

# Non-Audit Content Request Submission Guide

Asset Management Data Hub (AMDH)

Product Asset Management



# Contents

Non-Audit Content Request Submissions .....	3
<b>Overview.....</b>	<b>3</b>
<b>Asset Management Data Hub.....</b>	<b>3</b>
AMDH guides and videos.....	3
<b>Submitting a Content Request .....</b>	<b>4</b>
1 - Before you submit a request.....	4
2 - Connecting to AMDH.....	4
3 - Completing the Content Request Form .....	5
A note about Search Results.....	7
<b>Receiving the Non-Audit Request .....</b>	<b>11</b>
<b>Fulfilling the Request .....</b>	<b>11</b>
Alfresco .....	11
Customer Specific .....	11
RNIB Bookshare.....	11
<b>Your Content Requests .....</b>	<b>12</b>
<b>Product Information.....</b>	<b>13</b>
<b>Service Level Agreements .....</b>	<b>13</b>
Help.....	14
Asset Management.....	14
Product Asset Management (PAM) .....	14
Asset Management Data Hub (AMDH) .....	14
Correction Team .....	14
Digital Asset Management (DAM).....	14

# Non-Audit Content Request Submissions

## Overview

To submit a content request to the Product Asset Management (PAM) team, you must declare the purpose/end use about why you are requesting the content. Depending on the end use declared, different request workflows will commence. This guide provides instruction and information on the Non-Audit Request Workflow.

Once in receipt of the request and the various checks and approvals have been provided, the PAM team will fulfil the request and deliver the content.

Please refer to [End Use Definitions](#) guide for more details and a complete list.

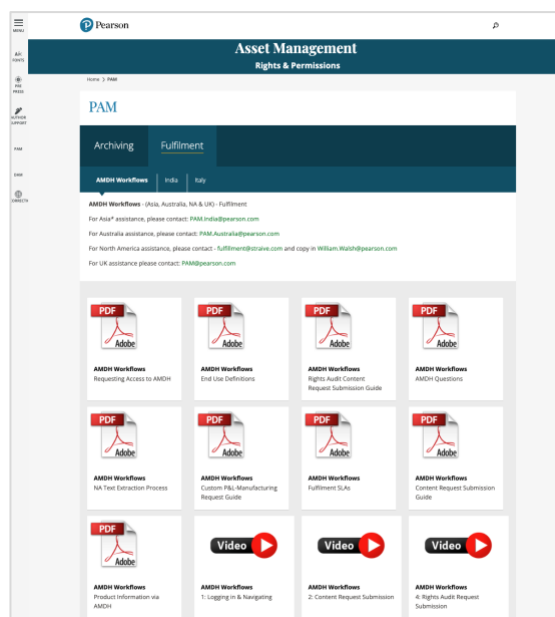
## Asset Management Data Hub

Asset Management Data Hub (AMDH) contains records on Pearson products that have been archived with the PAM Team. Each archive record contains information on what content is held, the archive location, the correction details and when it has been requested, for what reason and by whom.

AMDH supports content requests, approval routing, and records fulfilment of product reuse bringing benefits to all our partners across Pearson. It also receives a feed from PDH (Product Data Hub) containing product metadata.

## AMDH guides and videos

The [Asset Management Website](#) contains information and instructions on how to request access and use AMDH. Please refer to the job aids, user guides and videos under the PAM > Fulfilment > AMDH Workflows section.



# Submitting a Content Request

All Non-Audit Content Requests must be primarily submitted to the PAM team via AMDH, the PAM team will not accept requests made verbally, by telephone or email. There are 3 steps in submitting a request:

1. Before you submit a request
2. Connecting to AMDH
3. Completing the Content Request Form

## 1 - Before you submit a request

Before you submit a request, please ensure you have the ISBN13 or PPID details of the product/s you wish to request. If you do not have these details, please refer to your local product information system, e.g. PDH (Product Data Hub) to find out this information.

