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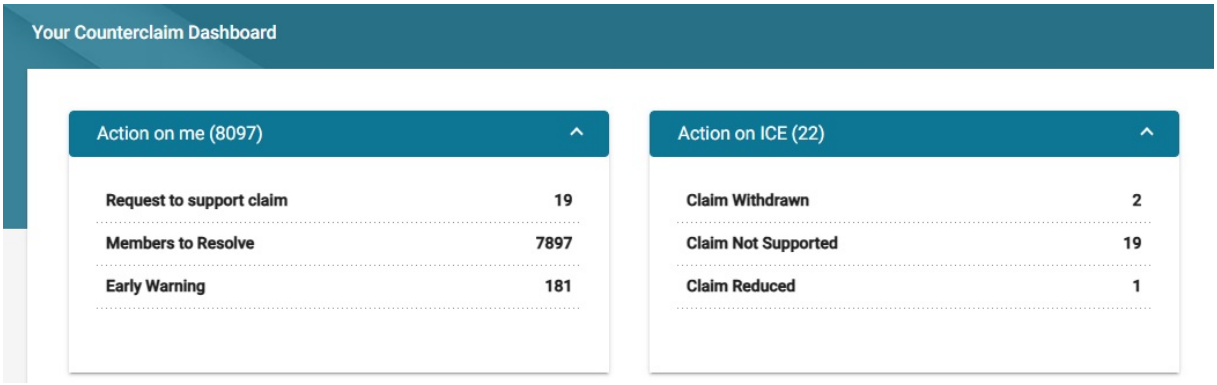
How to Search Counterclaims as a Publisher?

Counterclaim Dashboard Publisher - Counterclaim Search

The guide is based on the **Publisher (top IPI / parent IPI) - Counterclaim** user role.

Upon logging in to CUBE, the counterclaim **Dashboard** is displayed under the **Conflicts** section. Counterclaim Dashboard provides an overview of all the account claim actions where the publisher is involved as a **Resolver**.
At the top of the screen, **Actions** are sorted into 2 categories:

- **Action on me**
- **Action on ICE**

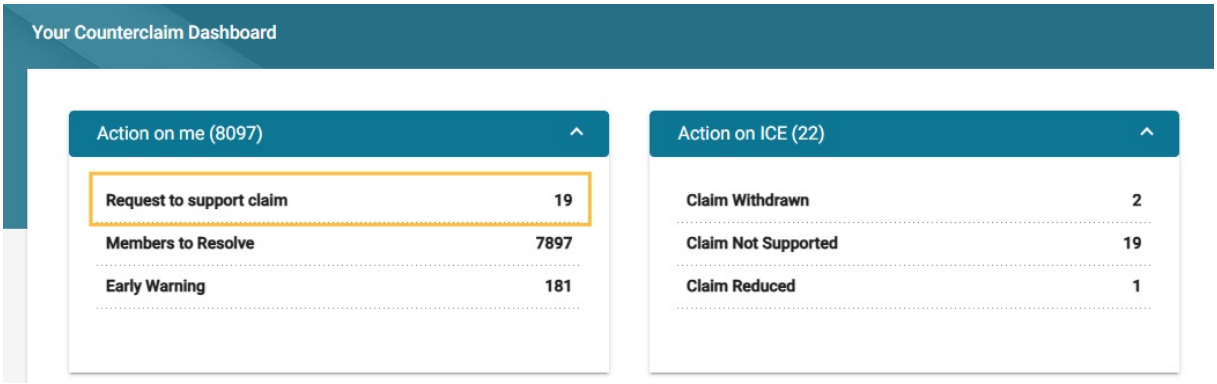


> These 6 actions types can easily be searched using the **Quick Filters field** at the top of the Counterclaim List. See Quick Filters below.

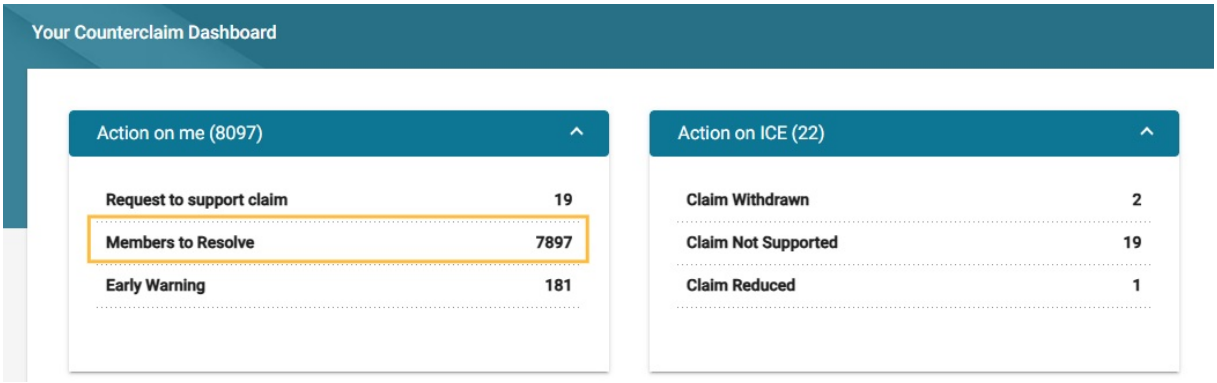
Action on me

The category *Action on me* contains a list of **Request support claim** actions, **Members to resolve** actions and **Early Warning** actions. These are the actions that belong to the Resolver.

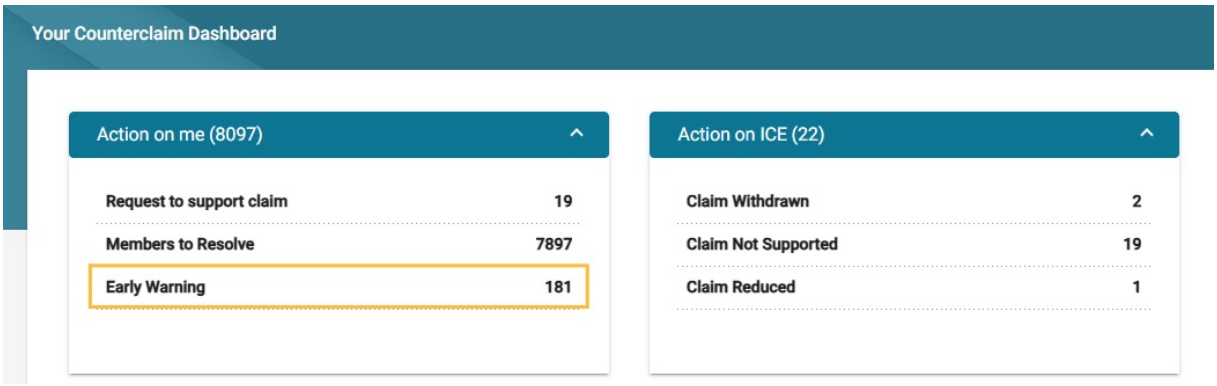
Request to support claim actions refer to counterclaims in **AWAITING REPLY** and **SUPPORTED** status. This means that the publisher must take action on these conflicts before the specified deadline. If the deadline is missed, claims will be marked as not supported and removed.



Members to resolve actions refer to counterclaims in **CONFIRMED** status. This means that the publisher can take action on these conflicts anytime, as there is *no deadline*. You will have an overview of all your counterclaims across all of the ICE customers. This will account for the increased number of counterclaims in the status “Members to resolve”.



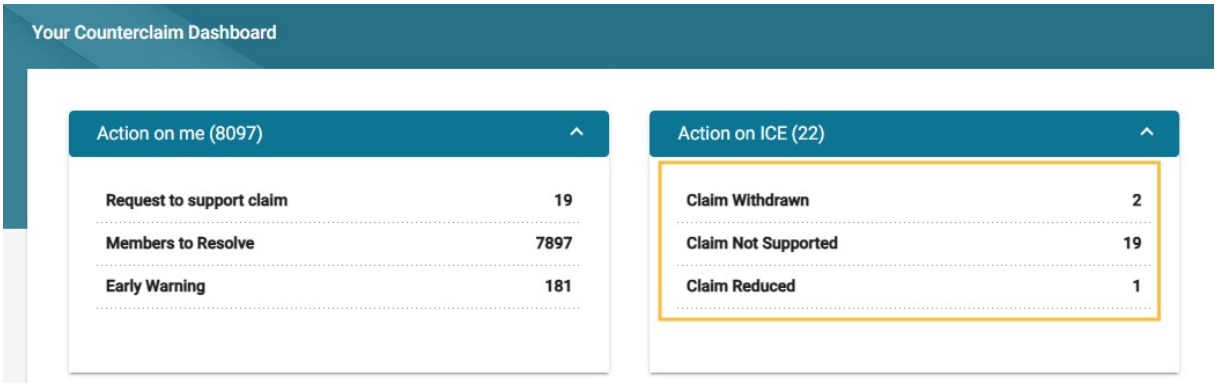
Early Warning actions refers to counterclaims where the Resolver (of the First Claimant) is not yet required to support a claim, but they receive an "early warning" to alert them that their claim is in counterclaim. The publisher is able to manage 'Early Warning' actions by supporting, withdrawing or reducing claim. There is no deadline on 'Early Warning' actions, but if the other Resolver (of the New Claimant) supports claim the 'Early Warning' action will transition to a 'Request to support claim' action and receive 60 days deadline.



Action on ICE

The second category, Action on ICE, contains actions where the Resolver has already responded to the counterclaim, either by withdrawing, reducing or not supporting their claim (missed deadline). **ICE is responsible for managing these actions.**

For **Claim withdrawn**, **Claim not supported**, and **Claim Reduced**, Publisher users do not need to take action on these conflicts as they have already been responded to. There is *no deadline* on the publisher, but there is an internal processing *deadline on ICE*.

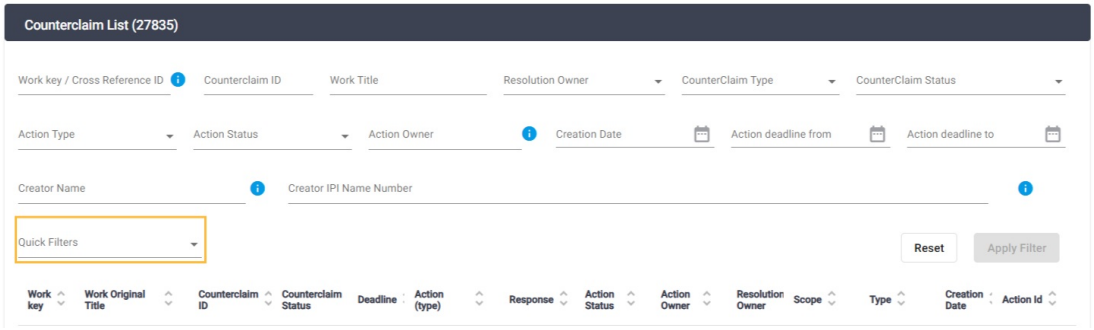


Quick Filters

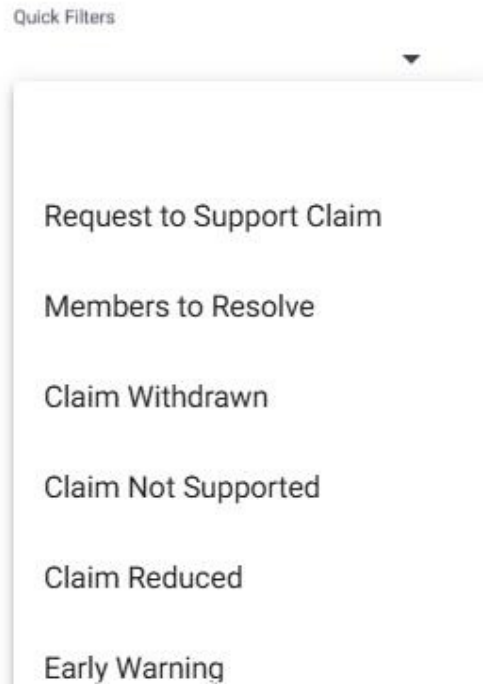
You can quickly a list of claim that have one of these 6 Action Types by using the drop down menu Quick Filters:

- Request to support claim
- Members to Resolve
- Claim Withdrawn
- Claim Not supported
- Claim Reduced
- Early warning

1. Open the Quick Filters drop-down

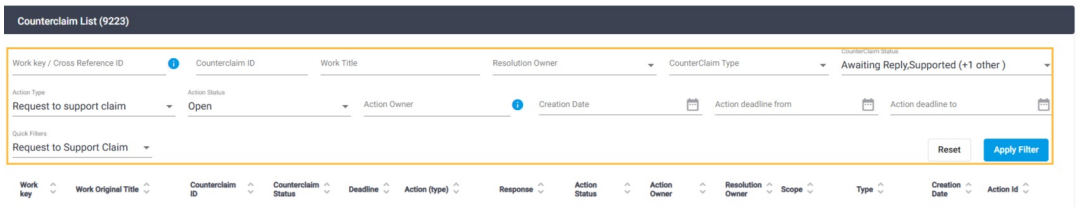


2. Select one of the Action Types (scroll if needed)



3. The filters will be shown in the relevant fields. Additionally, you can use any other field to filter down your research even further.

> **Good to know**
>
> By default, the action status will is set to Open.



4. Hit the blue button Apply Filter
5. Once you've applied your filters you can share the results by copying and sending the URL of your browser.

Search Filters

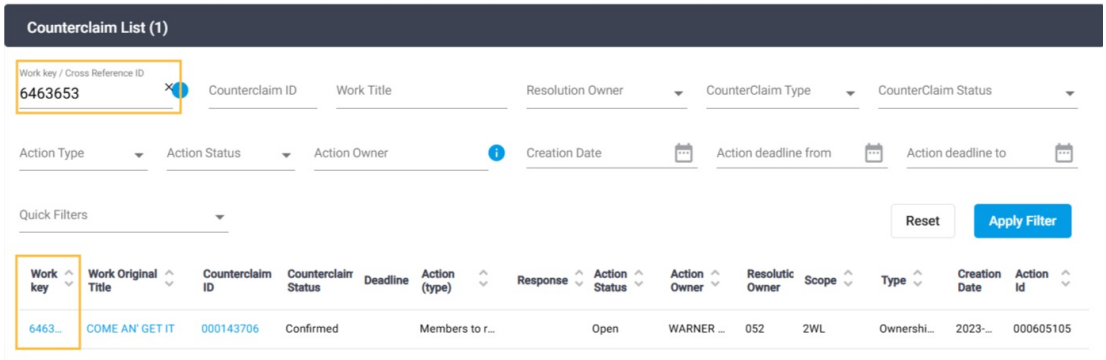
You can search Counterclaims by using one or more of the following fields (also known as Counterclaim Attributes).

Field	Description
Work Key	You can enter a **ICE Work Key, Titles, Xrefs, or Alliance Tunecode** to search for actions on a specific work
Work Original Title	You can enter a **Work Original Title** to search for actions that are linked to a specific counterclaim
Counterclaim ID	You can enter a **Counterclaim ID** to search for actions that are linked to a specific counterclaim
Resolution Owner	You can select a society to search for actions where the society is Resolution Owner. These values are available: **Blank all Societies, BUMA (023), KODA (040), PRS (052), SABAM (055), STIM (079), TEOSTO (089), TONO (090)**
Counterclaim Type	You can search for actions with a specific counterclaim type. These values are available: **Blank (all types), Author share claim, Authorship claim, Ownership claim, Original claim, Sample claim, Infringement claim, No agreement claim, Breach of contract claim**
Counterclaim Status	You can search for actions with a specific counterclaim status. These values are available: **Blank (all statuses), Awaiting Reply, Confirmed, Resolved, Supported**
Action Type	You can search for actions with a specific status. These values are available: **Blank (all statuses), Closed, Open**
Action Status	You can search by Action Status (**Open, Closed, Expired**). Note: An Expired action can occur if the action type is 'Claim Withdrawn', 'Claim Not Supported' or 'Claim Reduced' and ICE (who is action owner) did not close the actions within SLA.

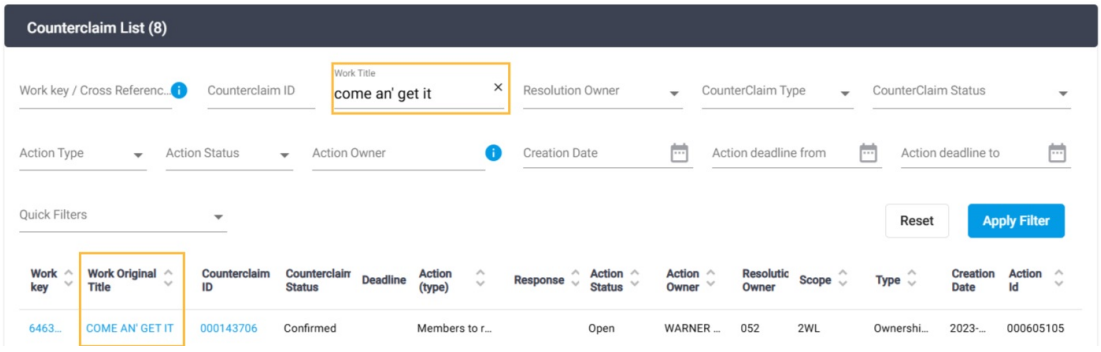
Action Owner	You can enter an **IPI Name Number** or “**ICE**” to search for actions belonging to a specific Action Owner. Message displayed when you hover over info icon: “**Enter ICE or an IPI Name Number**"
Creation Date	You can enter a date **(YYYY-MM-DD)** or select a date from calendar to search for counterclaims that were created on the given date.
Action Deadline from and Action Deadline to	These fields allow the user to search for counterclaim actions based on deadlines:
	* If no deadline date is entered, then any action is returned independent if it has a Deadline date assigned or not.
	* If **Action Deadline From** is entered, then any action is returned if it has a deadline on the given date or later.
	* If **Action Deadline** to is entered, then any action is returned if it has a deadline on the given date or before.
	* If **Action Deadline from** and **Action Deadline** to is entered then any action is returned if it has a deadline between the given date range.
Quick Filters	Select one of the pre-defined filters from for the Counterclaim Actions: • Request to Support claim • Members to Resolve • Claim Withdrawn • Claim Not Supported • Claim Reduced • Early warning These filters can be completed with any other field.

Creator Name	You can find counterclaims on works that include a specific creator (the creator may or may not be a participant on the counterclaim) using its **Creator Name** or **Creator IPI Name Number**.
Creator IPI Name Number	
Publisher name	You can find counterclaims on works that include a specific publisher (the publisher may or may not be a participant on the counterclaim) using its **Publisher Name** or **Publisher IPI Name Number**.
Publisher IPI Name Number	
Reset	When you click on this button, the system will reset the filter settings to default (all Blank)
Apply filter	When you click on this button, the system will carry out a search with the selected search input.

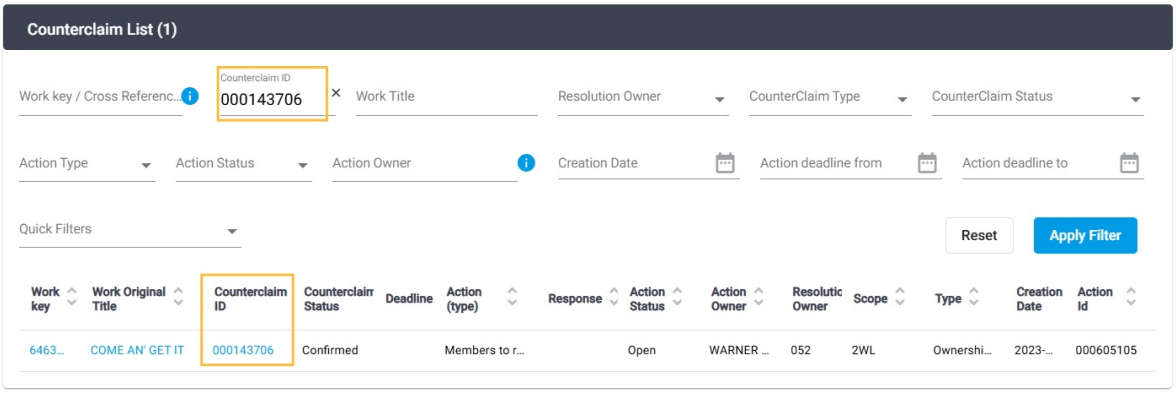
5. You can enter an **ICE Work Key** or any other work reference like **Alliance Tunecode** or **ISWC** to search for actions on a specific work.



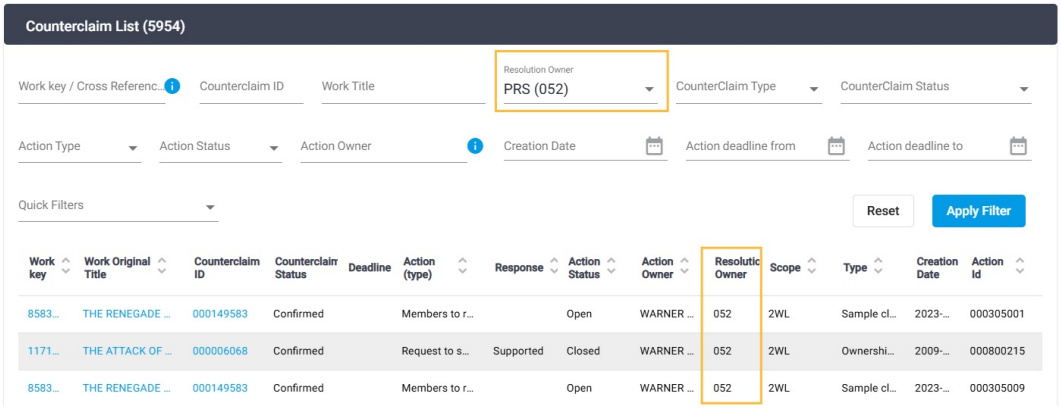
6. **Work Original Title** search allows to find works when the exact work reference / CCID are not known.



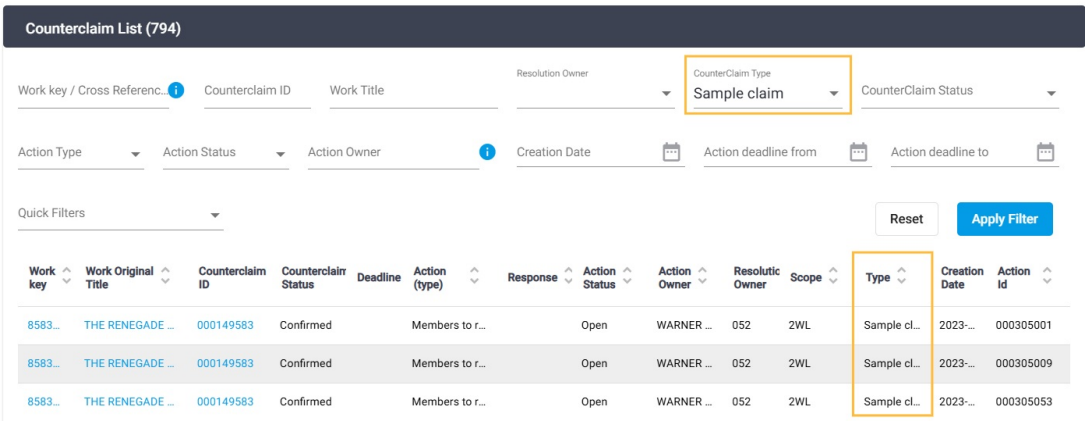
7. It is also possible to search via the **Counterclaim ID (CCID)**, keeping in mind that the search will return results even if the conflict with this particular CCID is already resolved. To navigate to the active conflict, the user needs to use other search parameters, like Work Key / Cross Reference ID, or Work Title.



