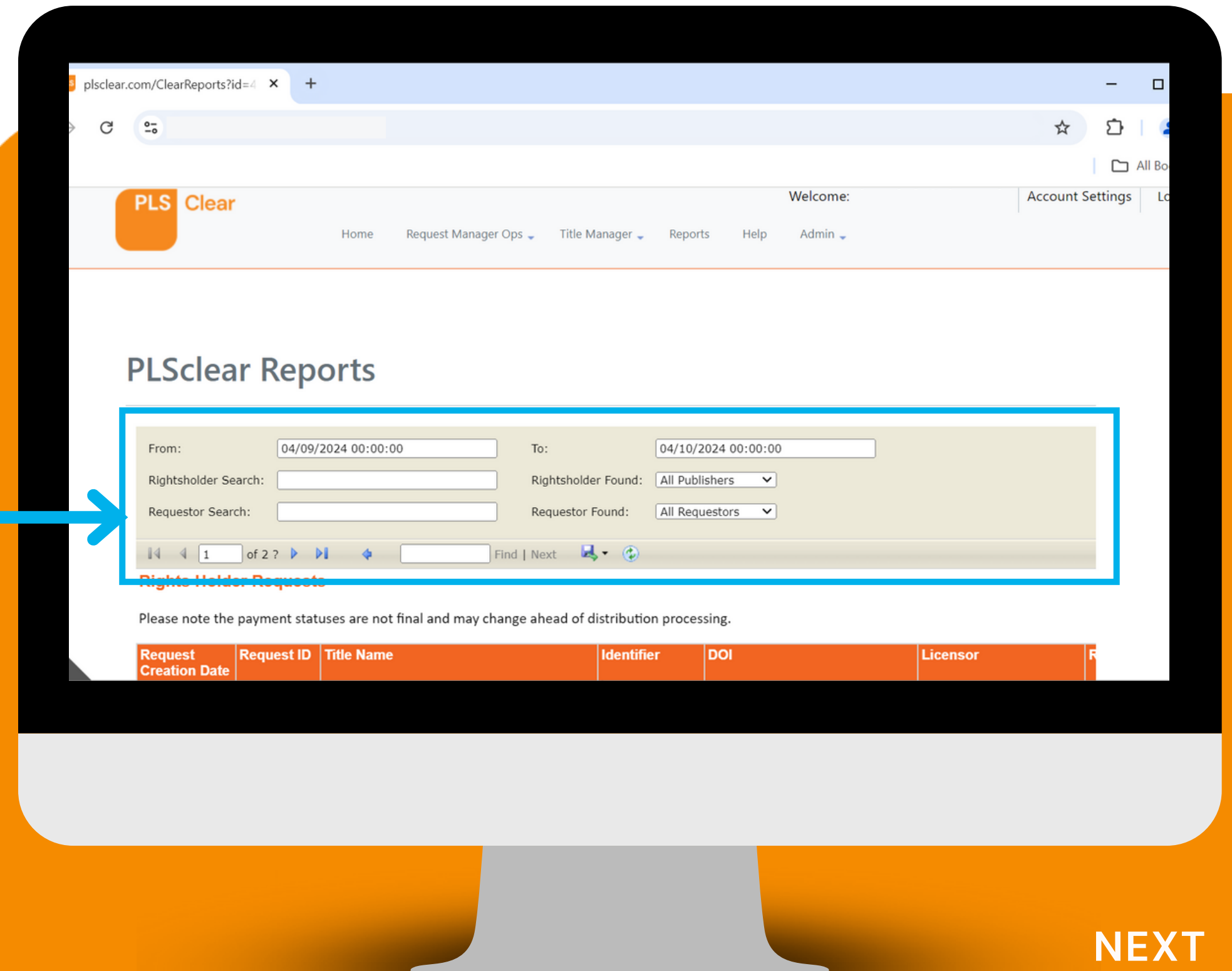
Reporting

To pull a report, select a report in the **Reports** tab of PLSclear.

The report pulls data from the past **30 days by default**, but you can adjust the dates to pull for larger date ranges.

When adjusting the date ranges in reports, you will need to **scroll right** & click the 'View Report' button.

VIEW REPORT



Tips & FAQs

Q Do I need to upload my own licence document?

You **do not** need to upload quotes, licences or invoices. The system will do this for you automatically.

Q I want to issue a licence free of charge, how do I do this?

Follow the 'send a quote' process (p.9) and enter **£0** into the price field. This will then issue a free of charge licence.

Q I have sent a quote to a requestor and they have asked to pay by invoice, what should I do?

Invoicing is offered at the discretion of PLS. Please ask the user to contact the PLSclear Help Desk at – support@plsclear.zendesk.com

17.

Contact Details & Further Help



Publisher Help Page

When logged into your PLSclear account, the [**publisher help page**](#) is in the menu bar at the top of your page.



Requestor Queries

Our [**Requestor Help Section**](#) has answers to our most frequently asked questions. They can also contact the help desk:

[**plsclear@pls.org.uk**](mailto:plsclear@pls.org.uk)

T: 020 7079 5940

Monday–Friday 09:00–17:00



PLSclear Queries

[**permissions@pls.org.uk**](mailto:permissions@pls.org.uk)

T: 020 7079 5940

Monday–Friday, 09:00–17:00