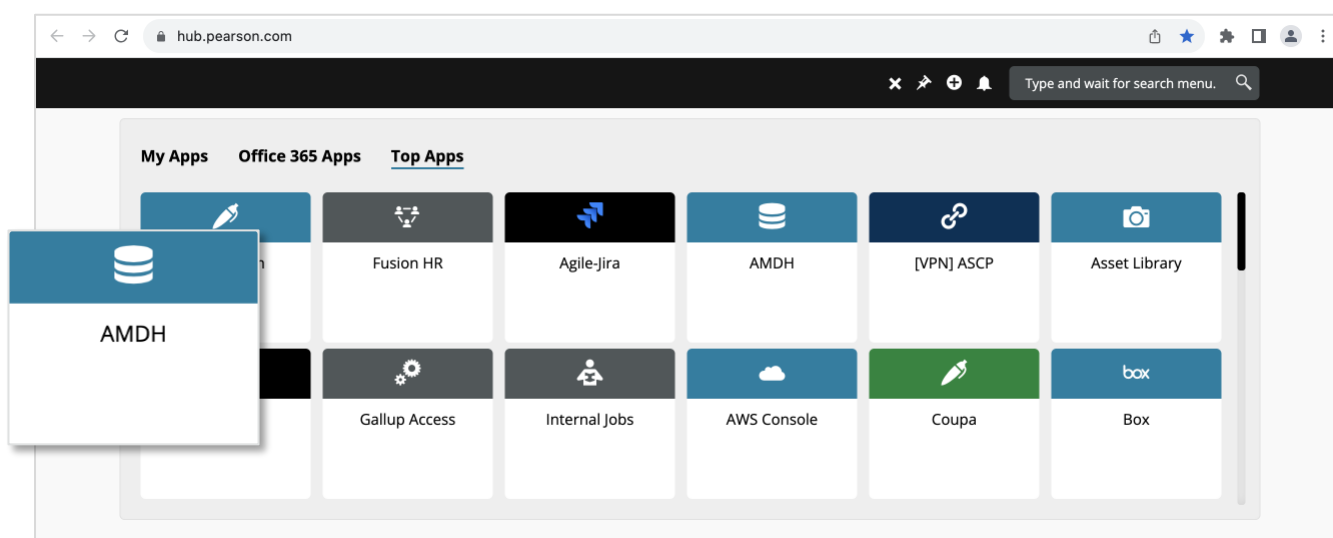
Ensure you have cleared all Rights and Permissions before re-using any content. As a guide, the following items must be rights checked:

**Author Contracts, Images/Photos/Illustrations, Screenshots, Textual extracts, Logos/Branding etc.**

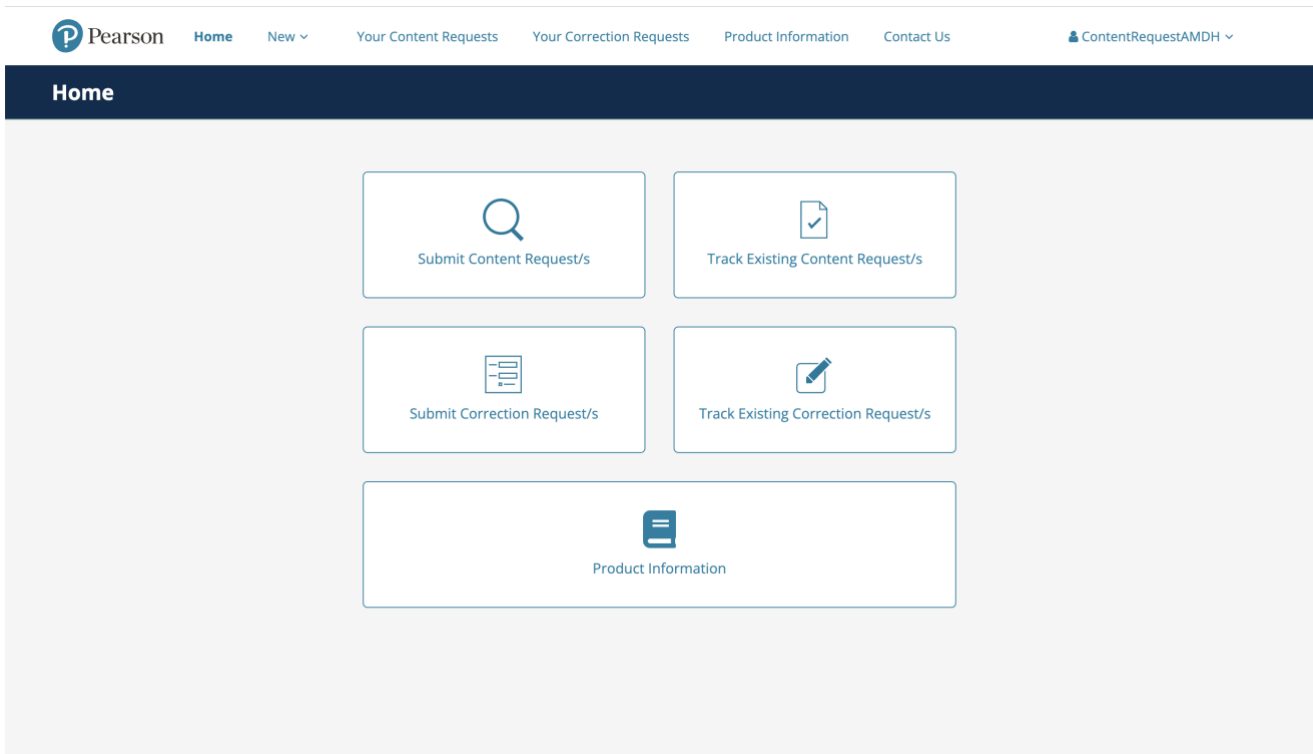
When submitting a request to the PAM team, you hereby confirm that all content within the files requested by you has been rights checked and that your intended use of the content is covered by existing contracts and licenses, and that you accept responsibility for any subsequent copyright-related issues. If you have not checked the rights and are not sure of how to obtain this information, please contact [coreandgrowthrightsauditing@pearson.com](mailto:coreandgrowthrightsauditing@pearson.com).