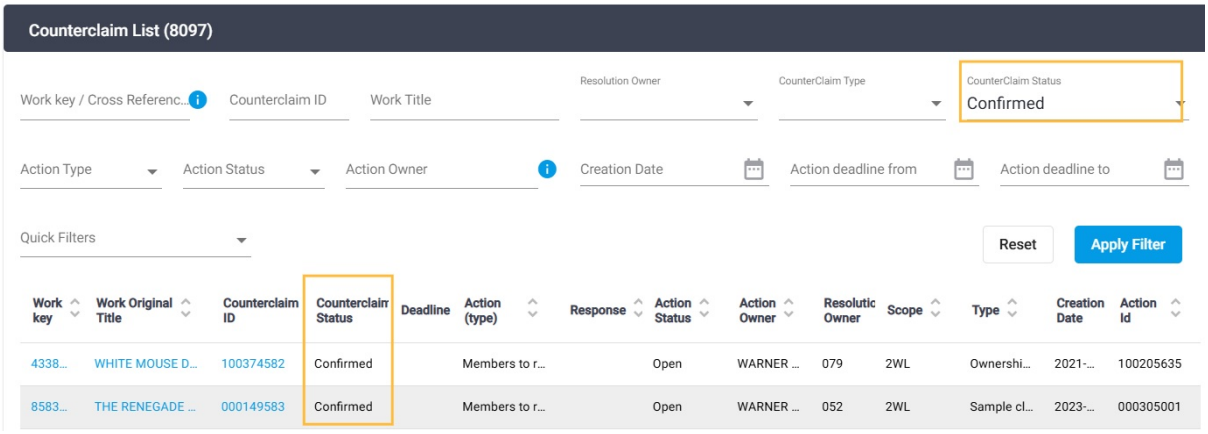
8. It is also possible to search for conflicts via **Counterclaim resolution owner.** It might be useful especially for top IPI / parent IPI users, who see many counterclaims on their dashboard (including the ones of child IPI / linked entities.



9. The user can also narrow down the conflict search to a particular Counterclaim Type (see Counterclaim Types and Points of Conflicts).



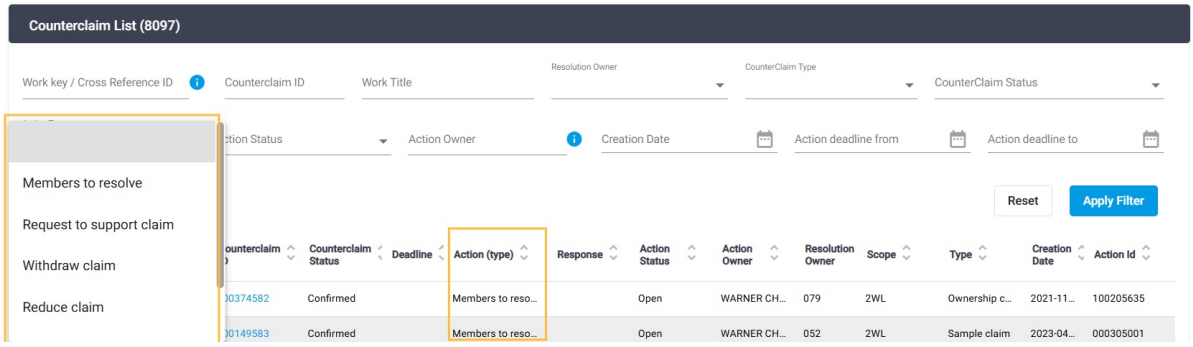
10. The user can also search for counterclaims with a specific **Status** (see Counterclaim Status). Different from the Action Status (see below).



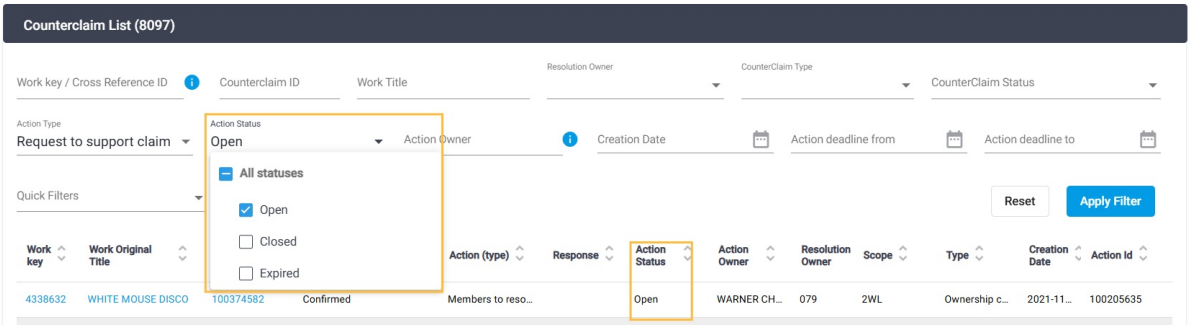
How to find a Resolved Counterclaim?

To find resolved counterclaims, set your status filter to Resolved. To find a specific Resolved Counterclaim, simply search for it using its CCID.

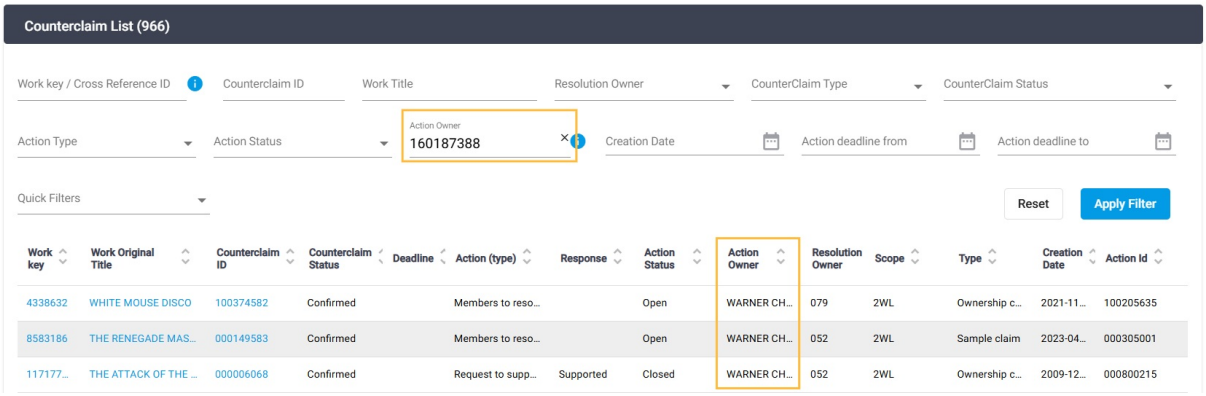
11. Counterclaims can be filtered by **Action type**.



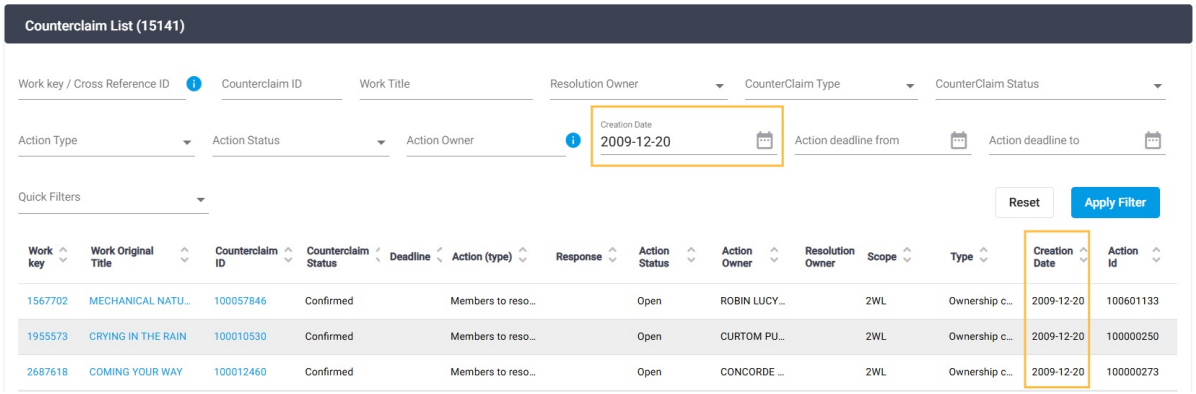
12. Counterclaims can be filtered by **Action status**.



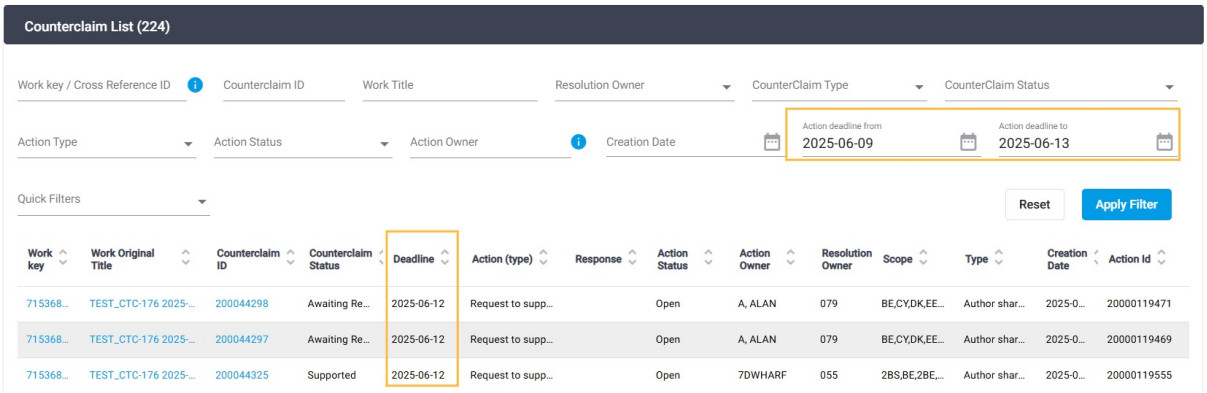
13. Counterclaims can be also filtered by **Action owner**. The user needs to provide either **ICE** (for actions on ICE) or a specific **IPI Name Number** the action is assigned to.



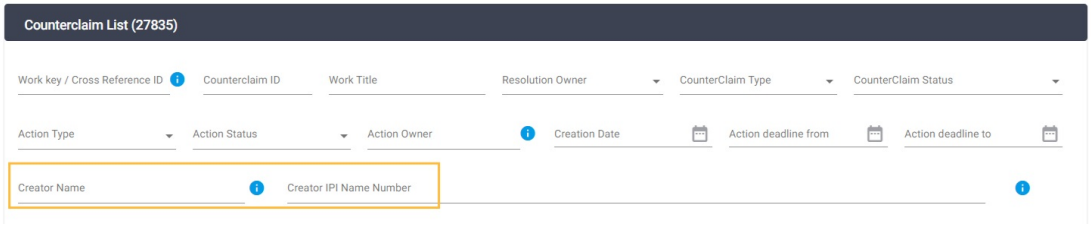
14. Counterclaims can be searched for via **Creation Date.**



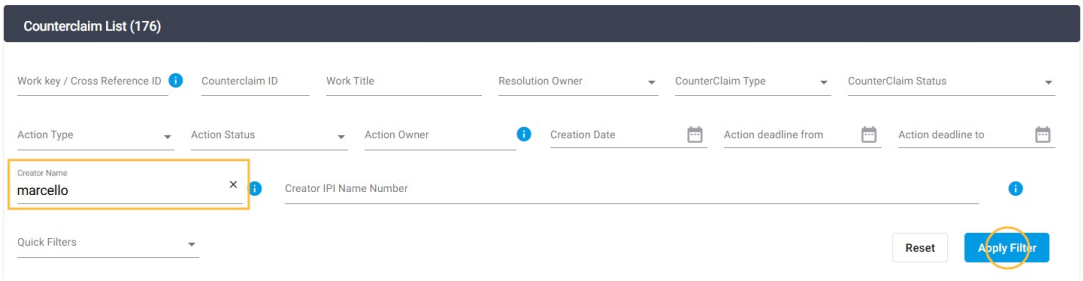
15. It might also be useful to search for conflicts within a specific **Action Deadline** range.



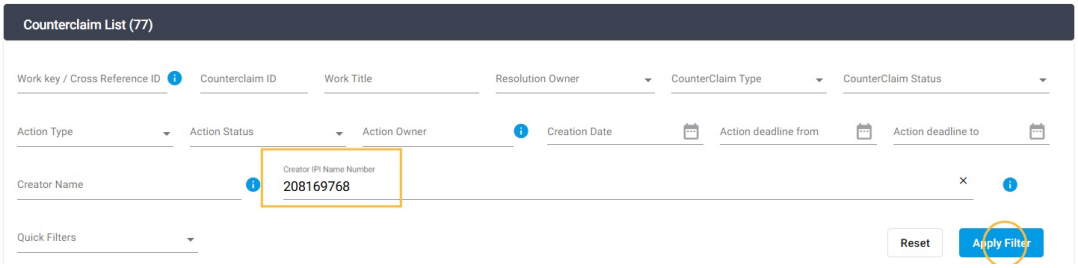
16. You can search a counterclaim on works that include a specific creator (the creator may or may not be a participant on the counterclaim).



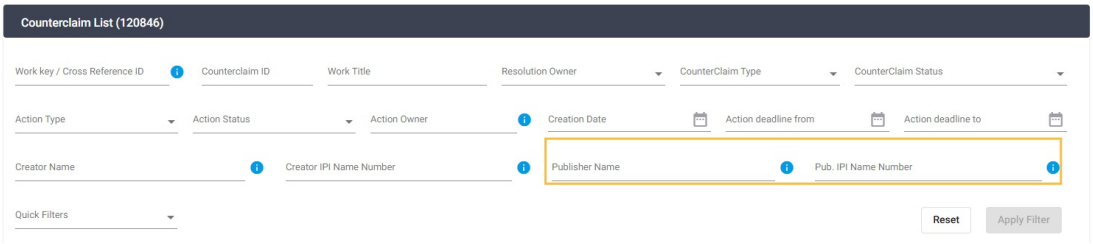
You can either enter a **Creator Name** and hit Apply Filter



Or a **Creator IPI Name Number** and hit Apply Filter

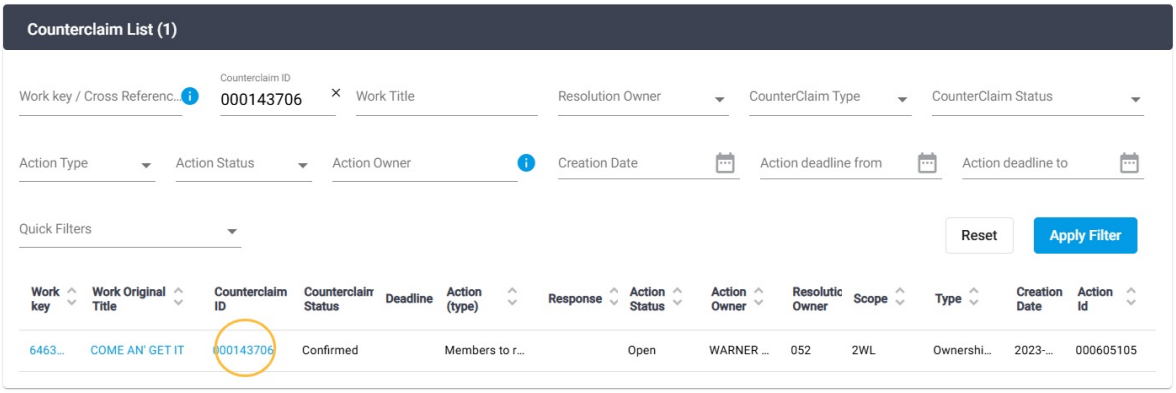


17. You can search using counterclaims on works that include a specific publisher (the publisher may or may not be a participant on the counterclaim) using its **Publisher Name** or **Publisher IPI Name Number**. Enter name or IPI Name number and hit Apply Filter.



Open Counterclaim

To navigate for the counterclaim search results to the **counterclaim details**, it is best to click on the **CCID** with the middle button of your mouse to open a new tab.

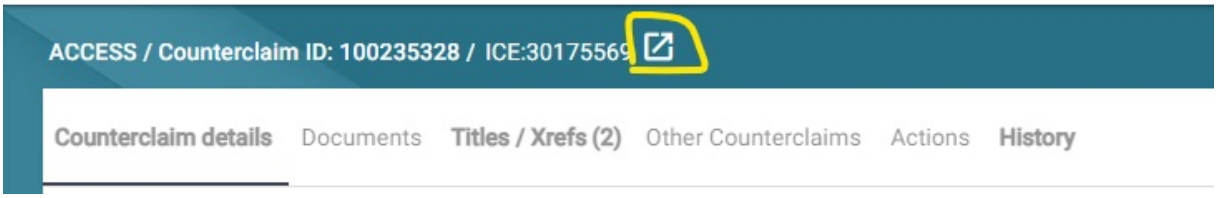


The **counterclaim details** page will open in the new tab.

If you opened the CC Details on the same tab, use the Return button of your browser, the filters are still applied.

Open Work from Counterclaim Details

From the CC Details view, you can click on the button “Open work” in the header to navigate to the Work details.



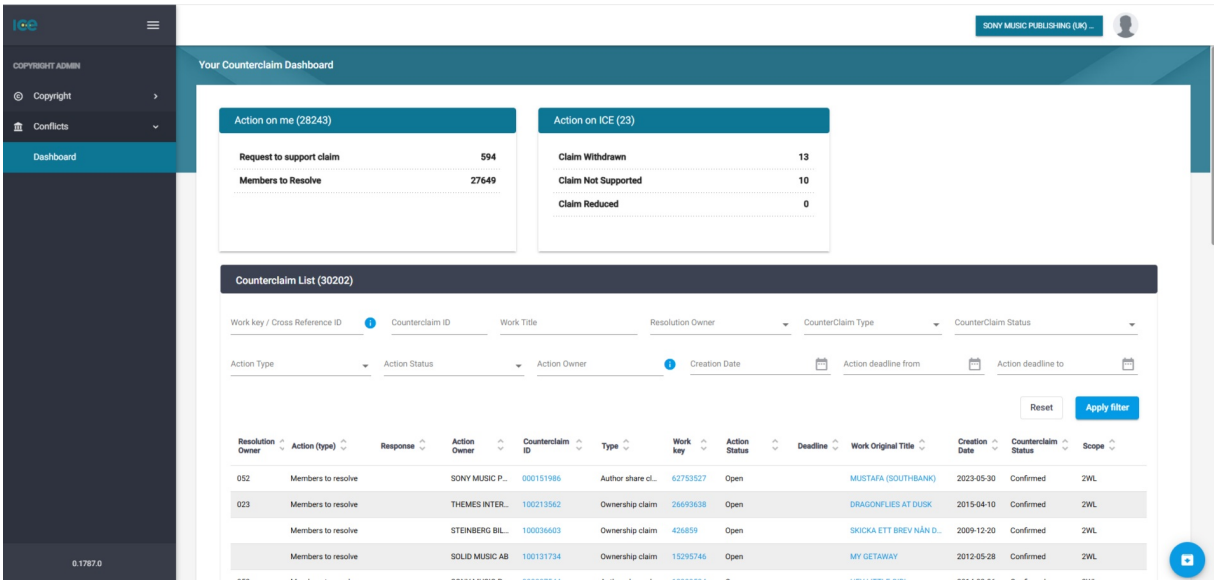
How to Export Counterclaim Actions?

This article answers the question: How to use the Export feature in Counterclaim Dashboard to export counterclaim actions as Publisher/Society user?

In the 'Counterclaim Dashboard' screen, Society users and as well as Publishers users can search for counterclaim actions and then export the search result into a CSV or Excel file.

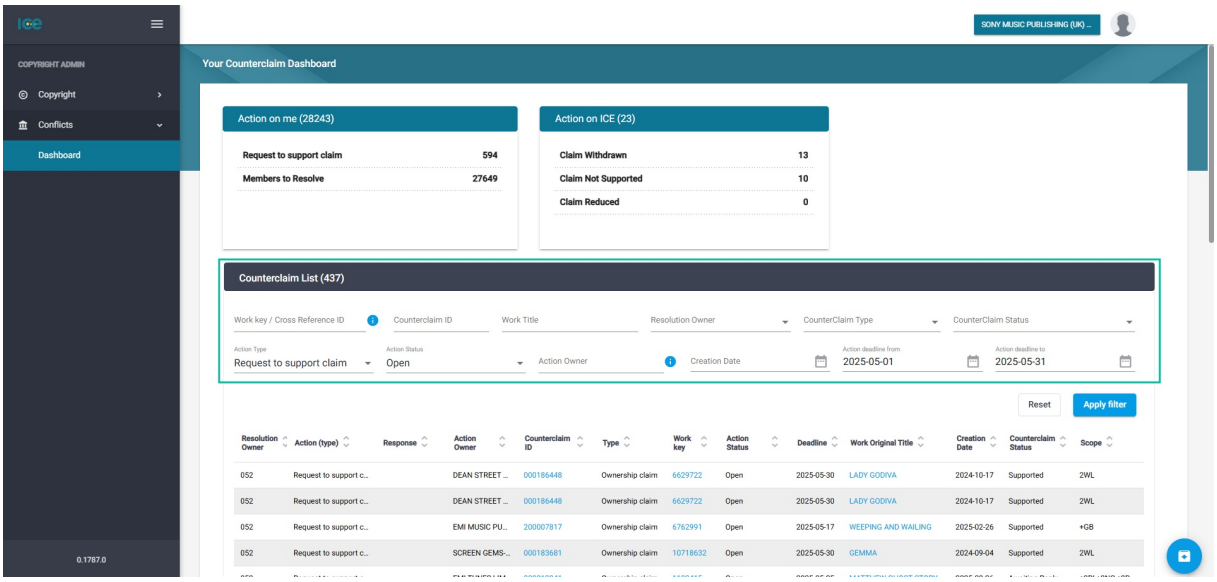
To do so:

1. Go to the the main Dashboard page

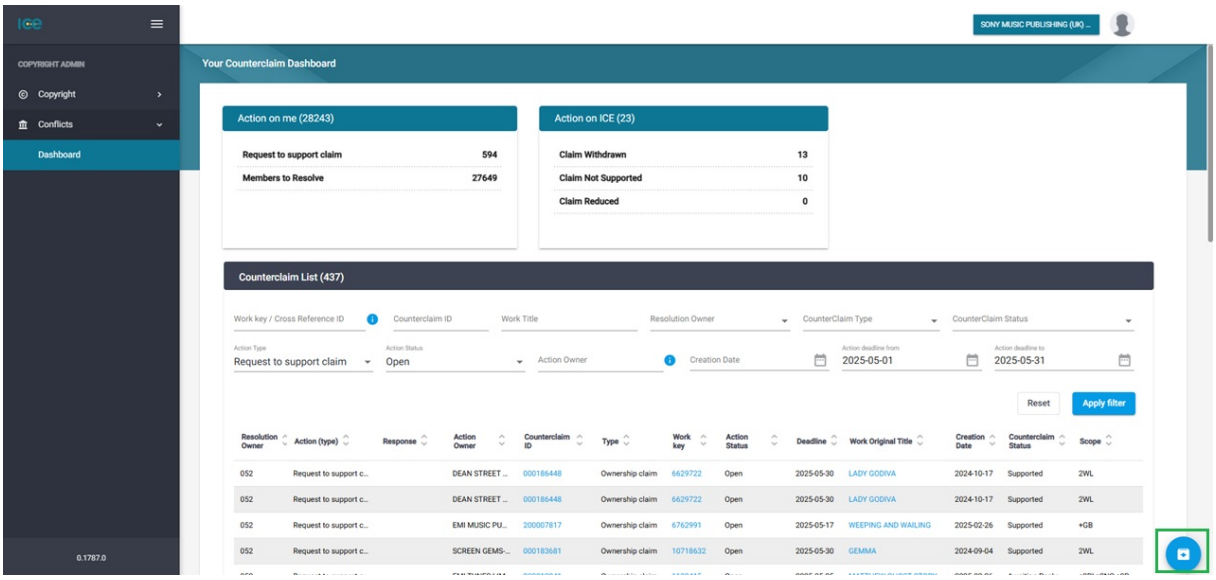


2. Select your search filter settings and click on “Apply Filter” button (see How to Search Counterclaims as a Publisher?)

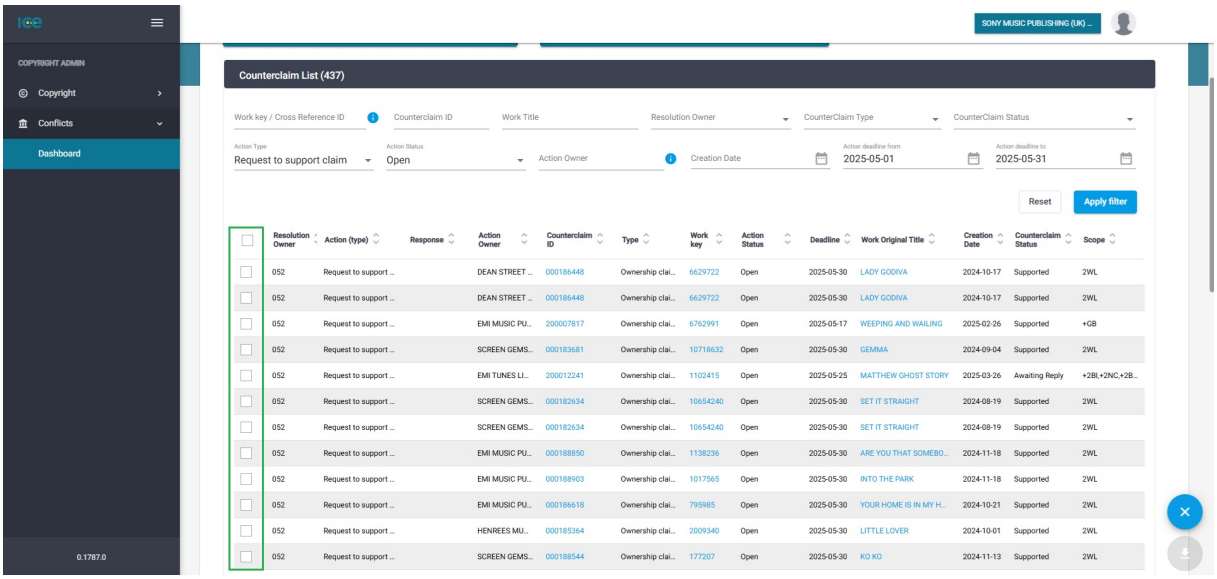
> **Note**
>
> In this example, we are applying a filter for counterclaim actions where the type is “Request to Support claim”, status is “Open” and deadline from 2025-05-01” to “2025-05-31”. This filter matches 437 counterclaim actions.



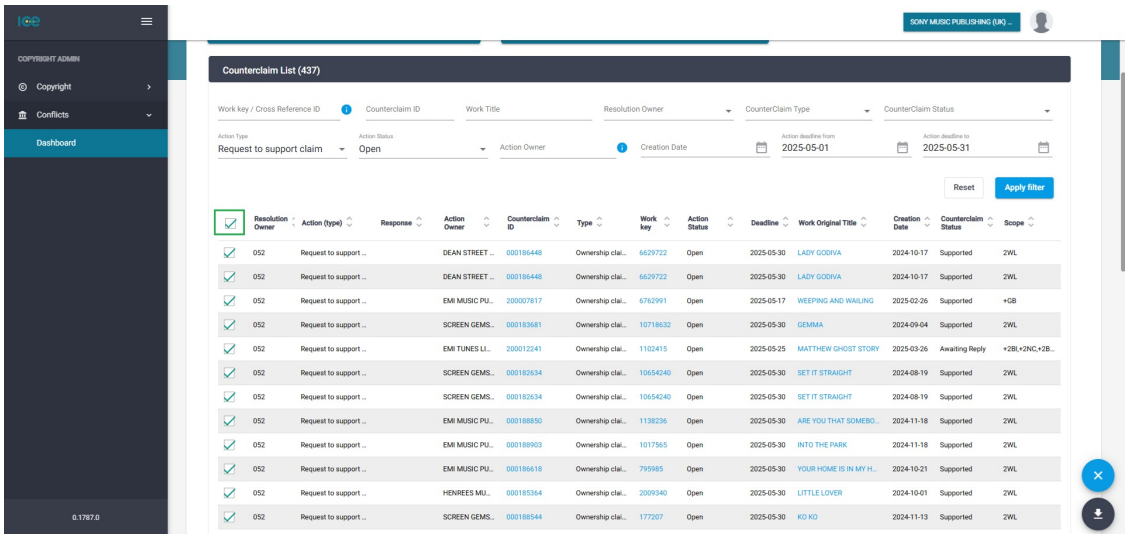
3. If at least 1 counterclaim action matches the search criteria, you will be able to click on the “Export” button in the bottom right corner:



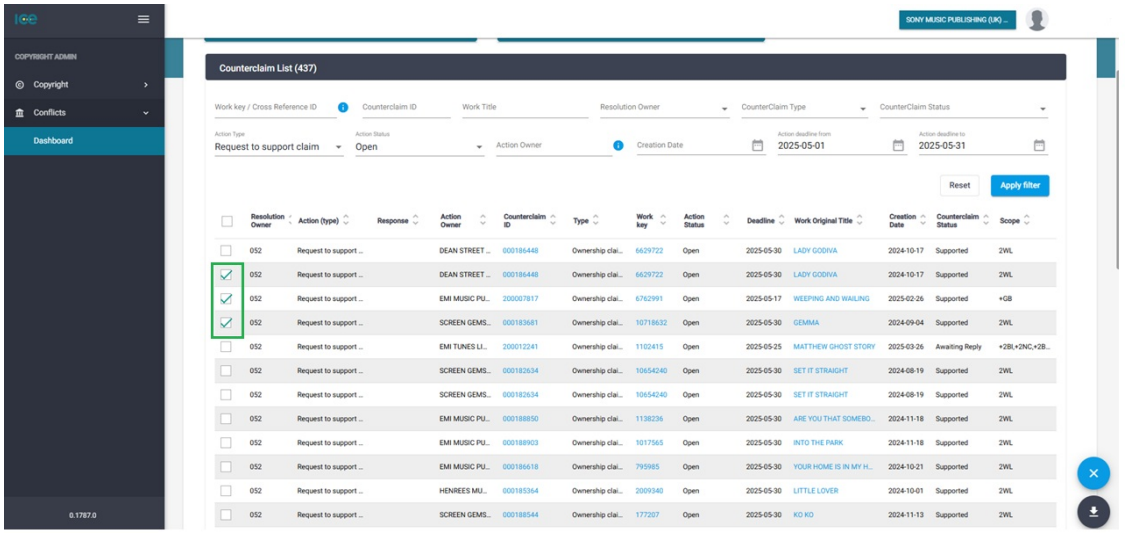
4. After clicking on the “Export” button, you are able to select counterclaim actions using the tick boxes.



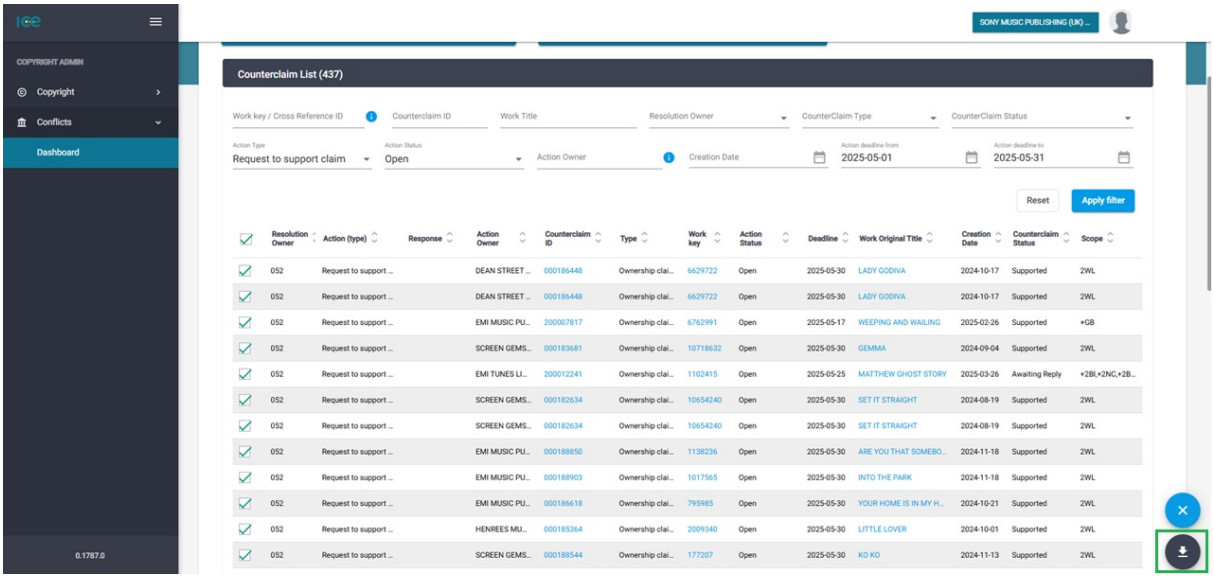
· If you want to export **all the rows in the search result**, click on the tick box at the top. This action will pre-select all the rows in the list to be included in the final report.



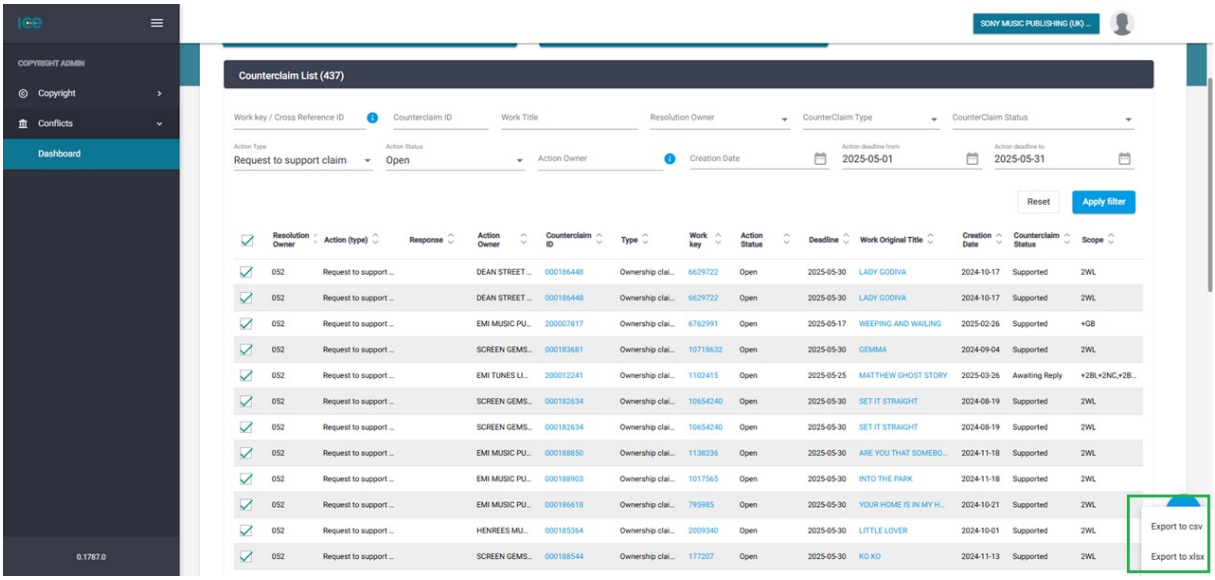
· Use the tick boxes if you want to **select/deselect specific counterclaim actions**



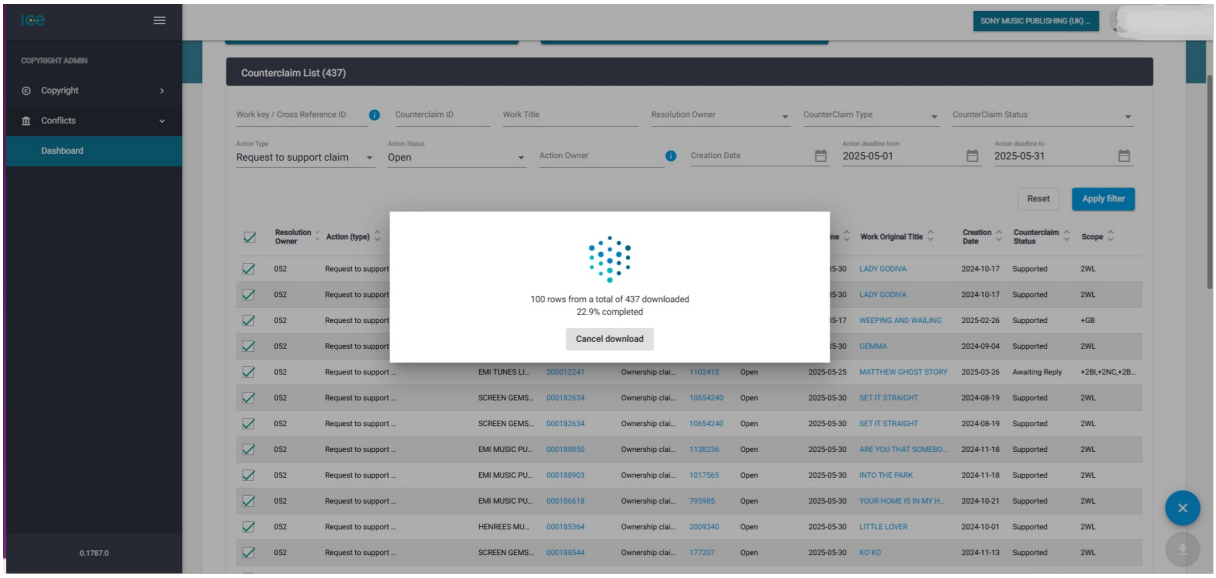
5. Once you have selected at least 1 counterclaim action, the “Export” button becomes available again. Click on the “Export” button



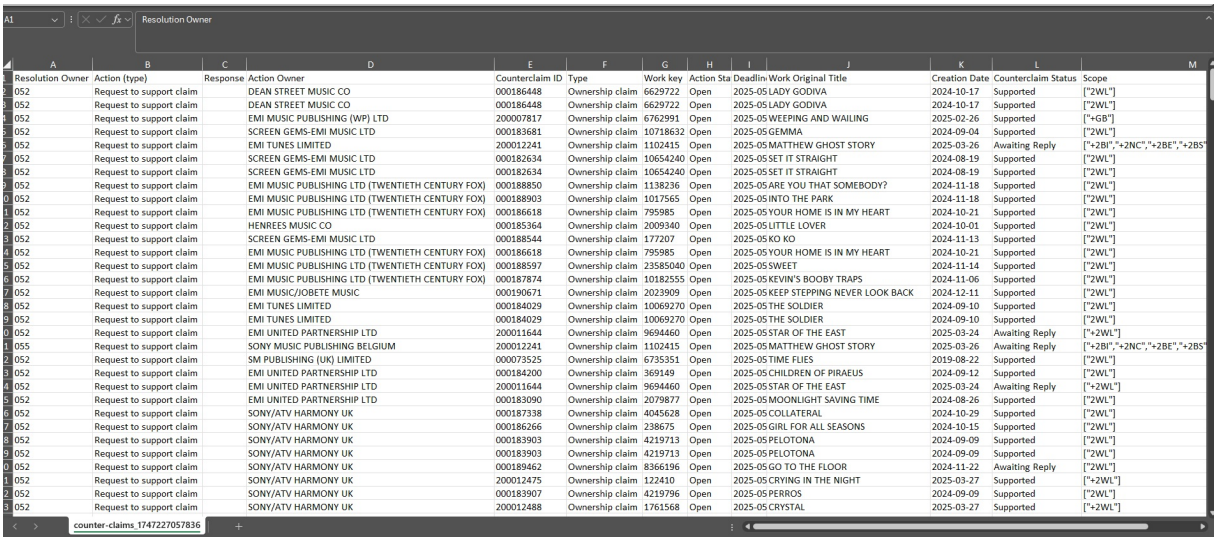
6. Select the type of file you want to create (cvs or xlsx)



7. A pop-up screen will appear which shows the progress of the report creation. The time it takes to complete depends on how large the file is but should generally complete within minutes.



8. When the report is finished, you can download it directly from your browser. The report will contain the same columns and data as you can see in the Counterclaim UI.



FAQ

Why is the “Export” button disabled?

Firstly, make sure that your search filters are correct and at least 1 matching result is displayed. If no results matches the search criteria, the “Export” button is disabled.

Make sure to select at least 1 counterclaim action from the list. If no row is selected from the search result list, the “Export” button is disabled.

I want to export a very large list of counterclaim actions, but the limit is 10 000?

In the legacy PRS Counterclaim portal, the user was limited to exporting only 250 items. In Cube, the limit has been increased to 10 000 items.

If you are a Publisher user, please contact your society if you need a counterclaim report which is larger than 10 000, so that they can request a customised report directly from ICE.

View Counterclaim Details as a Publisher

CC Details Overview

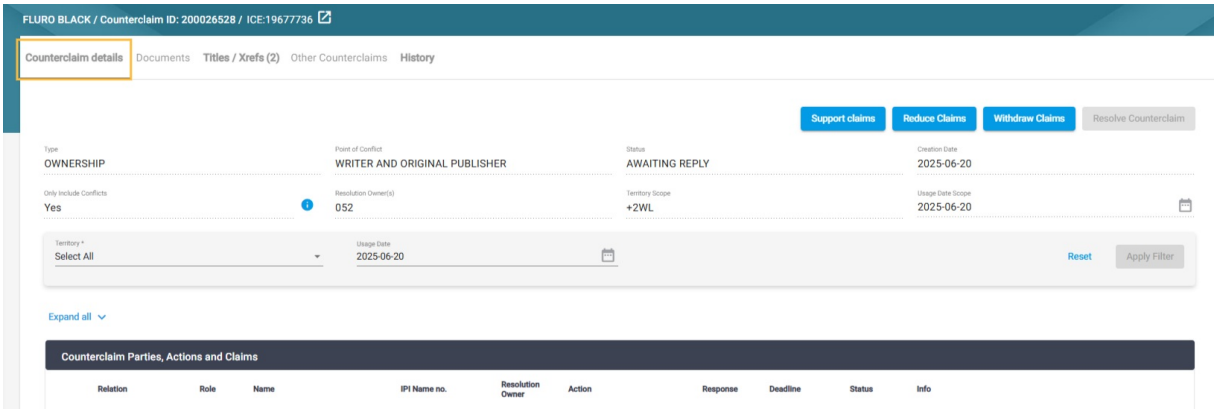
In the header of the screen up here, the user can always see the **original title**, the **counterclaim ID,** and the **ICE work key** that the counterclaim is linked to.
Click on the button “Open work” in the header to navigate to the Work details.

There are five tabs that can be viewed once a counterclaim is open. These are:

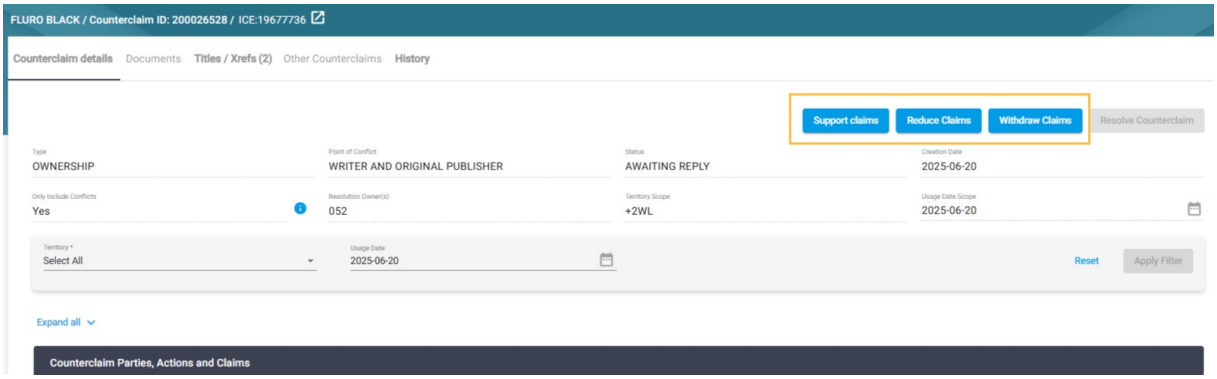
- Counterclaim details
- Documents
- Titles/Xrefs
- Other counterclaims
- History

Counterclaim Details

The first is the **Counterclaim details** tab and this is the most important screen where you will be able to see key information about the counterclaim, and it is the also the starting page from where you will manage the counterclaims.