## 2 - Connecting to AMDH

Log into the [Hub](#) using your Pearson username and password, authenticate your account if asked to do so, click on the **AMDH** icon to access the system.



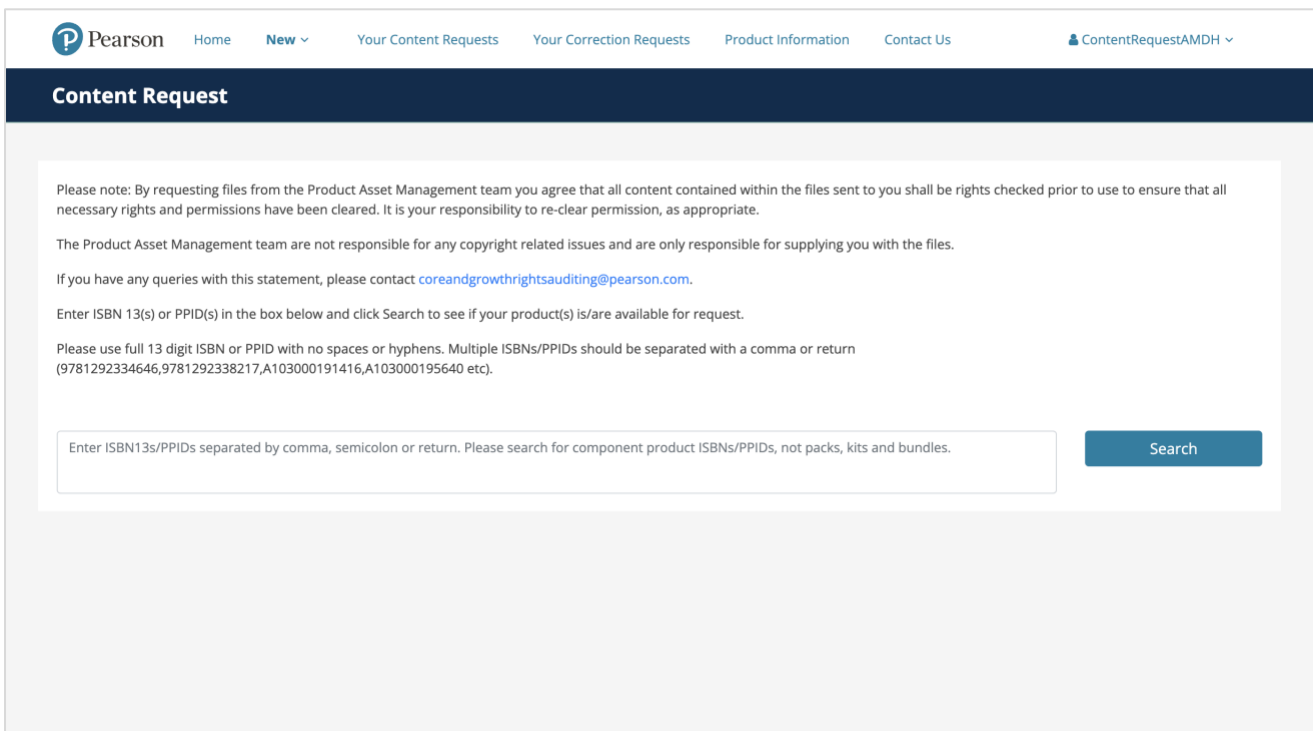
You are presented with the **AMDH Home** screen.



### 3 – Completing the Content Request Form

Click on the **Submit Content Request/s** button, or from the menu click **New** and select **Content Request/s**; both options will take you to the **Content Request** screen.

Please take a moment to read the information.



Enter in the Search field your required ISBN13s or PPIDs in the format instructed, click **Search**.

**Note:** you can input a mixture of ISBN13s and PPIDs; 100 is the maximum recommended amount in a single search.

You will be presented with the **Search Results** screen; your results will be shown at the bottom of the screen.

Home
New ▾
Your Content Requests
Your Correction Requests
Product Information
Contact Us

ContentRequestAMDH ▾

Content Request

[← Back to search](#)

### Search Results

**Please note:** If print application files are not available, or stored in a legacy application format such as LaTeX, 3B2, QuarkXPress, every effort should be made to create new files or convert to Pearson approved application standards & supported formats, as set by the Pre-Press Guidelines.

#### Requestor

Requested by: ContentRequestAMDH

Email address: ContentRequestAMDH@PEDEV.COM

Line of Business:

Department/Role:

Geography:

Date of request: 18/07/2022

#### Intended Primary Country of Sale and End Use

Is the End Use the same for all requested items?  
 Yes  No

Is the Intended Primary Country of Sale the same for all requested items?  
 Yes  No

<b>ISBN:</b> 97801356671251  <b>Pearson Product ID:</b> A103000185101 <b>Division:</b> Higher Education <b>Country of Origin:</b> United States <b>Content Availability Status:</b> PAM to Advise	<b>Title:</b> Human Anatomy & Physiology Laboratory Manual, Volume 2 <b>Author:</b> Pearson Education <b>Status:</b> Not Yet Published	<input type="text" value="End Use"/> <input type="text" value="Intended Primary Country of Sale"/> <input type="button" value="Delete From Search"/>
<b>ISBN:</b> 9781292020839 <b>Pearson Product ID:</b> A100060840950 <b>Division:</b> Higher Education <b>Country of Origin:</b> United Kingdom <b>Content Availability Status:</b> No Longer Our Product	<b>Title:</b> Quantum Mechanics (Book) (Rights Reversion) <b>Author:</b> David McIntyre <b>Status:</b> Out of Print	<input type="button" value="Delete From Search"/>
<b>ISBN:</b> 9780321451323  <b>Pearson Product ID:</b> <b>Division:</b> USHE <b>Country of Origin:</b> United States <b>Content Availability Status:</b> No Longer Our Product	<b>Title:</b> Joining A Community of Readers: A Thematic Approach to Reading (Divested) <b>Author:</b> <b>Status:</b> Divested	<input type="button" value="Delete From Search"/>
<b>ISBN:</b> 9780135868515 <b>Pearson Product ID:</b> A103000050610 <b>Division:</b> Higher Education <b>Country of Origin:</b> United States <b>Content Availability Status:</b> Content Available	<b>Title:</b> Social Work Macro Practice (Core Content) <b>Author:</b> F. Ellen Netting <b>Status:</b> In Print	<input type="text" value="End Use"/> <input type="text" value="Intended Primary Country of Sale"/> <input type="button" value="Delete From Search"/>
<b>ISBN:</b> 9780135868423 <b>Pearson Product ID:</b> A103000050607 <b>Division:</b> Higher Education <b>Country of Origin:</b> United States <b>Content Availability Status:</b> Content Available	<b>Title:</b> Social Work Macro Practice (2-downloads) <b>Author:</b> F. Ellen Netting <b>Status:</b> In Print	<input type="text" value="End Use"/> <input type="text" value="Intended Primary Country of Sale"/> <input type="button" value="Delete From Search"/>

## A note about Search Results

If print application files are not available or have been created in legacy application formats such as LaTeX, 3B2, or QuarkXPress, every effort should be made to create new files or convert to Pearson approved application standards and supported formats, as set by the [Pre-Press Guidelines](#).