You can perform actions by clicking on **Supporting Claims**, **Reduce Claims** or **Withdraw Claims**.



> **Note**
>
> Resolve Counterclaim button is disabled for Publisher and Society users. This update can only be done by ICE user

---

At the top of the counterclaim details, there's also information about the counterclaim type. In this example, it's **Ownership**.

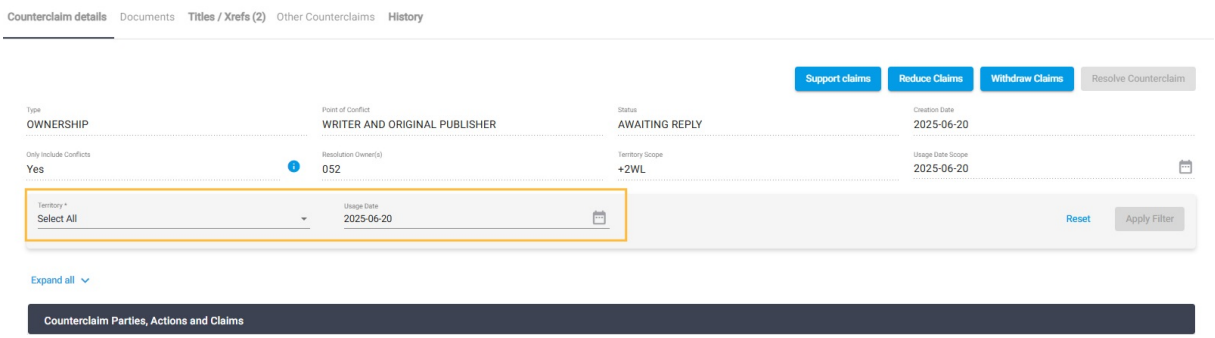
You can also see the point of conflict, and counterclaim status, and this only shows the current status which in this example is **Awaiting Reply**.

You can also see the **Creation date** of the counterclaim and who is/are the **resolution owner(s)** of the counterclaim. In this example PRS is the resolution owner.

The territories that are involved in the claim are shown.

Filter Claims

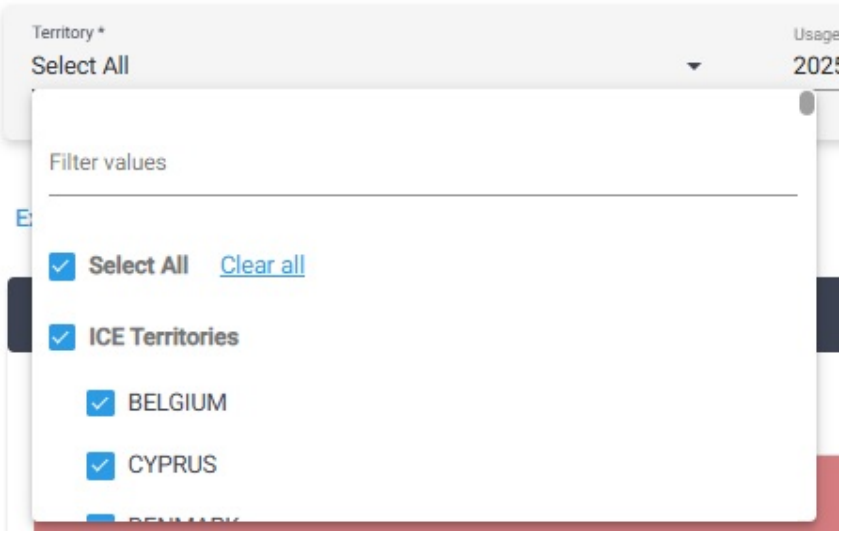
You can apply filters to narrow down the Claims. The available filters are **Territory** and **Usage date**.



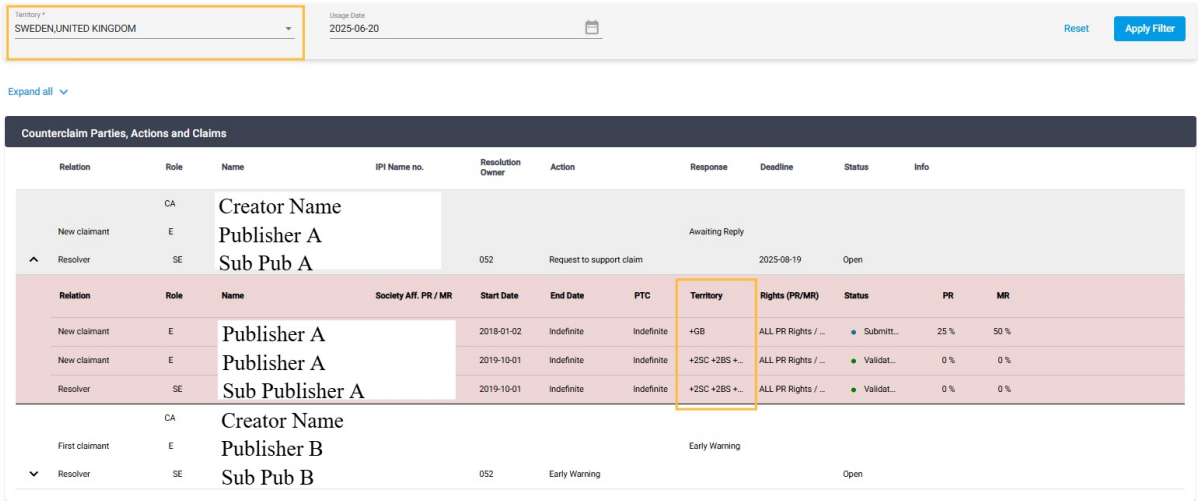
Good to know

You can use Cube Shortcuts to filter the claims.

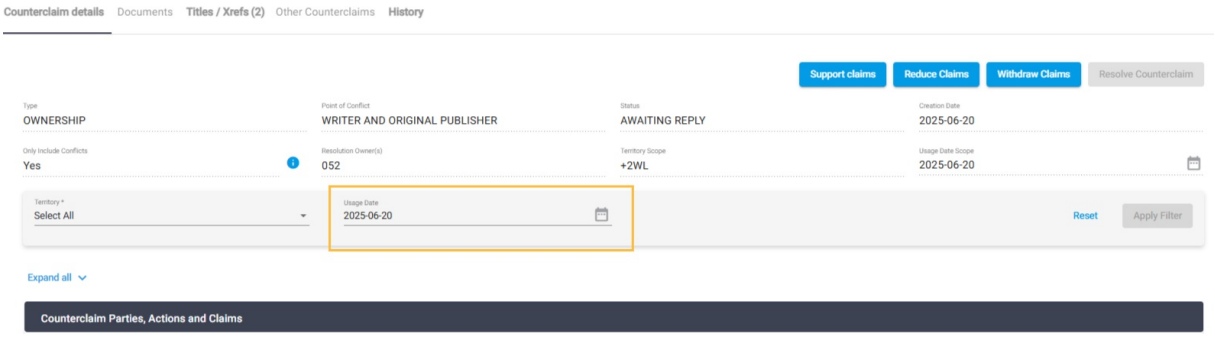
By default the Territory Filter is set to ***All.***



You can select one or more Territory(ies). In this example we selected Sweden and United Kingdom.

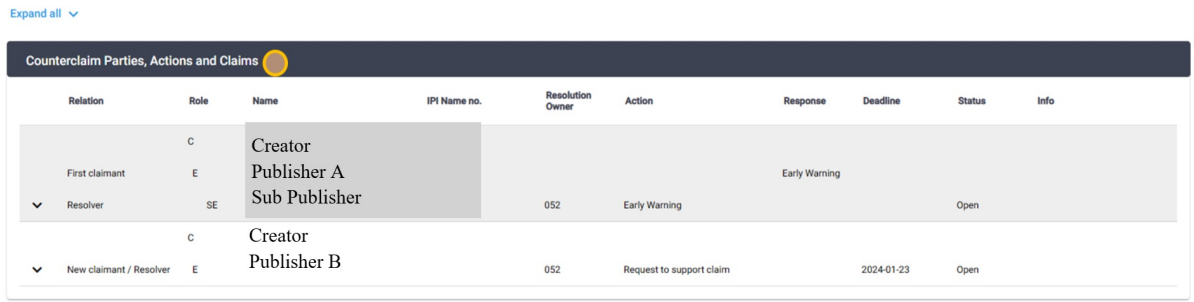


In Usage Date you can select a time frame for which you're interested. Once selected, click Apply Filter.



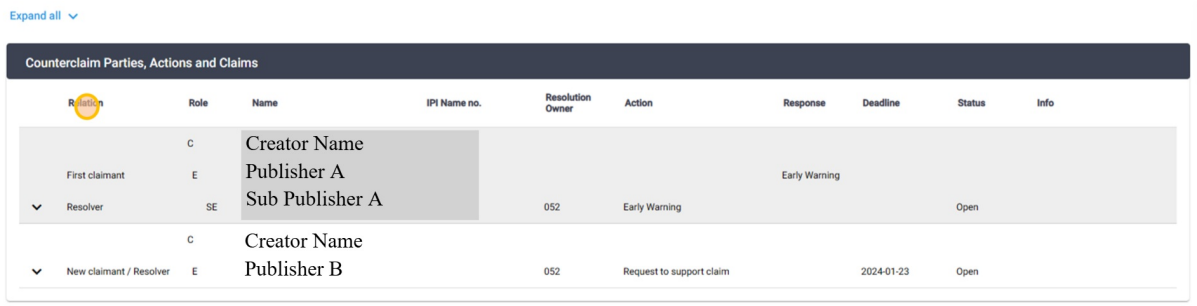
Parties, Actions and Claims

The **Counterclaim Parties, Actions and Claims** contains a table of all the claimants and resolvers in the counterclaim. Which includes the actions and claims that belong to them.



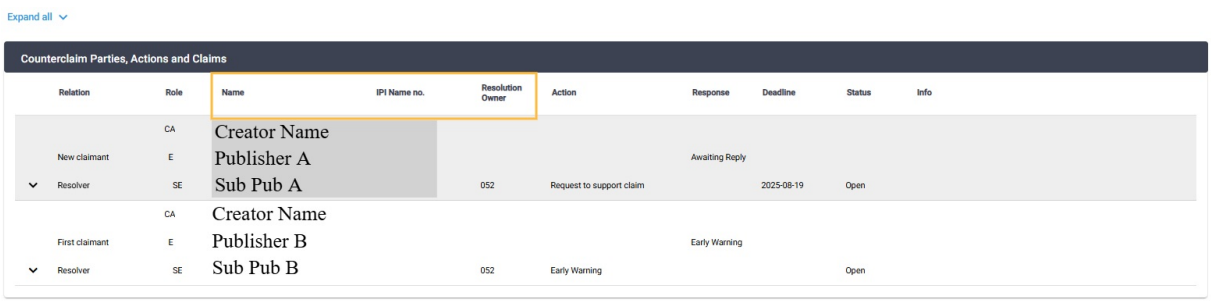
The first column shows the '**Relation**' which shows whether they are a claimant or a resolver.

In some cases IPs can both be the claimant and resolver and therefore displayed on the same row. But if they're not the same IP, they will be typically displayed on two separate rows.

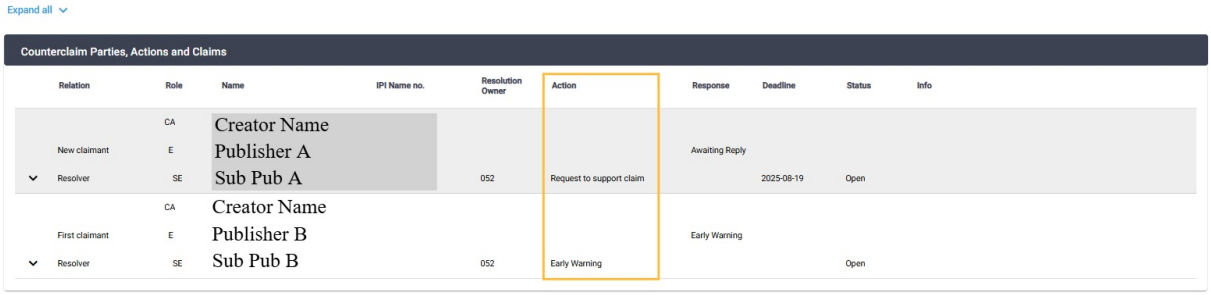


You will also be able to see the '**Role Code**' of the claimants and resolvers.

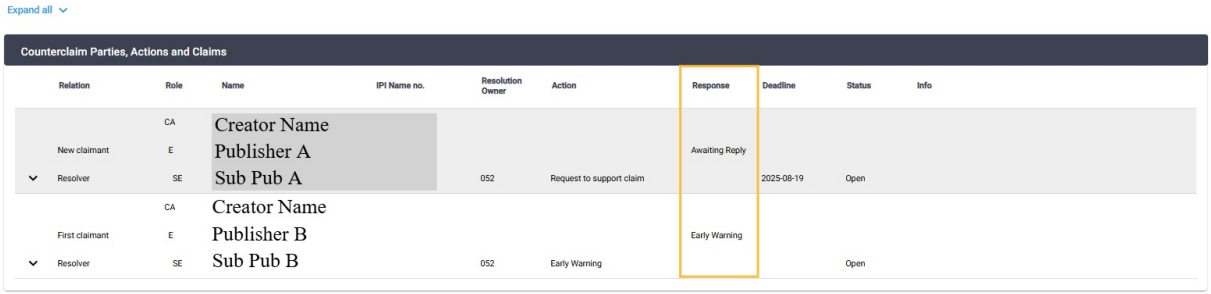
The **Names** and the **IPI Name Numbers** and '**Resolution Owner**' for each of the resolvers are displayed.



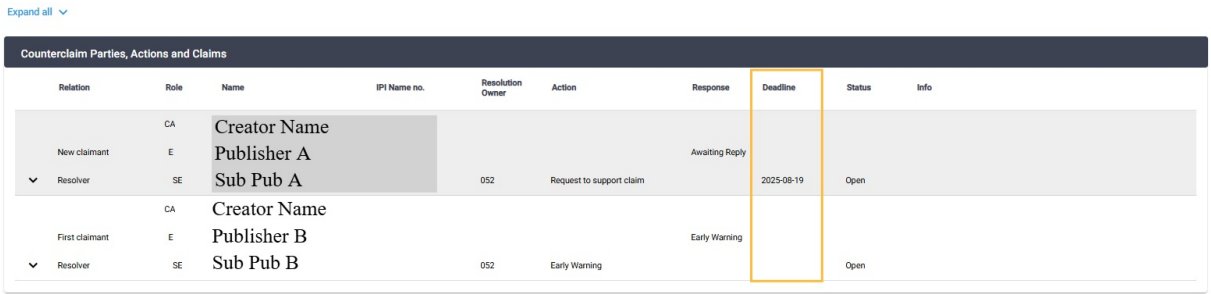
The next column, '**Action**' shows you which type of action they have.



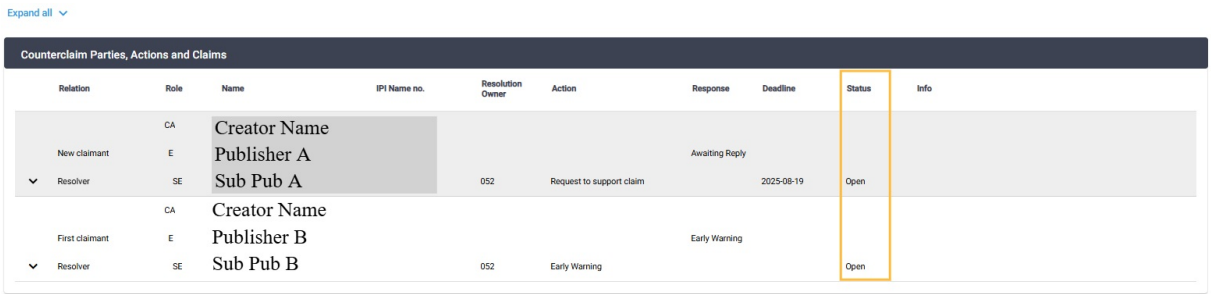
The '**Response**' column will show what response has been taken to the action, and it can also be blank in case ICE is still waiting for a response.



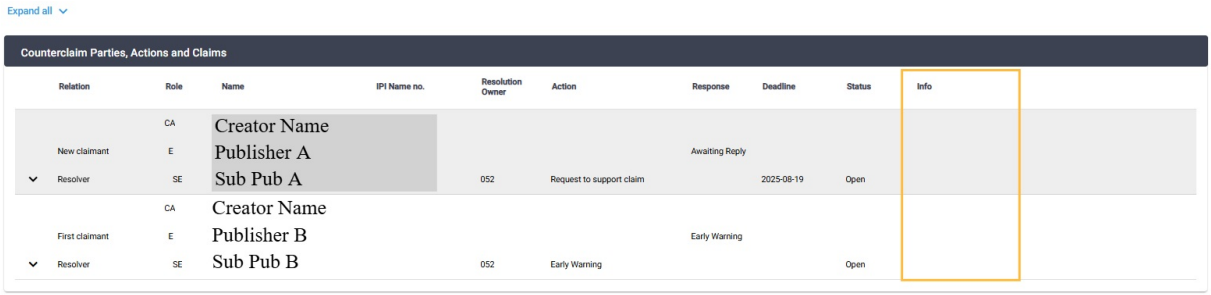
The '**Deadline**' column will show the user if a deadline exists for the action. It can also be blank if there are no deadlines it's only the action type request to support claim that will have a deadline set to it.



The '**Status**' column shows whether the action is open or closed. Open means that ICE are still waiting for a response from the resolver.

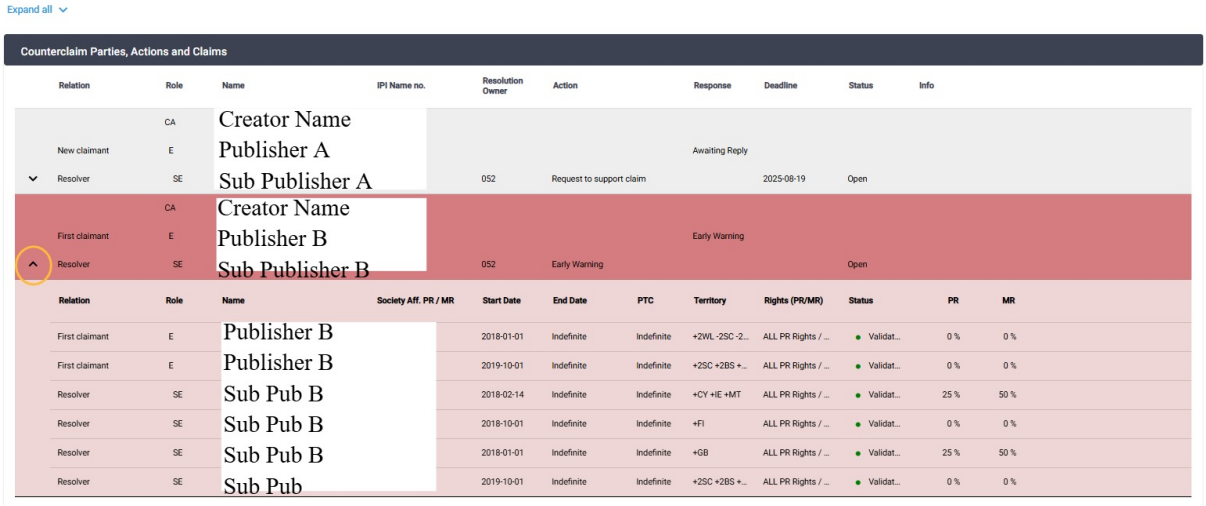


The **'Info**' column will show **additional information** when a user has withdrawn claim or reduced claim.



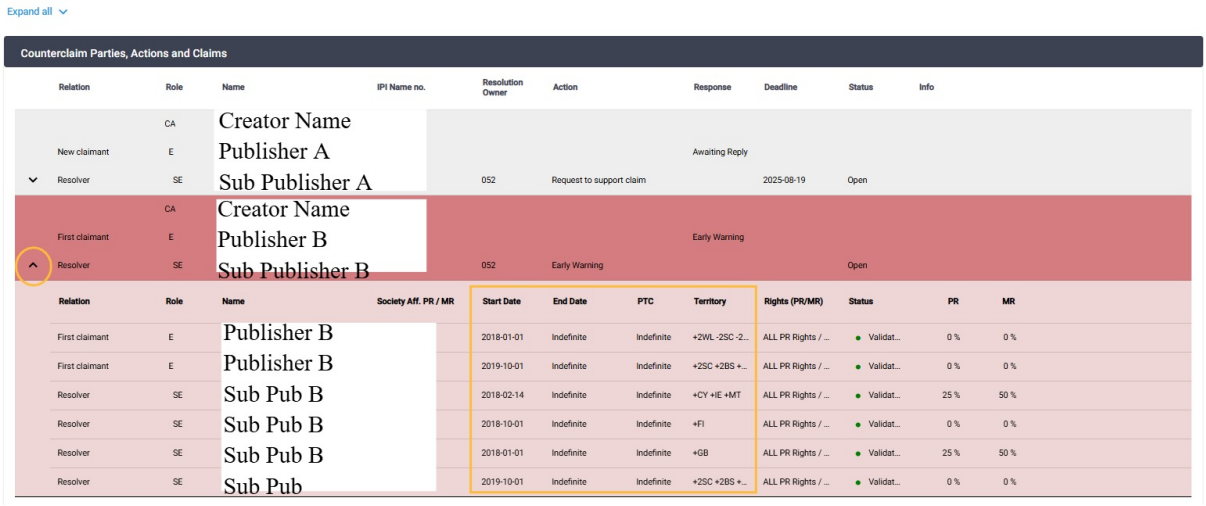
You can also see which claims are involved in the counterclaim by clicking on the expand collapse button in the table.

This will display a list of the claims belonging to the selected Claimants and Resolvers, and it only shows claims that are involved in the counterclaim.