Your search results will display product data, including the use of colours on certain fields, to provide you with quick and clear content statuses:

- Product information – title, ISBN, PPID, author etc.
- Status – PDH Product Status (displayed in colour)
- Content Availability Status – details about the actual content (displayed in colour)

<b>ISBN:</b> 9780135868423	<b>Title:</b> Social Work Macro Practice (2-downloads)	End Use <input type="text"/>
<b>Pearson Product ID:</b> A103000050607	<b>Author:</b> F. Ellen Netting	Intended Primary Country of Sale <input type="text"/>
<b>Division:</b> Higher Education	<b>Status:</b> In Print	<input type="button" value="Delete From Search"/>
<b>Country of Origin:</b> United States		
<b>Content Availability Status:</b> Content Available		

Detailed information about the **Content Availability Status** can be found below:

Product Status	Archive Status	Content Availability Status
Published	Archived	Content Available
	Archiving in progress	Content Available
	Awaiting archive content	PAM to Advise
	Not archived	Currently Unavailable – PAM to advise
Not yet published	Archived	Content Available
	Archiving in progress	Content Available
	Awaiting archive content	Not Yet Published
Divested Item / Rights Reversion	Not applicable	No Longer Our Product

**Note:** If a Rights Reversion or Divested product is returned in the search results, it must be deleted from your search. The content request form does not allow products to be requested that have either of these statuses.

Let us return to our search results, as shown on page 6. As two of the products have returned with a **Content Availability Status** of **No Longer Our Product** they must be removed, and I will also remove the **Not yet Published** product, by clicking **Delete from Search**.

When you raise a content request you must assign an **Intended Primary Country of Sale** and an **End Use**. If you wish to assign the same options on all the products you are requesting, use the fields at the top of the form, next to the Requestor fields.

<b>Requestor</b>	<b>Intended Primary Country of Sale and End Use</b>
Requested by <input type="text" value="ContentRequestAMDH"/>	Is the End Use the same for all requested items?
Email address <input type="text" value="ContentRequestAMDH@PEDEV.COM"/>	<input type="radio"/> Yes <input type="radio"/> No
Line of Business <input type="text"/>	Is the Intended Primary Country of Sale the same for all requested items?
	<input type="radio"/> Yes <input type="radio"/> No

Alternatively, if you require product specific options, use the fields next to each product.

<b>ISBN:</b> 9780135868515 <b>Pearson Product ID:</b> A103000050610 <b>Division:</b> Higher Education <b>Country of Origin:</b> United States <b>Content Availability Status:</b> Content Available	<b>Title:</b> Social Work Macro Practice [Core Content] <b>Author:</b> F. Ellen Netting <b>Status:</b> In Print	New Edition / Product - Design / Vendor United States Delete From Search	Edit Request
<b>ISBN:</b> 9780135868423 <b>Pearson Product ID:</b> A103000050607 <b>Division:</b> Higher Education <b>Country of Origin:</b> United States <b>Content Availability Status:</b> Content Available	<b>Title:</b> Social Work Macro Practice (2-downloads) <b>Author:</b> F. Ellen Netting <b>Status:</b> In Print	New Edition / Product - Design / Vendor United States Delete From Search	Edit Request
Submit			

As this request is for new editions of US Higher Education products to be sold in the US, it is a Non-Audit request:

- **Product (Country of Origin)** - US Higher Education
- **End Use** - New Edition / Product – Design / Vendor
- **Intended Primary Country of Sale** - United States

Click on the top **Edit Request** button, you will be presented with the **Content Request Details** screen for that product.

The Requestor information will copy across from the previous screen, however, if you are submitting the form on behalf of someone else, select the **Are you requesting content for another person?** checkbox and enter their details in the fields provided.

### Requestor

Requested by	ContentRequestAMDH
Email address	ContentRequestAMDH@PEDEV.COM
Line of Business	Higher Education
Department/Role	Design / Content Creation
Geography	United Kingdom
Date of request	19/07/2022

Are you requesting content for another person?

Complete the **Content** fields.

### Content

End use format		File formats required (*conversion / cost possible)	
Language of new product		Additional request requirements	
Material required		Additional request requirements	



Complete the **Delivery** fields. You have the option to deliver the files to the Requestor or someone else. Select the **Is the delivery recipient same as the requestor?** checkbox if you want the files to be supplied to the Requestor, the fields will auto-populate.

### Delivery

Is the delivery recipient same as the requestor?

Deliver to	<input type="text"/>	Delivery method	<input type="text" value="- Select -"/>
Email address	<input type="text"/>	Required by	<input type="text" value="22/12/2021"/>
Line of Business / Third Party	<input type="text"/>	Additional Delivery Instructions	
Department / Role (except for Third Party)	<input type="text"/>	<input type="text" value="Additional Delivery Instructions"/>	
Country	<input type="text"/>		

**Note:** The **Required by** field will not allow you to select the same date the request is submitted and will automatically select a date one month ahead.

Please note the **Service Level Agreement** information.

Once you have captured all the details you require, check **Ready to submit**, click **Save**.

#### Copy to all

If this information applies to all products you are requesting, which have an end use and primary country of sale already applied, you can copy it to all those content requests by checking this box

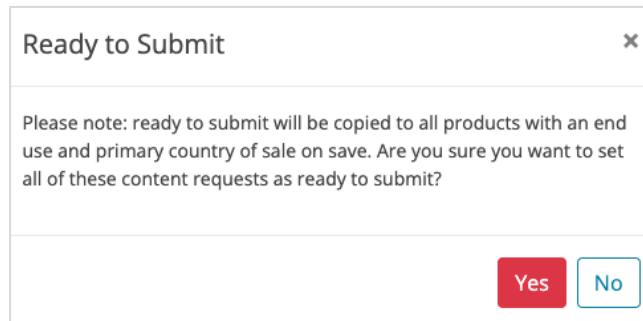
#### Ready to submit

This content request is ready to submit

You will be returned to the **Search Results** screen, notice the top product now displays a blue background and the **Submit** button has become visible. The top product is now ready to be submitted. If you want to proceed, click **Submit** and a content request will be submitted for that product only.

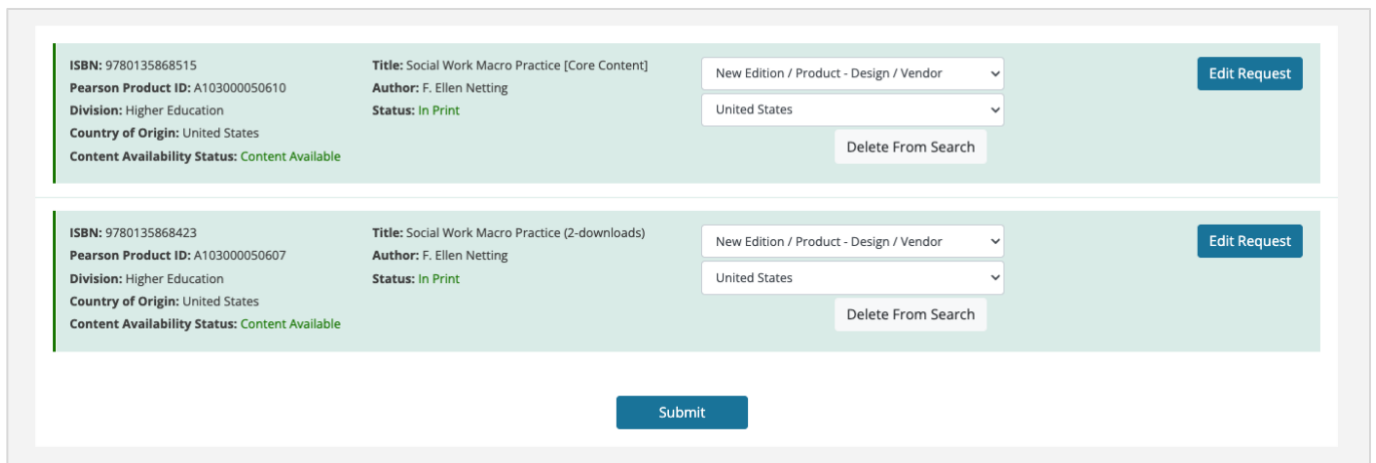
<b>ISBN:</b> 9780135868515 <b>Pearson Product ID:</b> A103000050610 <b>Division:</b> Higher Education <b>Country of Origin:</b> United States <b>Content Availability Status:</b> Content Available	<b>Title:</b> Social Work Macro Practice [Core Content] <b>Author:</b> F. Ellen Netting <b>Status:</b> In Print	<input type="text" value="New Edition / Product - Design / Vendor"/> <input type="text" value="United States"/>	<input style="background-color: #0070c0; color: white; padding: 5px 10px;" type="button" value="Edit Request"/> <input type="button" value="Delete From Search"/>
<b>ISBN:</b> 9780135868423 <b>Pearson Product ID:</b> A103000050607 <b>Division:</b> Higher Education <b>Country of Origin:</b> United States <b>Content Availability Status:</b> Content Available	<b>Title:</b> Social Work Macro Practice (2-downloads) <b>Author:</b> F. Ellen Netting <b>Status:</b> In Print	<input type="text" value="New Edition / Product - Design / Vendor"/> <input type="text" value="United States"/>	<input style="background-color: #0070c0; color: white; padding: 5px 10px;" type="button" value="Edit Request"/> <input type="button" value="Delete From Search"/>

If you have searched for multiple products and you would like to apply the same request information across all the products ensure **Ready to Submit** is selected first, then select **Copy to all** to replicate the information to every product. An onscreen message will appear asking you to confirm if you are ready to submit, click **Yes** to clear the message, then click **Save**.