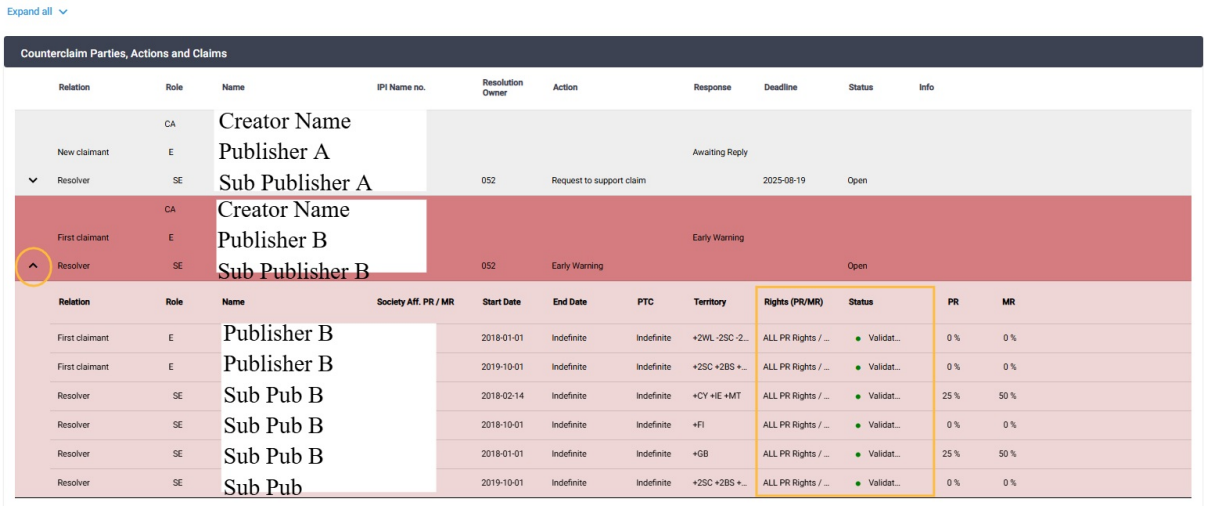


So if there is a claim on the work that's not covered by the counterclaim, it will not be displayed in this list.

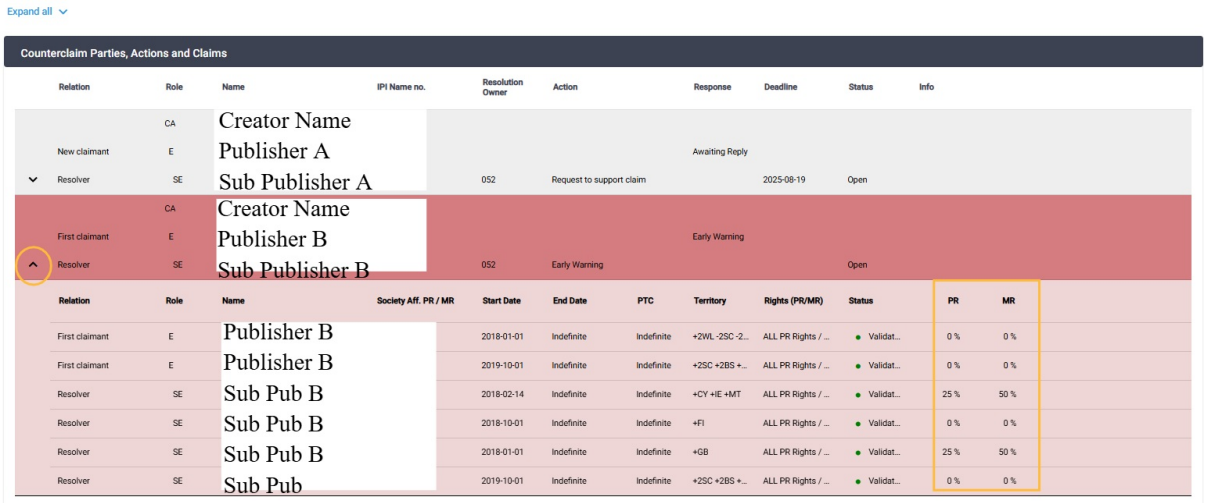
You see the information about the claim, the scope it has including the start date, end date, post term collection and territory.



You can also see the rights and claims status.

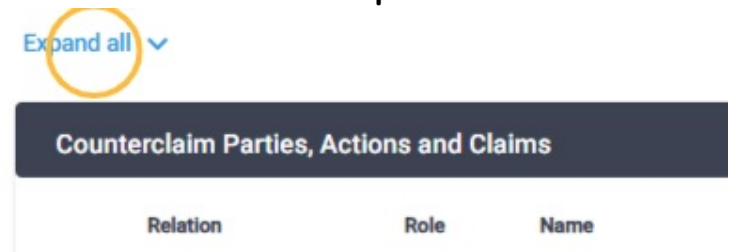


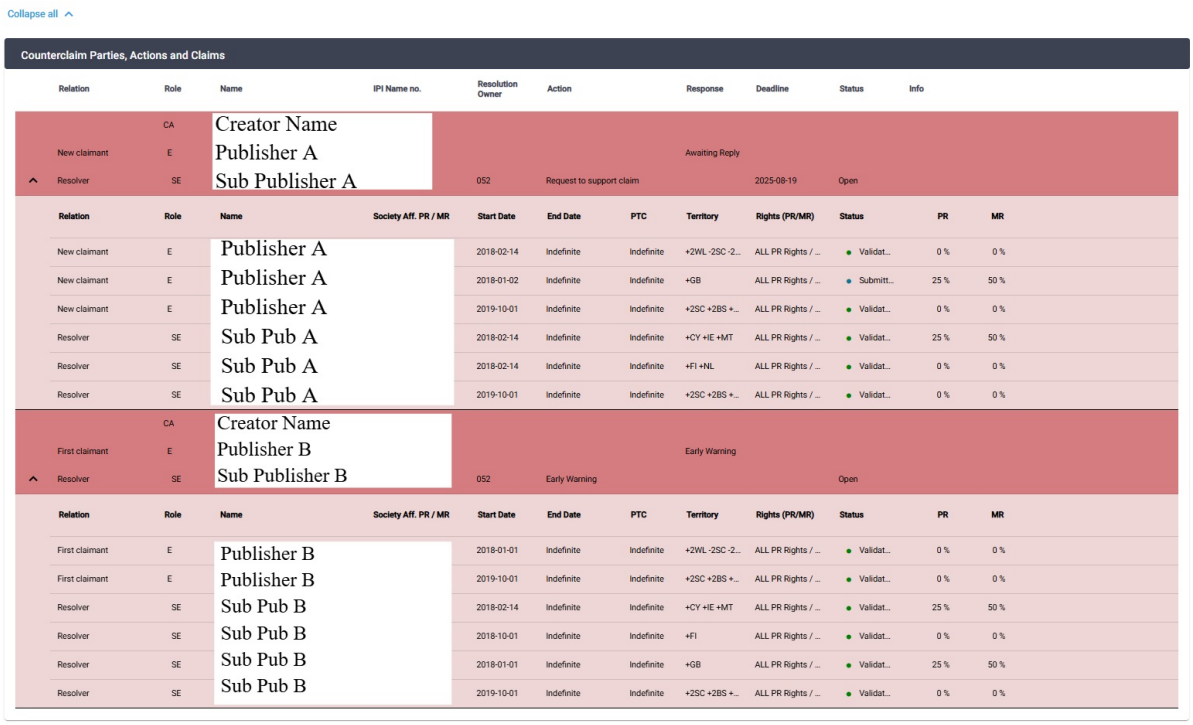
And lastly, you can see the performing rights share and mechanical rights share of the claims.



Click on the collapse button in the table to hide the claims again.

There is also an option to unhide the claims for all of the claimants and resolvers. Click on the **Expand all** button above the table.

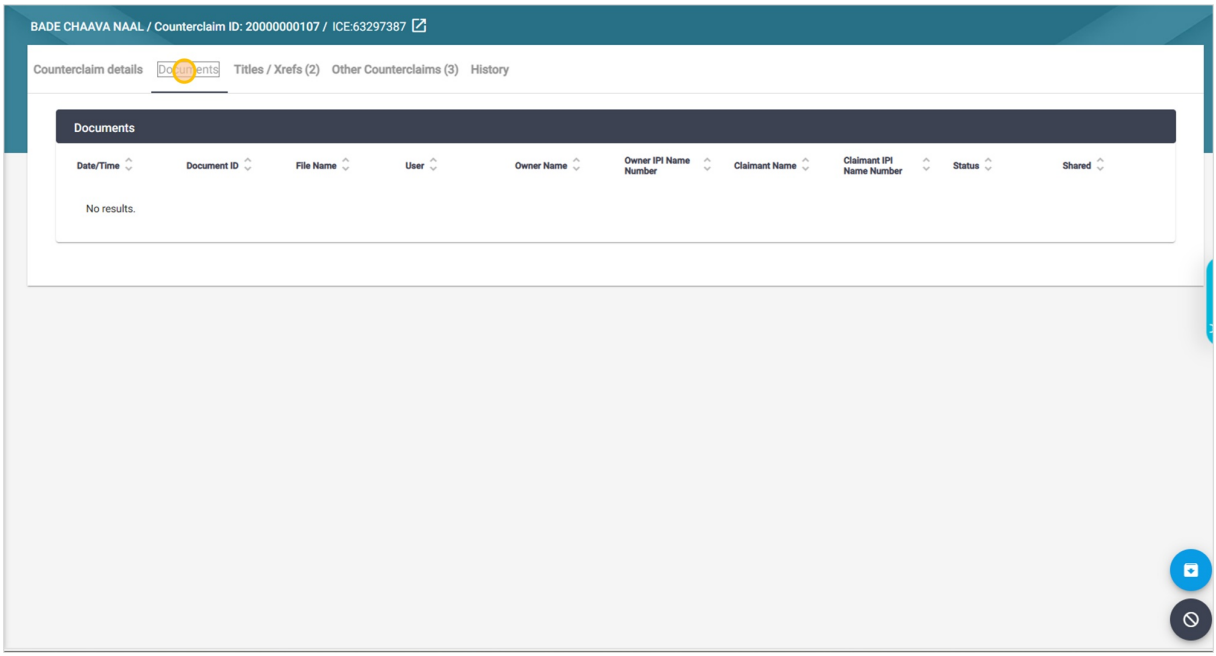




And if you wish to hide all the claims again, you can click on the Collapse all button.

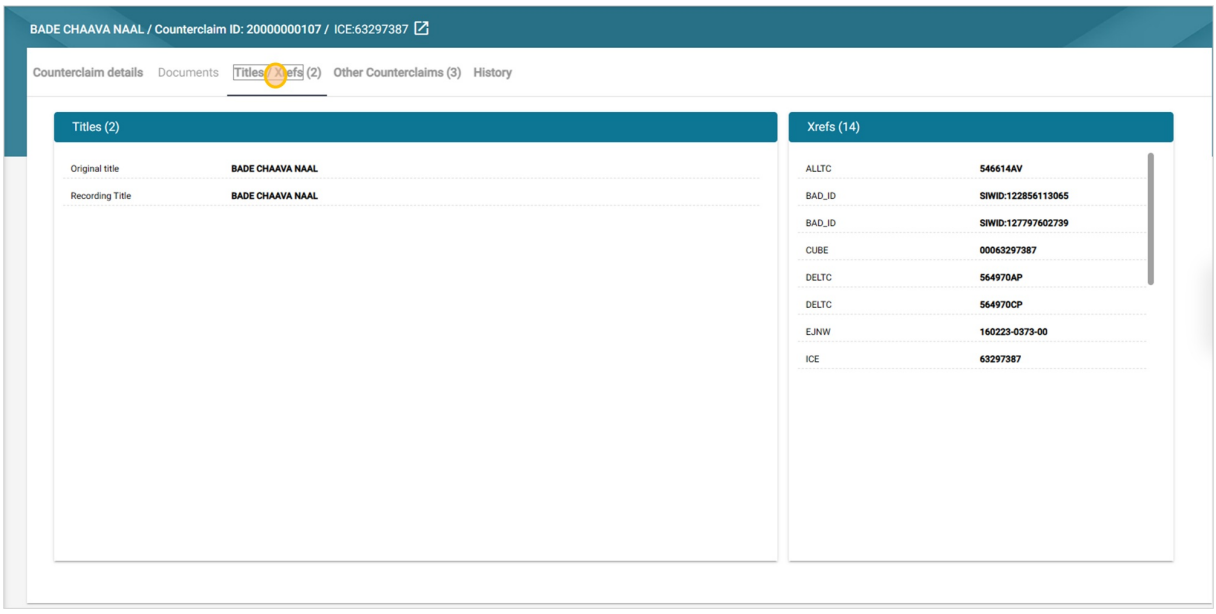
Documents

The second screen is '**Documents**' and this will contain a list of all uploaded documents to the counterclaim. (See Support Claim).



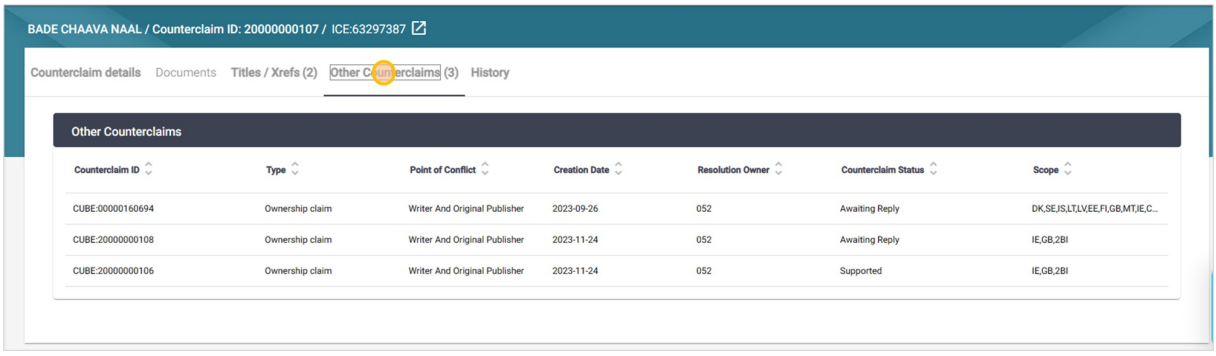
Titles and Xrefs

'**Titles**' and '**Xrefs**' contains a list of all the work titles and work ID's that are linked to the work, and this is to help the user identify which work is involved in the counterclaim.



Other Counterclaims

If a user is involved in another counterclaim that is linked to the same work, then you can see a list of those counterclaims here.



And you will also be able to navigate to the other counterclaim from this page.

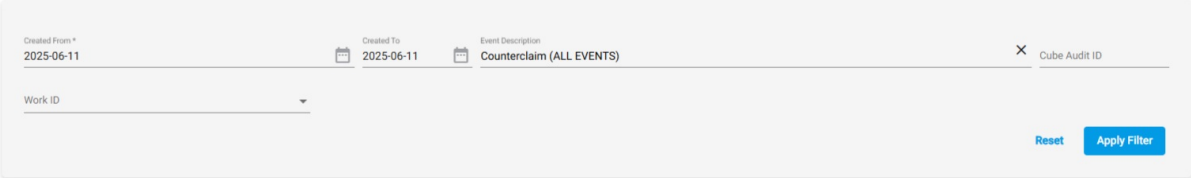
History

'**History**' tab shows all the audit events related to the counterclaim and how it has changed over time.

Filter Events

You can filter audit events using the following fields:

- Created from date
- Created to date
- Event Description
- Cube Audit ID
- Work ID

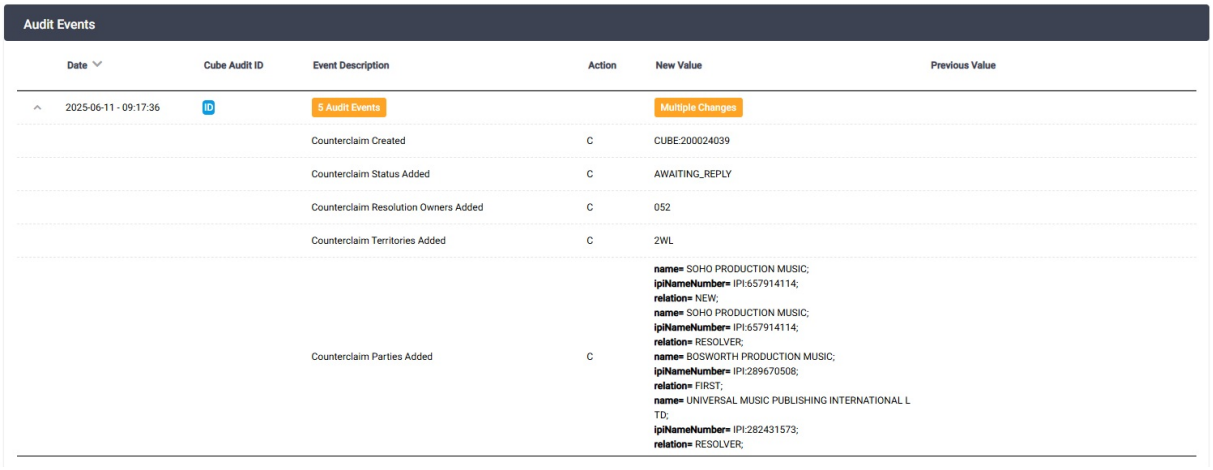


CC History Events Description

Event Description	New Value	Existing Value
Counterclaim Created	The CC ID, i.e., the unique identifier of the newly created counterclaim.	n/a
Counterclaim Status Added	The Counterclaim Status that was added to the newly created counterclaim.	n/a
Counterclaim Resolution Owners Added	The Counterclaim Resolution Owners that were added to the newly created counterclaim.	n/a
Counterclaim Territories Added	The Counterclaim Territory scope that was added to the counterclaim to the newly created counterclaim.	n/a
Counterclaim Parties Added	The Counterclaim Parties, i.e. the Claimants and Resolvers, that were added to the newly created counterclaim.	n/a
Counterclaim ICE Action Created	The new ICE action type that has been generated by the system when a Counterclaim party has withdrawn, reduced or not supported claim.	n/a
Counterclaim ICE Action Closed	When the ICE action has been processed and closed.	Previous status of the ICE Action (i.e. OPEN)
Counterclaim Status Changed	The new Counterclaim Status, that was changed, for example when the counterclaim was resolved.	previous Counterclaim Status.
Counterclaim Resolved	n/a	The Counterclaim ID, i.e. the unique identifier, of the resolved counterclaim.

Examples of Events

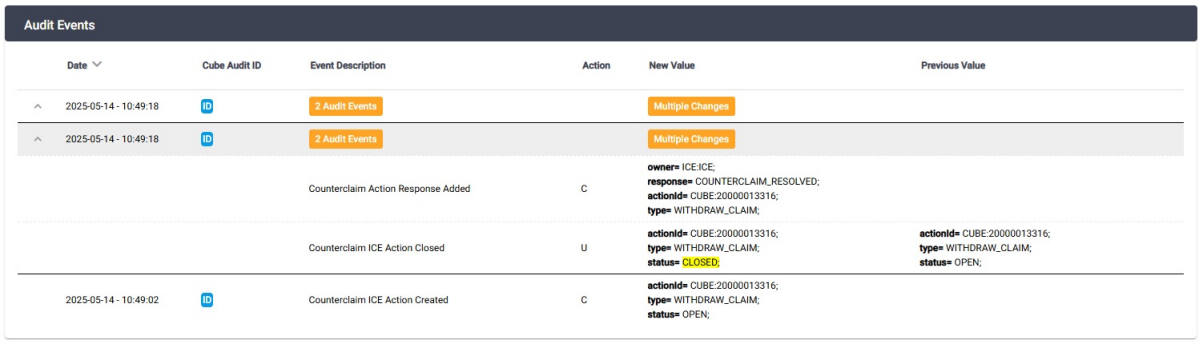
Counterclaim Created



Audit Events

Date	Cube Audit ID	Event Description	Action	New Value	Previous Value
2025-06-11 - 09:17:36	ID	5 Audit Events		Multiple Changes	
		Counterclaim Created	C	CUBE:200024039	
		Counterclaim Status Added	C	AWAITING_REPLY	
		Counterclaim Resolution Owners Added	C	052	
		Counterclaim Territories Added	C	2WL	
		Counterclaim Parties Added	C	**name=** SOHO PRODUCTION MUSIC; **ipiNameNumber=** IPI:657914114; **relation=** NEW; **name=** SOHO PRODUCTION MUSIC; **ipiNameNumber=** IPI:657914114; **relation=** RESOLVER; **name=** BOSWORTH PRODUCTION MUSIC; **ipiNameNumber=** IPI:289670508; **relation=** FIRST; **name=** UNIVERSAL MUSIC PUBLISHING INTERNATIONAL L TD; **ipiNameNumber=** IPI:282431573; **relation=** RESOLVER;	

ICE Actions



Audit Events

Date	Cube Audit ID	Event Description	Action	New Value	Previous Value
2025-05-14 - 10:49:18	ID	2 Audit Events		Multiple Changes	
2025-05-14 - 10:49:18	ID	2 Audit Events		Multiple Changes	
		Counterclaim Action Response Added	C	**owner=** ICE:ICE; **response=** COUNTERCLAIM_RESOLVED; **actionId=** CUBE:20000013316; **type=** WITHDRAW_CLAIM;	
		Counterclaim ICE Action Closed	U	**actionId=** CUBE:20000013316; **type=** WITHDRAW_CLAIM; **status=** CLOSED;	**actionId=** CUBE:20000013316; **type=** WITHDRAW_CLAIM; **status=** OPEN;
2025-05-14 - 10:49:02	ID	Counterclaim ICE Action Created	C	**actionId=** CUBE:20000013316; **type=** WITHDRAW_CLAIM; **status=** OPEN;	

Counterclaim Resolved

Audit Events

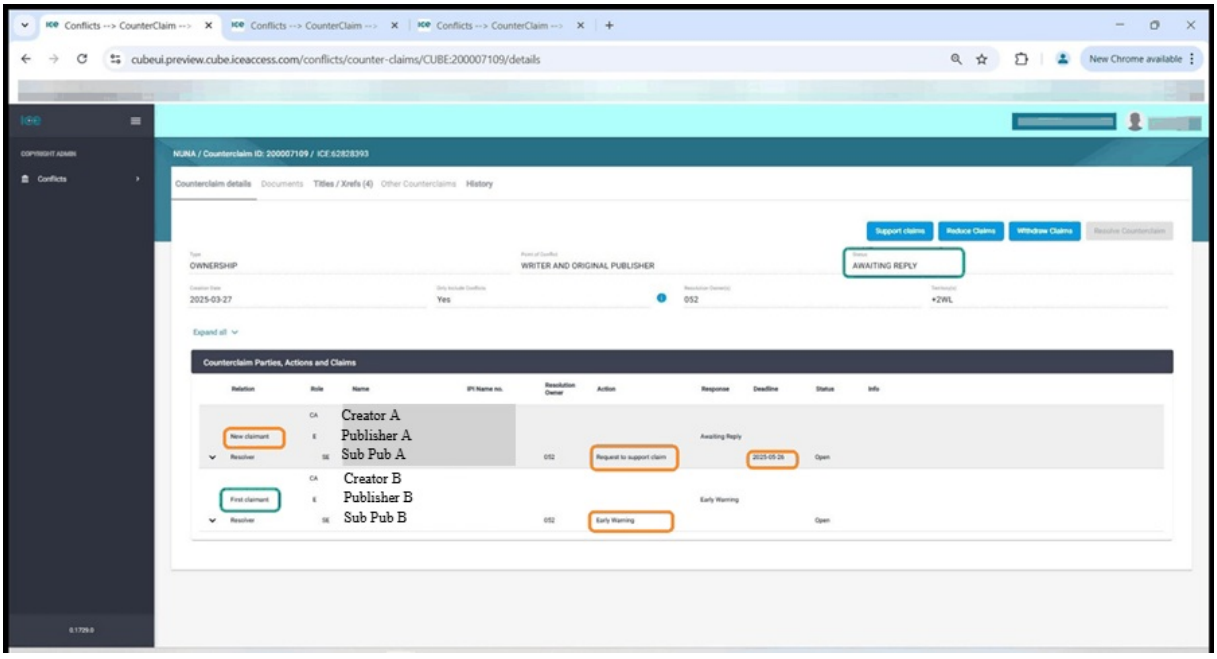
Date	Cube Audit ID	Event Description	Action	New Value	Previous Value
2025-05-14 - 10:49:18	ID	2 Audit Events		Multiple Changes	
		Counterclaim Resolved	U		CUBE:100162322
		Counterclaim Status Changed	U	RESOLVED	CONFIRMED

How to Manage a Counterclaim at Publisher Level?

Supporting, Reducing and Withdrawing a Claim (as a Publisher)

Support Claim

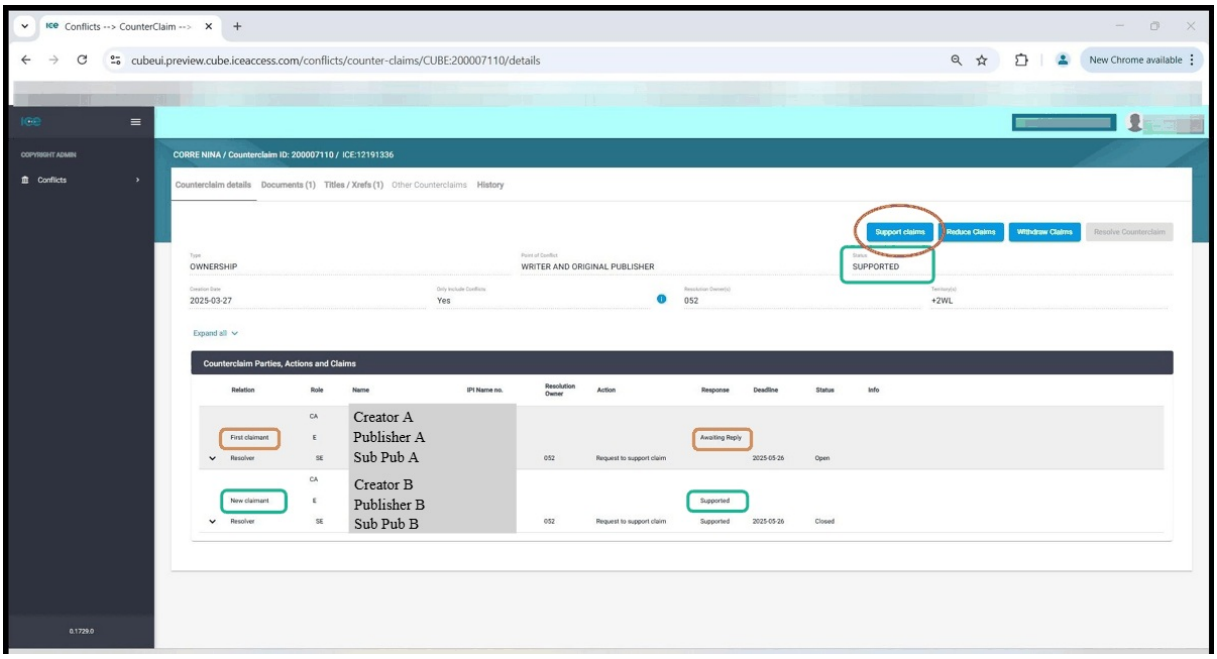
1. A newly created Counterclaim between publishers, i.e. where the type is **Ownership**, will usually have initial status **Awaiting Reply**. This means all **Resolvers** have been notified, and the Resolver linked to the **New Claimant** has action **Request to support claim** and is required to supply **Supporting Documentation** within **60 calendar days**.
   The Resolver who is linked to the **First Claimant** receives an **Early Warning**.



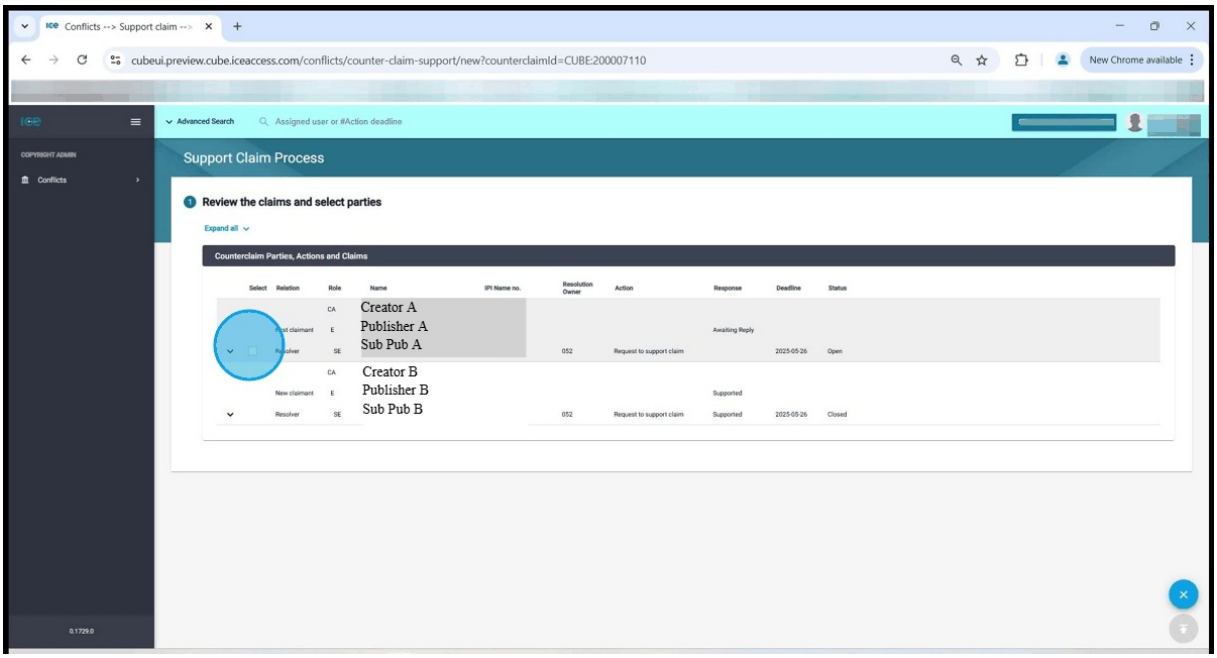
2. When the **New Claimant Resolver** has supplied **Supporting Documentation**, the Counterclaim Status changes to **Supported**. The response status and action status are also updated to show that their action has been closed.

   Now, the **First Claimant Resolver** is notified and their response is awaited. Their action has been updated from **Early Warning** to **Request to support claim** to show that it is their turn to supply **Supporting Documentation** within **60 calendar days**.
   In order to support the claim, the **First Claimant** needs to click on **Support Claims** button.

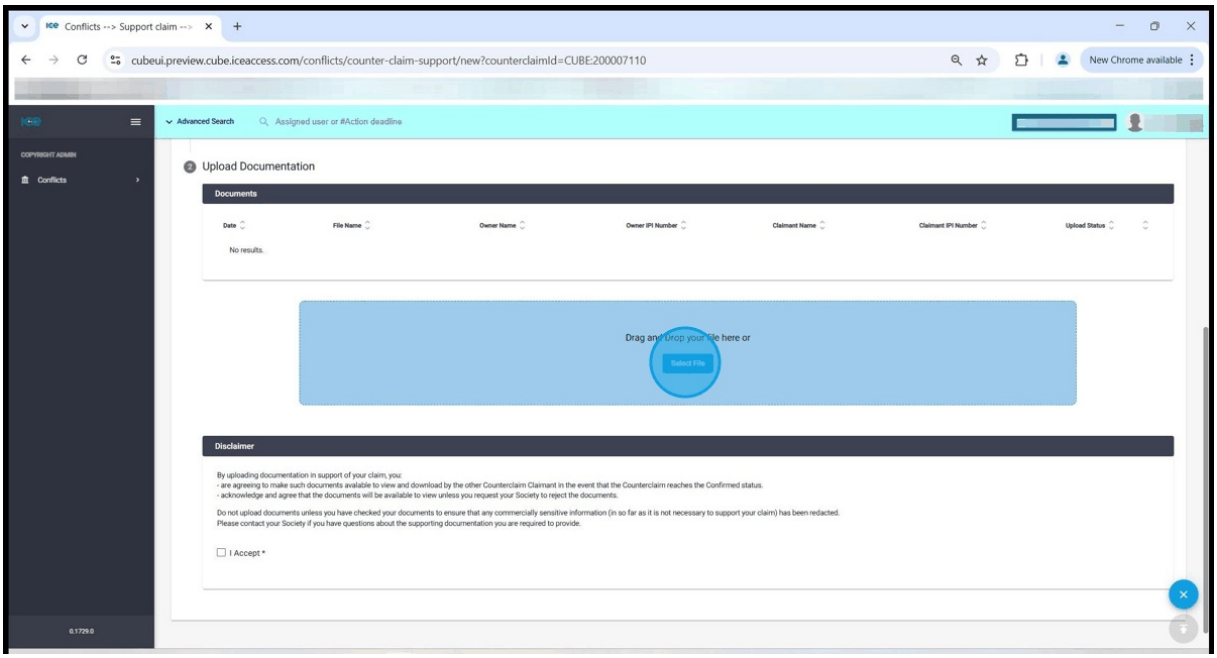
   > **Support Claim Button Disabled**
   >
   > To ensure it is clear for a user when they can support a claim, the Support Claim button is only available when relevant. The button will be disabled when the Counterclaim **Status = Resolved** or all current Resolver actions are set to “Members to Resolve”.



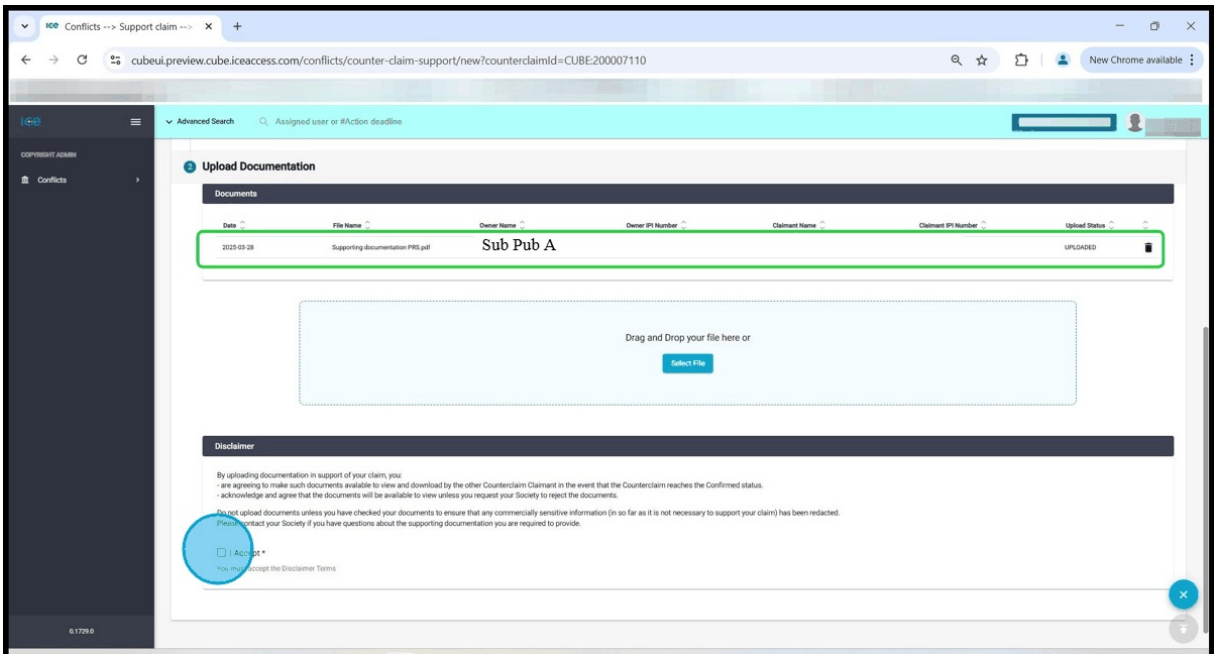
3. The user is taken to the Support Claim Process page, and needs to tick the box of the claim that they wish to support. The user only has permission to select and support claims within their scope of control.



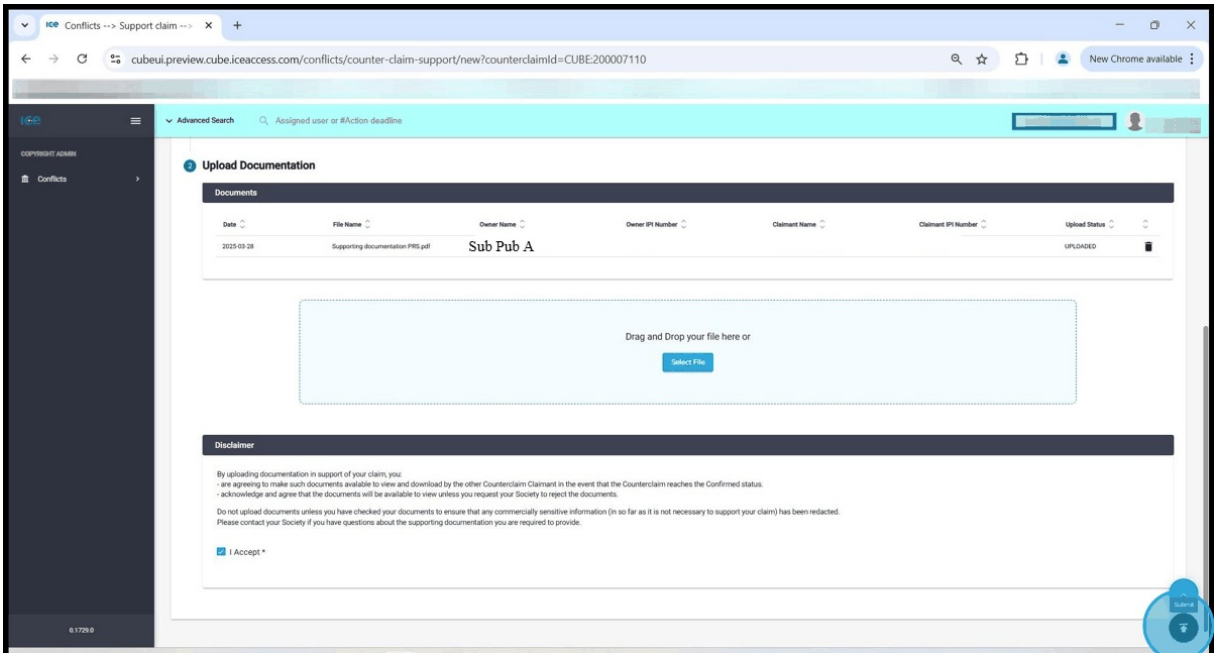
4. After ticking the box for the selected claim, the user needs to scroll down the page and either drag and drop the supporting documentation file or upload it via the select file option.



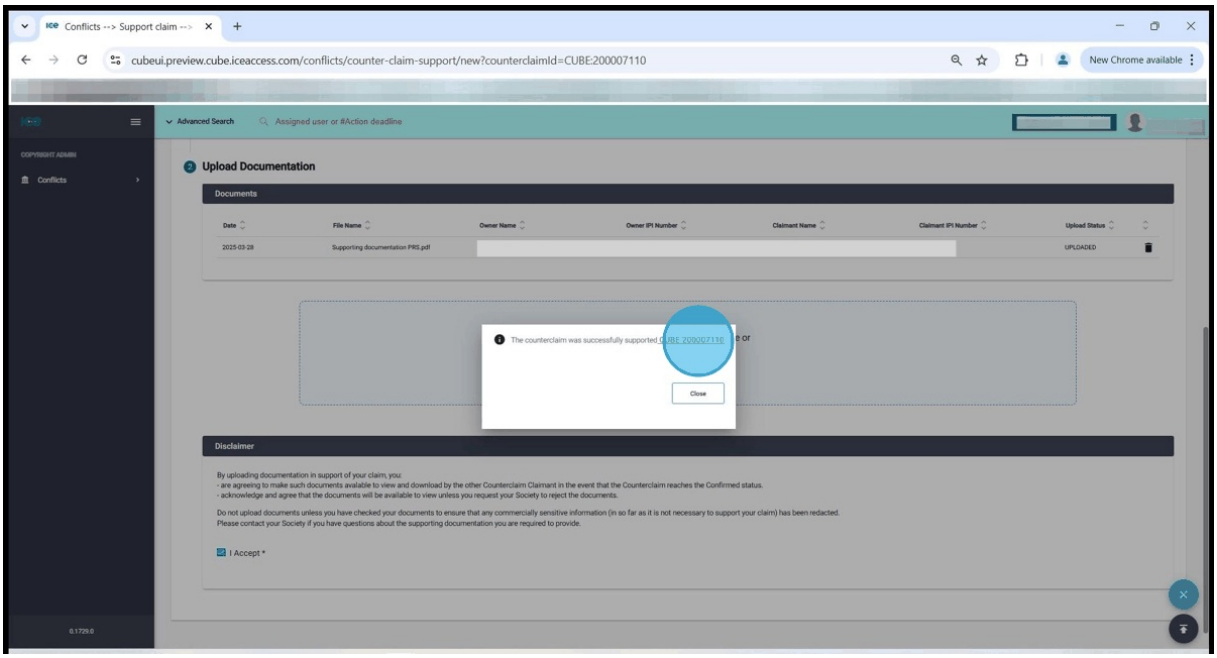
5. The user can double check the upload details below the documents section before the file is saved in the portal. After making sure the claim supporting action is correct, the user must accept the disclaimer terms.



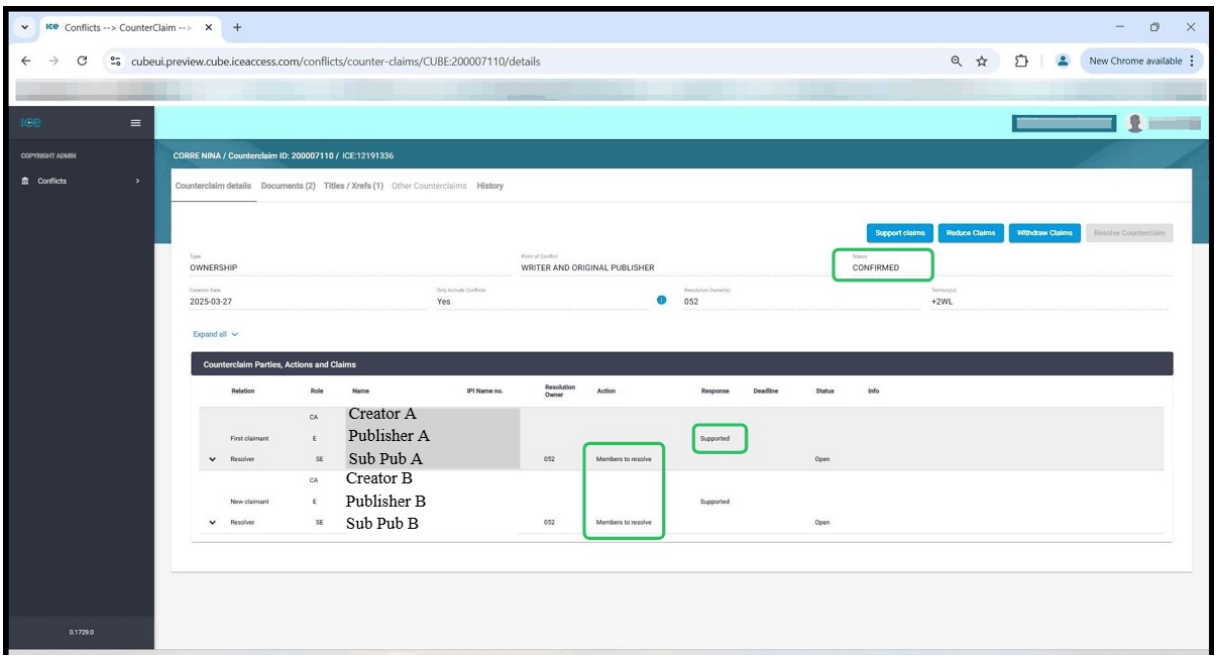
6. Once the supported documentation is available and the disclaimer terms are accepted, the user can save changes.



7. The user will receive a pop-up confirmation of successfully supported claim(s).

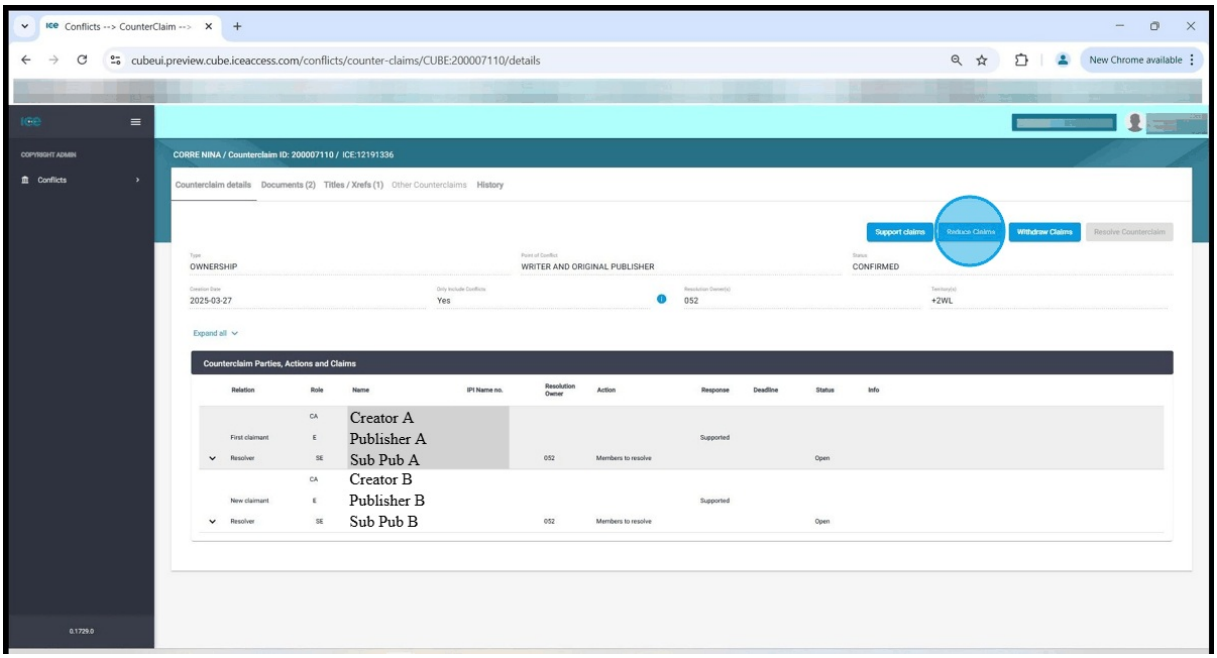


8. Once the **Supporting Documentation** requirements have been met by all parties (**First Claimant** and **New Claimant**), the status of the Counterclaim changes to **Confirmed**. Involved parties are advised to resolve the dispute.