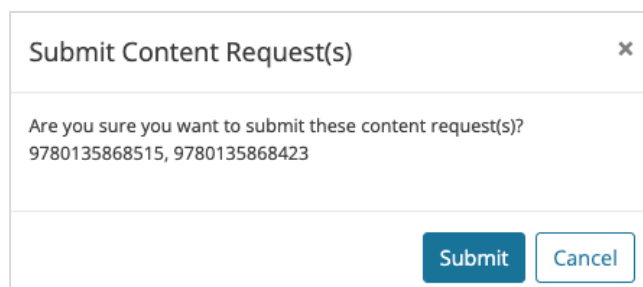


**Note:** If you already have one product ready to submit then realise you would like to copy all the information across to other products in your request, it's not a problem. Just click **Edit Request** on the product that has a blue background, scroll to the bottom of the page and select **Copy to all**, click **Yes** to clear the onscreen message, then click **Save**.

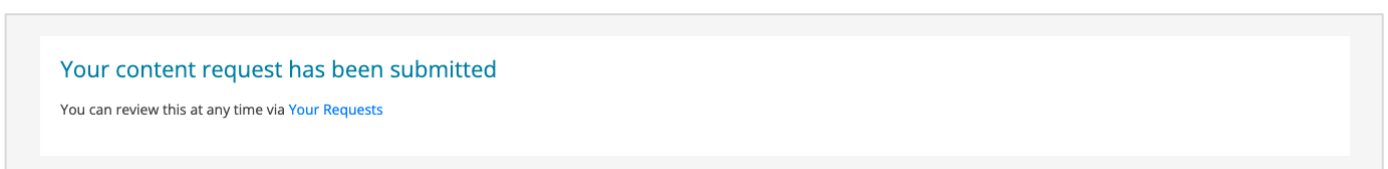
You will be returned to the **Search Results** screen, notice all the products you are requesting have changed to a blue background and all are ready to be submitted, click **Submit**.



You will be presented with an on-screen message asking if you want to proceed with your submission. If so, click **Submit**.



An onscreen message will confirm your request has been submitted.



## Receiving the Non-Audit Request

For these types of requests, the PAM team will assess the request and check the archive record to confirm the location of the content and what is held. If there are no issues, they will fulfil the request by supplying the content.

## Fulfilling the Request

The PAM team will aim to supply the content within our [Fulfilment SLAs](#) using one of the delivery options below:

- Alfresco
- Customer specific (full details must be supplied by the Requestor)
- RNIB Bookshare (UK specific)

If there are any issues or queries, the PAM team will contact the person raising the request.

### Alfresco

The default delivery method is Alfresco. The PAM team will deliver a copy of the content from the Archive into a Business/Regional Fulfilment site. Business/Regional Fulfilment sites are transient sites shared between the PAM team and the businesses, they are not work in progress sites and no content development should happen within them. The requestor/recipient must move the content from the fulfilment site into one of their WIP (work-in-progress) sites.

Within Alfresco there is a feature known as **External Share** that allows the PAM team to share content stored on Alfresco with users who do not have an Alfresco account. An email with a link is sent, allowing the recipient to download the content only.

### Customer Specific

The Requestor needs to provide full details, including the username/password and a link in the **Additional Delivery Instructions** field where the PAM team should deliver the content.

**Note:** FTP is an insecure file transfer protocol that does not provide any options for encrypting data in transit, thus it poses a security risk to Pearson's IP. Therefore, FTP use needs to be avoided. Alfresco should be selected as the delivery method where no secure customer specific file delivery methods, such as SFTP (Secure File Transfer Protocol), are available.

### RNIB Bookshare

This delivery method is for UK Accessibility requests only for files to be supplied to the Royal National Institute of Blind People (RNIB).

# Your Content Requests

You can keep track of the Content Requests you have submitted, including their status, by either clicking on **Your Content Requests** from the top menu, or from the **Home** page **Track Existing Content Requests/s** button; both options will take you to the **Your Content Requests** screen.