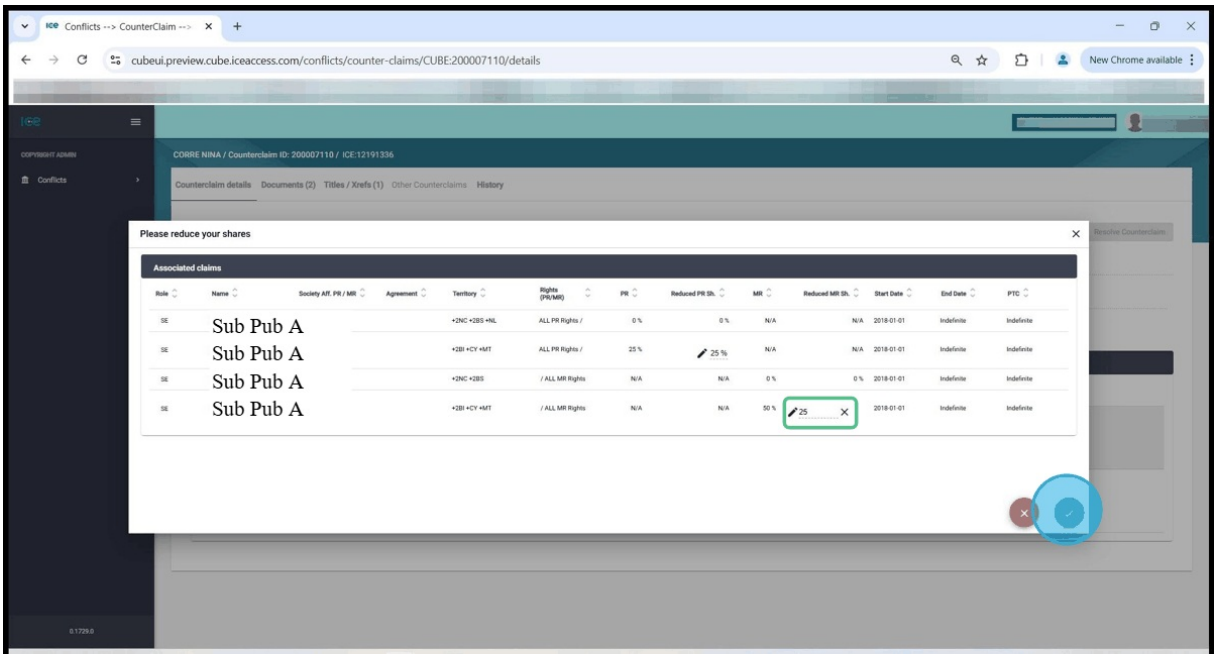
Reduce Claim

9. Users can reduce their claims by clicking on the **Reduce Claims** Button.

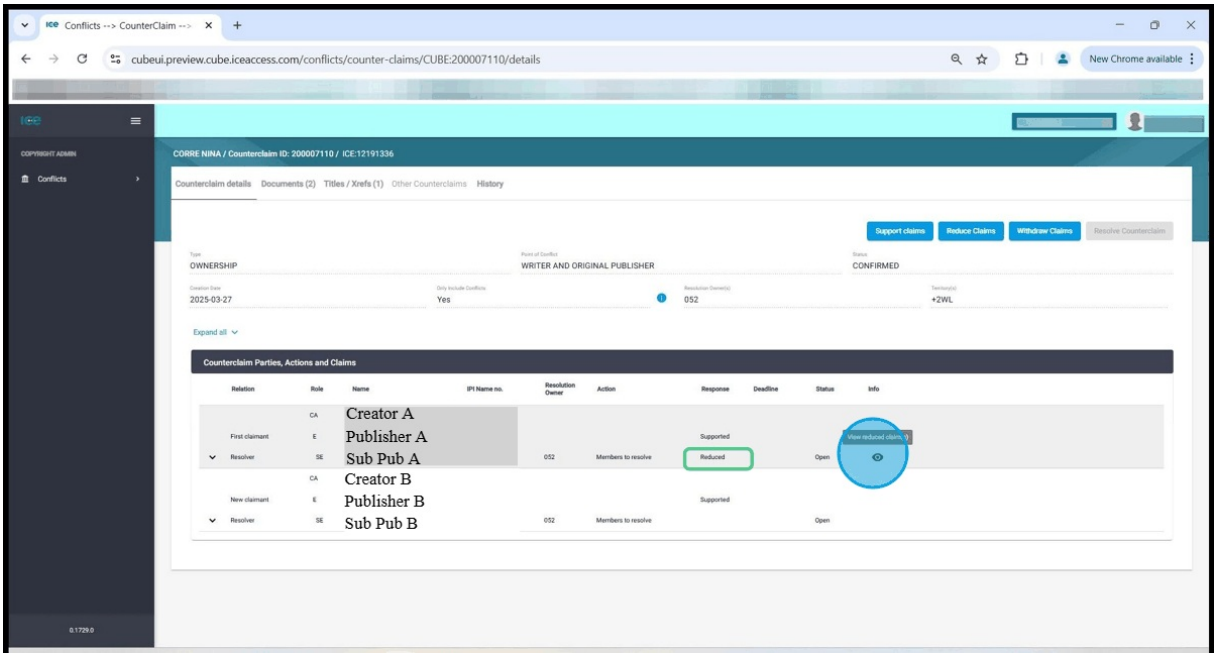


10. A pop-up window with detailed claim information will guide the user to edit shares in fields marked with a pencil symbol. The user can amend either only selected or all editable shares. The user only has permission to reduce shares that are involved in the counterclaim and within their scope of control.

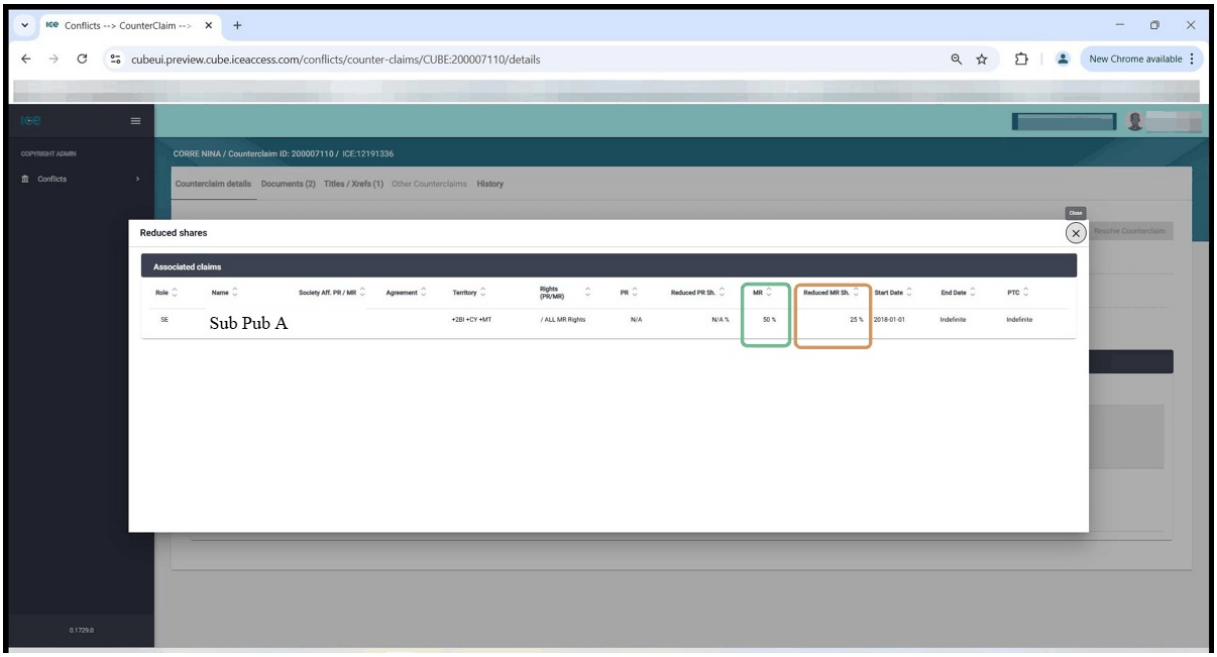
    Once the changes are saved, ICE receives request to apply the share changes to the work. Until the ICE copyright team completes the request, no immediate changes to the work will be visible.



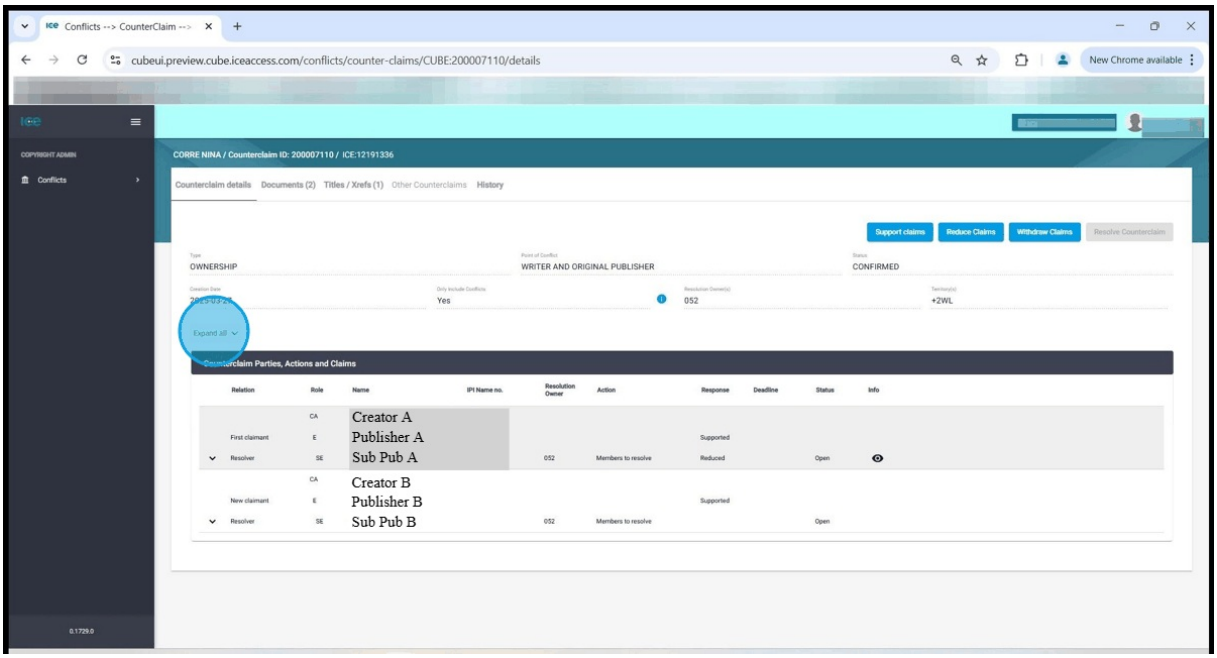
11. The requested share amendment is available under the eye icon in Counterclaim Details.



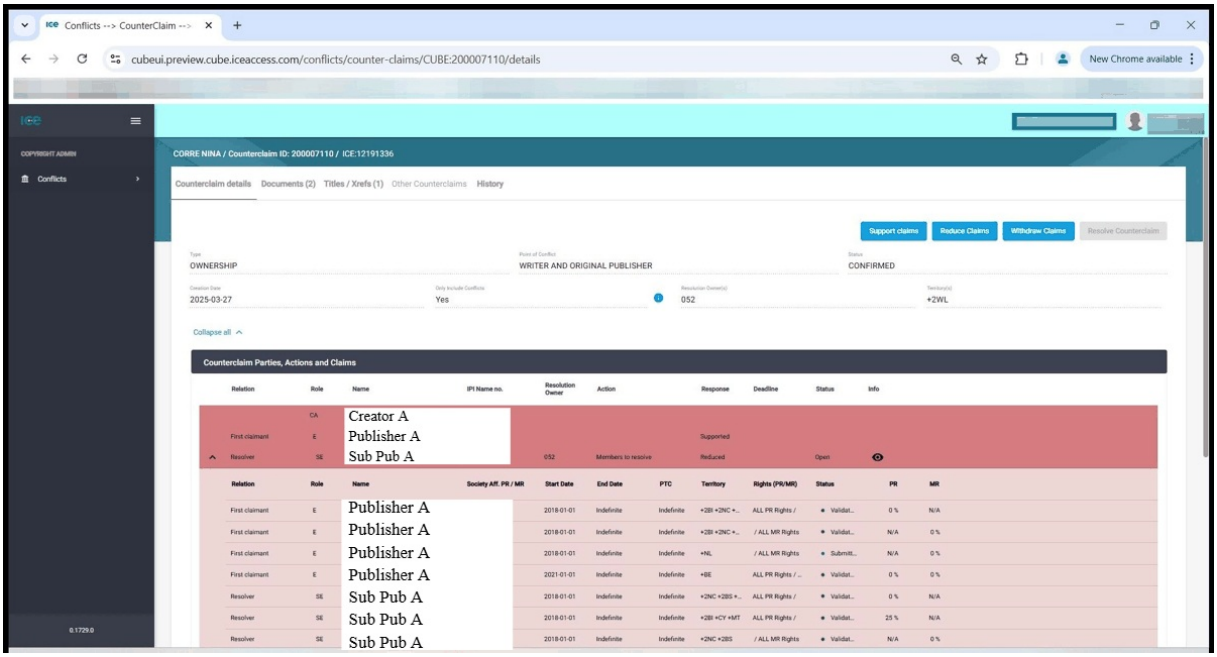
12. Clicking on the eye icon allows the user to see the current shares and the requested share amendment in a pop-up window.



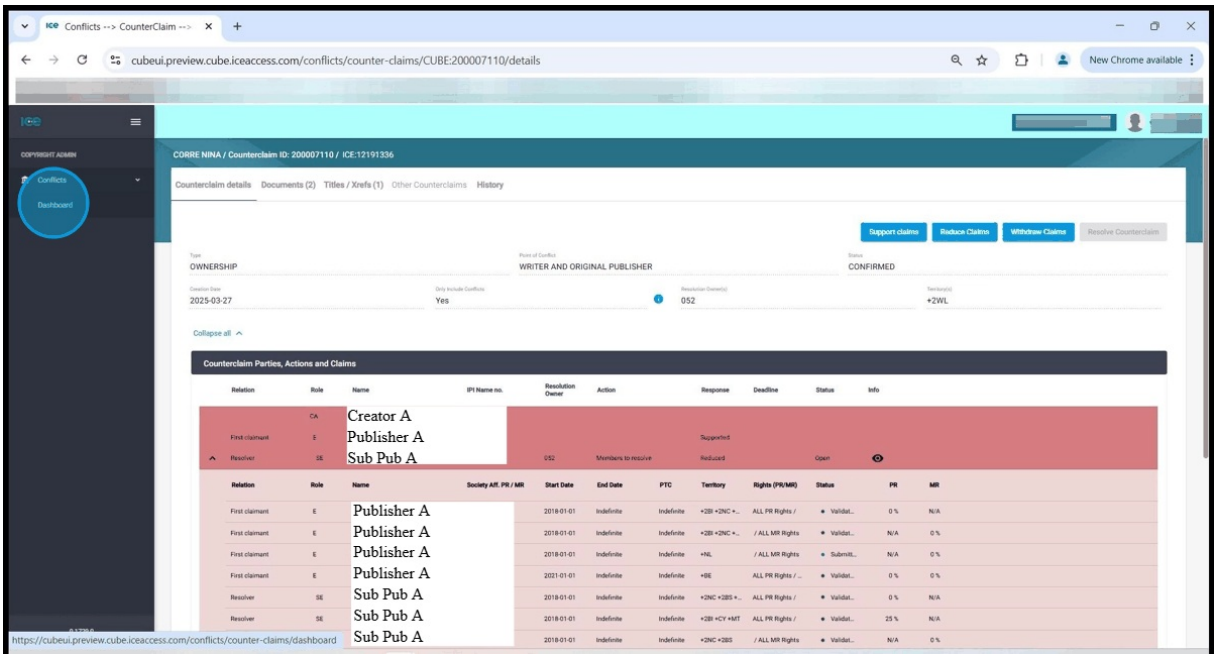
13. The user can also see the Counterclaim shares by Expanding All items in the Counterclaim Details.



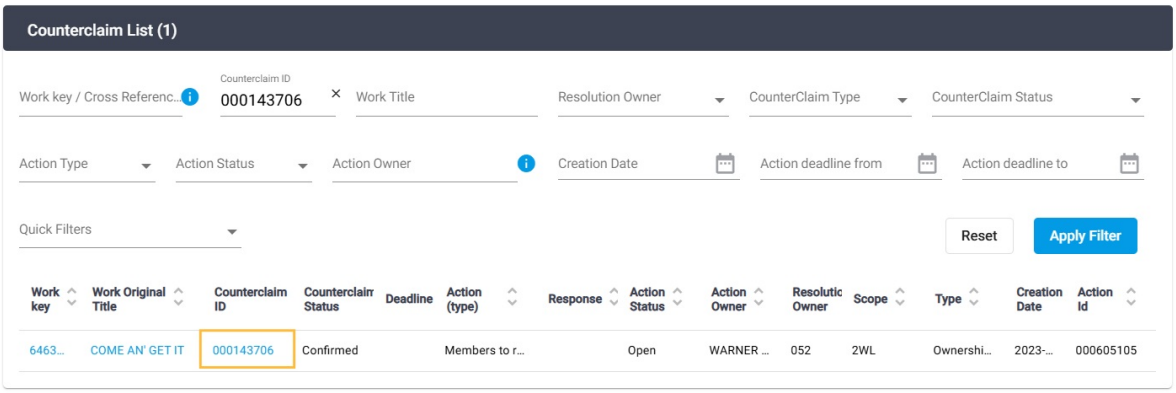
14. The Expand All view provides additional information like claim status, dates or territories.



15. Navigating back to the Dashboard will allow the user to check the amendment requests that were sent to ICE.

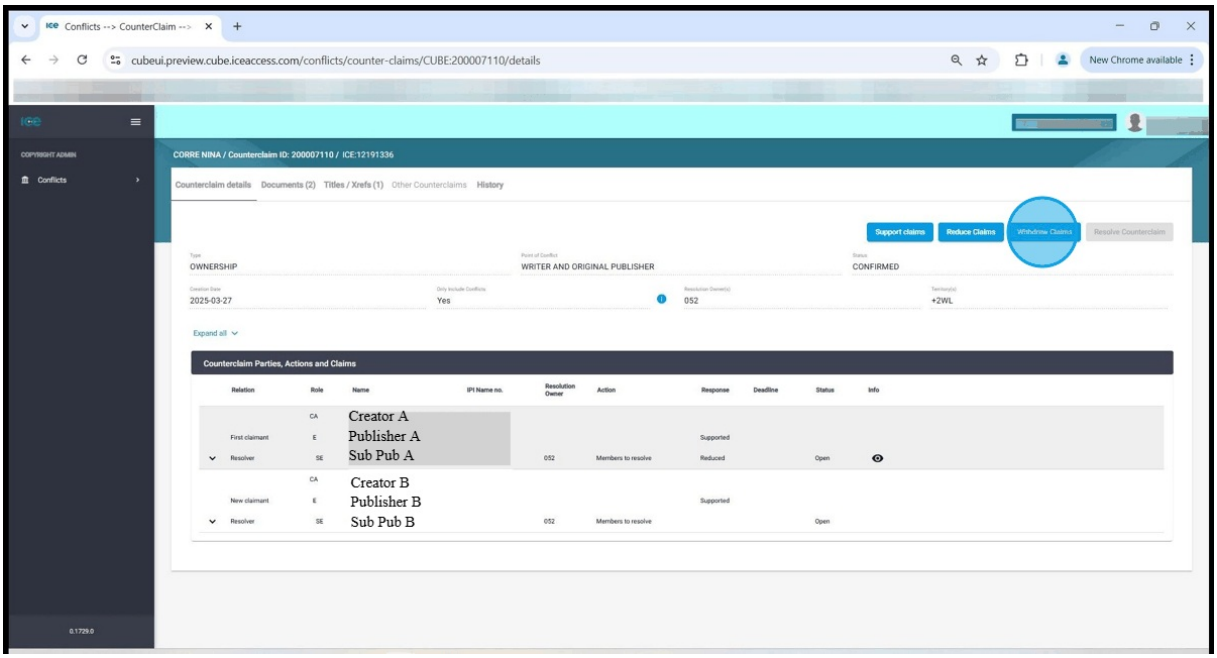


16. Action on ICE section lists change requests by type (Claim Withdrawn, Claim not Supported, Claim Reduced). E.g. You can see all Members to Resolve action requests by selecting the right Quick Filter (see How to Search Counterclaims as a Publisher?), the Counterclaim List will display all CCIDs with this type of action.
    You can navigate to each CCID for more details (middle click to open in a new tab).