The screenshot shows the 'Your Content Requests' page. At the top, there is a navigation bar with the Pearson logo and links for Home, New, Your Content Requests, Your Correction Requests, Product Information, and Contact Us. A user profile icon for 'ContentRequestAMDH' is also visible. Below the navigation bar is a dark blue header with the text 'Your Content Requests'. The main content area is titled 'Content Requests' and features a search bar with the placeholder text 'Search by Tracking Number, ISBN, Pearson Product ID, Author, Title'. To the right of the search bar are 'Search' and 'Clear' buttons. Below the search bar are three filter dropdown menus: 'End Use' (set to 'All'), 'Division' (set to 'All'), and 'Product Country of Origin' (set to 'All'). The main content area displays two content request entries. Each entry includes a 'Requested' date (19/07/2022), a 'Decision' field, and a 'Status' field with a link to 'PAM (since 19/7/2022)'. The first entry is for request 71/2, titled 'International Human Resource Management', with ISBN 9781292004105, Pearson Product ID A100061793688, Product Type Book, Edition 3, Author Tony Edwards, and Division Higher Education. The second entry is for request 71/1, titled 'Michigan ECCE Skills BoosterTeacher's Book for Pack', with ISBN 9781405841344, Pearson Product ID A101704813258, Product Type Book, Edition 1, and Division English Language Teaching. Both entries have a 'Country of Origin' of United Kingdom and an 'End use' of 'New Edition / Product - Design / Vendor'.

From here, you can use the filter options to limit the content requests displayed, or you can search for specific content requests by using the search criteria stated.

This screenshot shows the same 'Your Content Requests' page but with filters applied. The 'End Use' dropdown is set to 'New Edition / Product - Design / Vendor', the 'Division' dropdown is set to 'Higher Education', and the 'Product Country of Origin' dropdown is set to 'United Kingdom'. Only one content request entry is displayed, which is the same as the first entry in the previous screenshot: request 71/2, titled 'International Human Resource Management', with ISBN 9781292004105, Pearson Product ID A100061793688, Product Type Book, Edition 3, Author Tony Edwards, and Division Higher Education. The 'Country of Origin' is United Kingdom and the 'End use' is 'New Edition / Product - Design / Vendor'.

The **Status** field confirms the team managing your request, or if the request has been completed. Alternatively, if you click on the status link a status visual is presented.

The screenshot shows a 'Status Information' dialog box. It features a vertical progress bar with four steps: 'Global Rights Licensing', 'IP Auditing', 'PAM', and 'Completed'. The 'PAM' step is highlighted with a blue arrow, indicating it is the current step. The 'Completed' step is highlighted with a blue bar, indicating it is the final step. A 'Cancel' button is located at the bottom right of the dialog box.

Click **Cancel** to go back to the **Your Content Requests** screen.

## Product Information

The Product Information feature within AMDH enables you to quickly search and view information regarding a product, and it is accessed from the home page or the menu bar. Please refer to the [Product Information Feature Guide](#) for full information on how to use it.

## Service Level Agreements

Please refer to the [Fulfilment SLAs](#) guide for information.

# Help

## Asset Management

Visit the [Asset Management Website](#) for job aids and information on:

- Fonts and the Pearson Font Policy.
- Pre-press creation guidelines including configuration for your computer and certification.
- Author Support.
- File and folder naming standards, including an online Archive Folder Creator Tool.
- Product Asset Management (PAM) Archiving and Fulfilment.
- Digital Asset Management (DAM) Asset Library and Asset Licensing Portal (ALP).
- Corrections.

## Product Asset Management (PAM)

For support and information about archiving or content requests, please contact the PAM team:

- Australian products - [PAM.Australia@pearson.com](mailto:PAM.Australia@pearson.com)
- Asia\* and Indian products - [PAM.India@pearson.com](mailto:PAM.India@pearson.com)
- North American products - [PAM.NorthAmerica@pearson.com](mailto:PAM.NorthAmerica@pearson.com)
- The United Kingdom, Global and Italian products - [PAM@pearson.com](mailto:PAM@pearson.com)

*\*Singapore, Malaysia, Indonesia, Japan, Myanmar, Philippines, South Korea, Thailand, Vietnam*

To place content requests for Asia\*, Australia, India, North America and United Kingdom products, please refer to the following user guides:

- [The Non-Audit Content Request Guide](#)
- [The Rights Audit Content Request Guide](#)
- [The Custom P&L \(Profit & Loss\) to Custom Manufacturing Request Guide](#)

## Asset Management Data Hub (AMDH)

[Request AMDH access](#) via myAccess, or raise a [myHelp ticket](#) for additional support.

## Correction Team

For support and information about corrections, please refer to the [Correction Request Submission Guide](#). Please refer to the [AMDH Contact Us](#) page for contact information.

## Digital Asset Management (DAM)

For information about Asset Library or the Asset Licensing Portal (ALP), please contact the DAM team at [assetlibrarysupport@pearson.com](mailto:assetlibrarysupport@pearson.com).