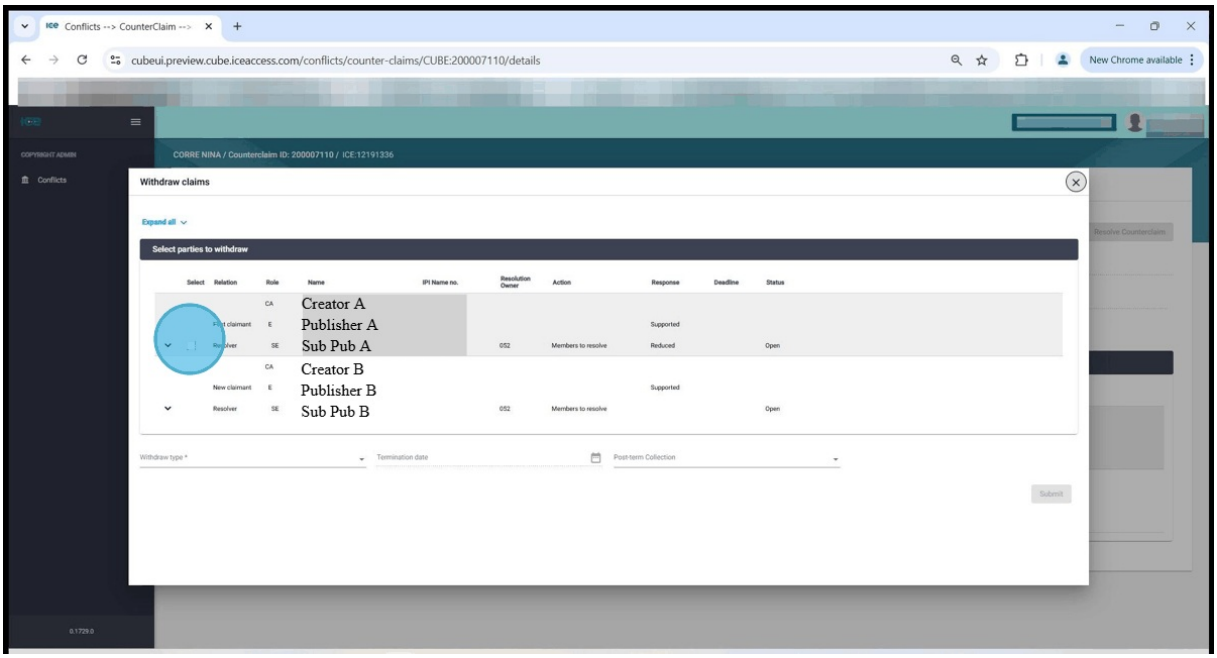


Withdraw Claim

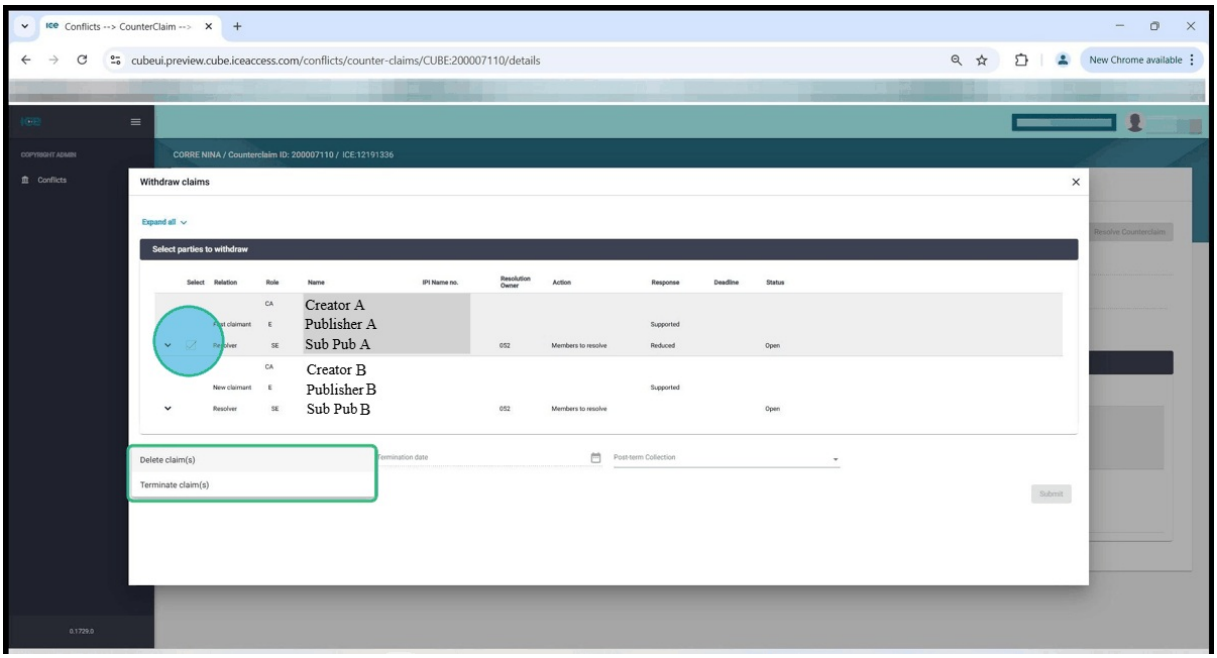
18. To withdraw the claim, the user needs to click on the Withdraw Claim button.



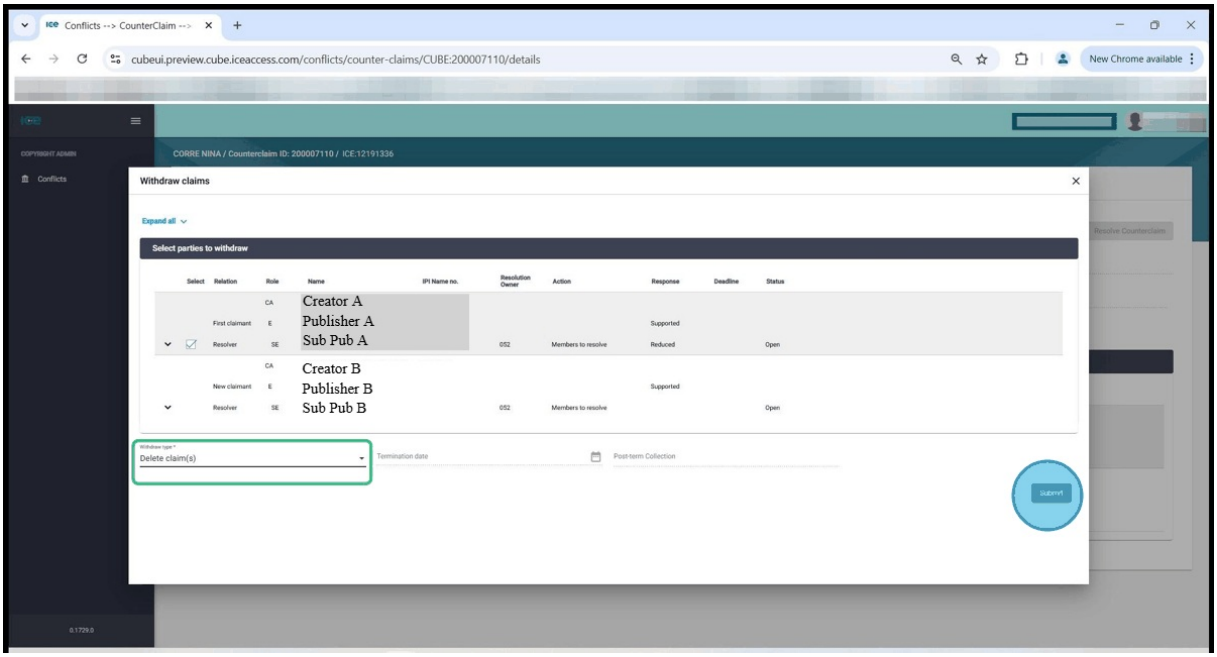
19. The user is taken to the Withdraw Claim Process page, and needs to tick the box of the claim that they wish to withdraw. The user only has permission to select and withdraw claims within their scope of control.



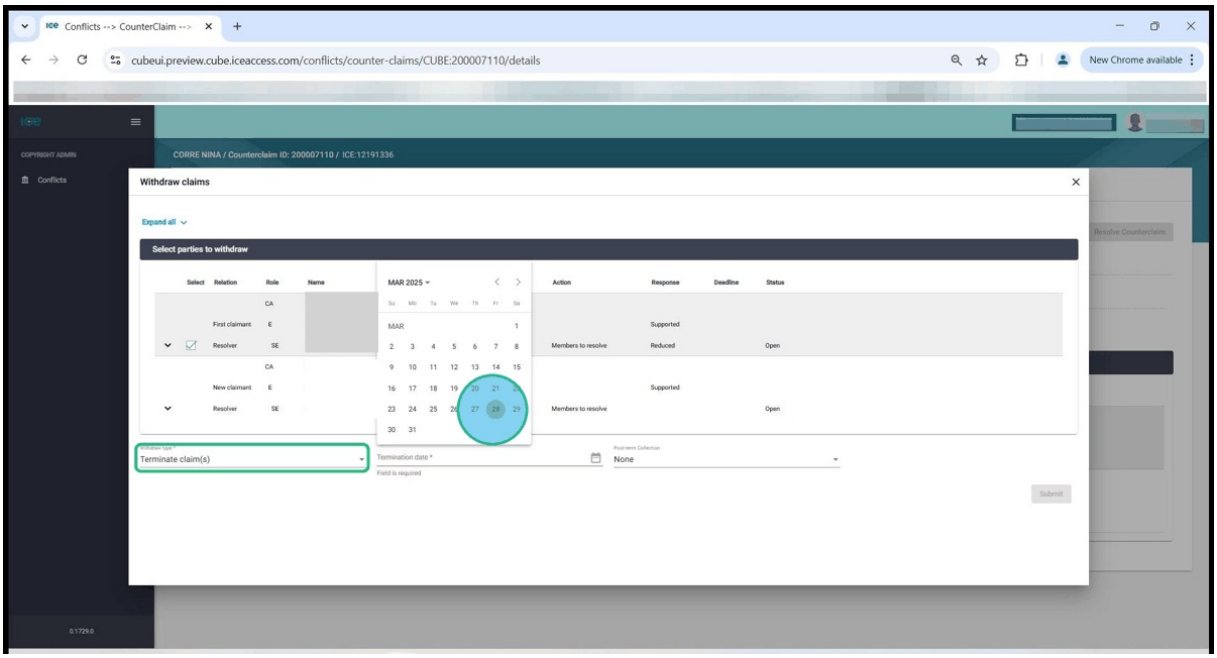
20. Once the claim is selected, the user has to choose if the claim needs to be deleted or terminated.



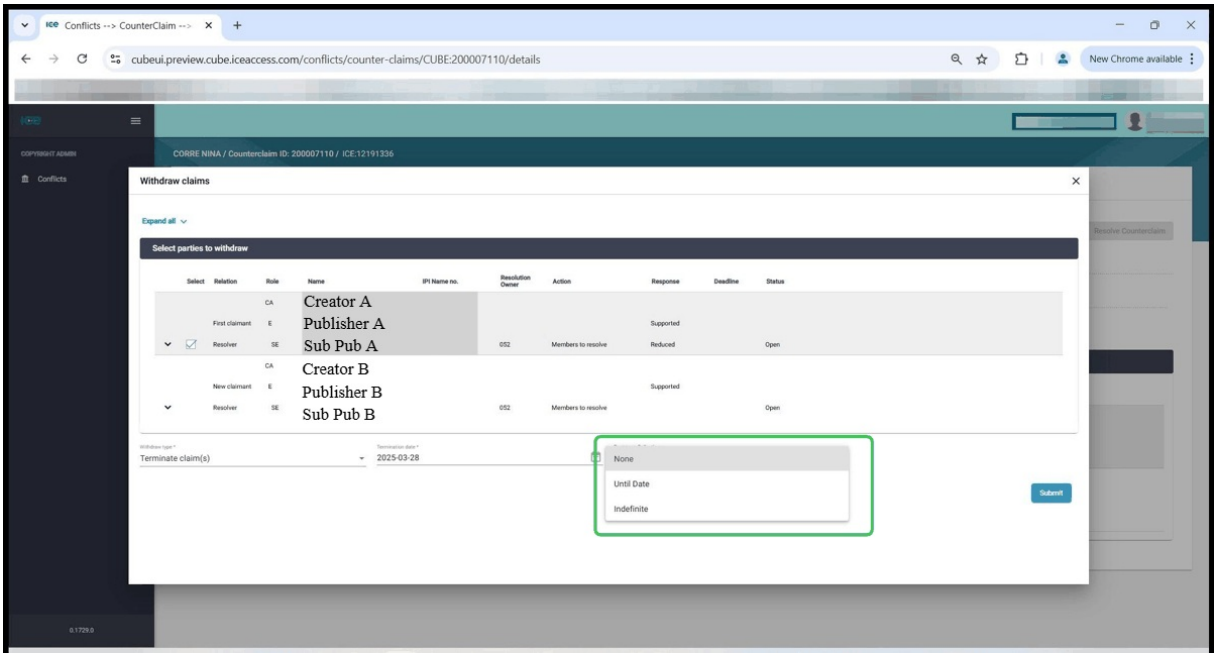
21. If the user selects the option to delete claim(s), ICE will receive a request to remove the claim(s) from the work.



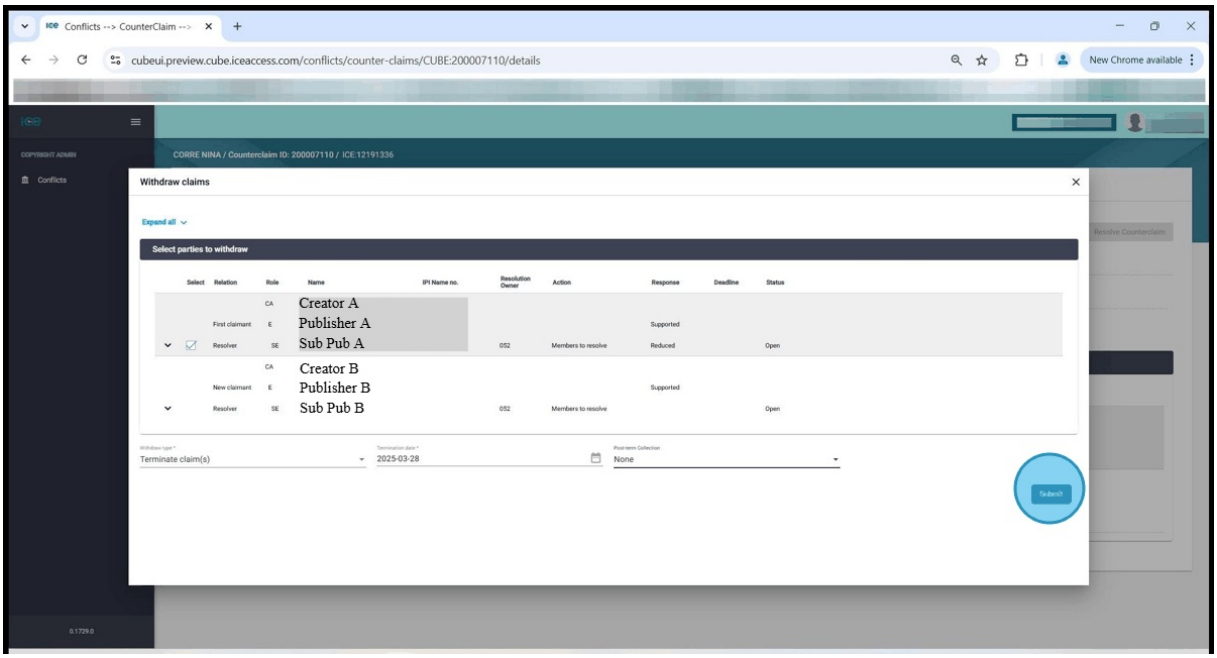
23. If the user selects the option to terminate claim(s), ICE will receive a request to terminate the claim(s) with a selected termination date and optional post term collection period.



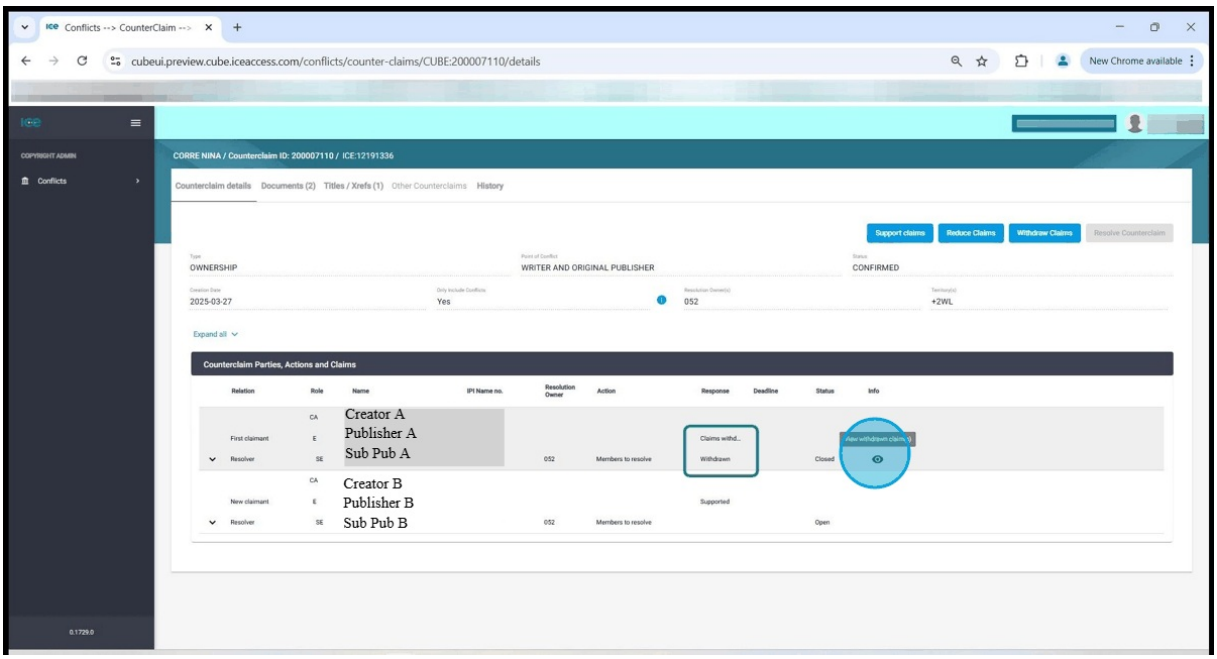
24. The post term collection is determined by selecting one of three options:
    a. **none** (there is no post term),
    b. **until date** (post term collection runs within a specific time frame),
    c. **indefinite** (post term collection is open-ended). Please be aware that open post term collection periods might still overlap with the previously conflicting claim(s) and may result in a new Counterclaim.



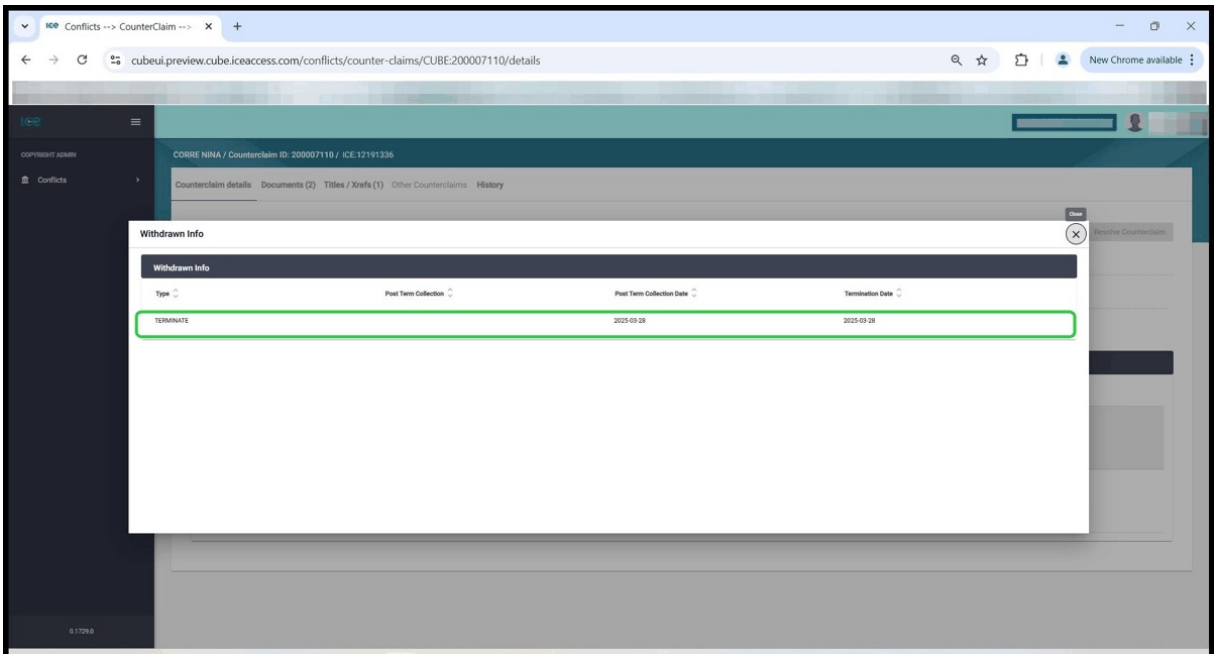
25. The user has to save claim withdrawal request.



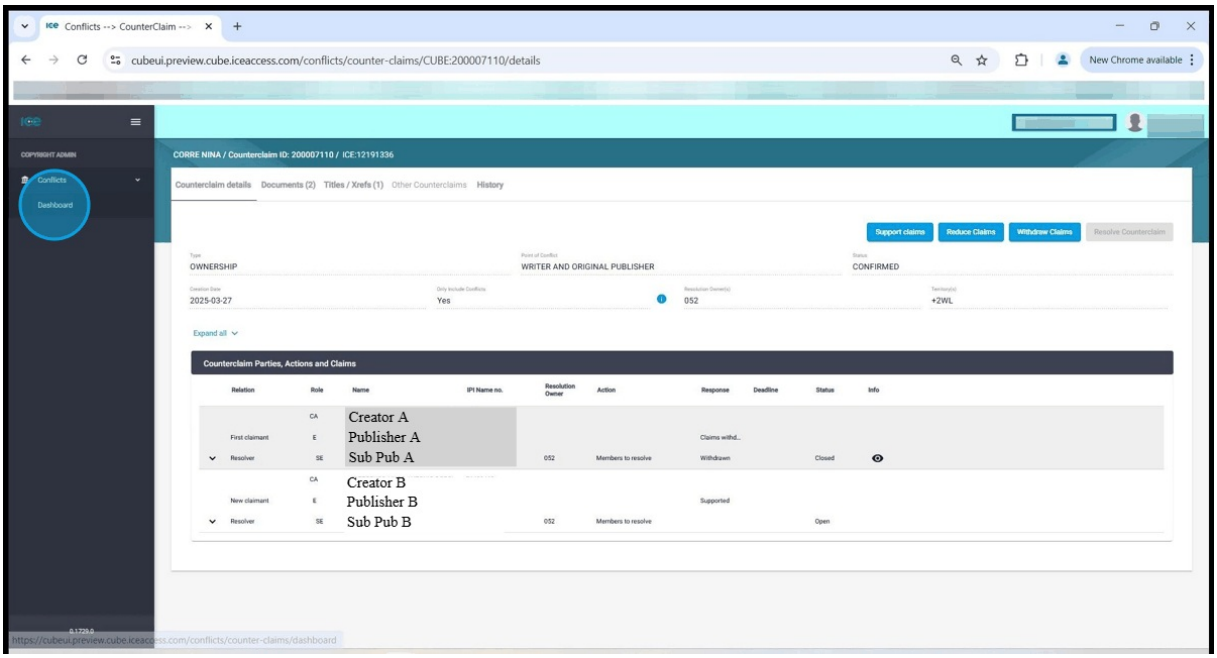
26. Immediately after the user has submitted the withdrawal, the Response on the selected action is updated to Withdrawn. The withdrawal request details are available under the eye icon in the Counterclaim Details.



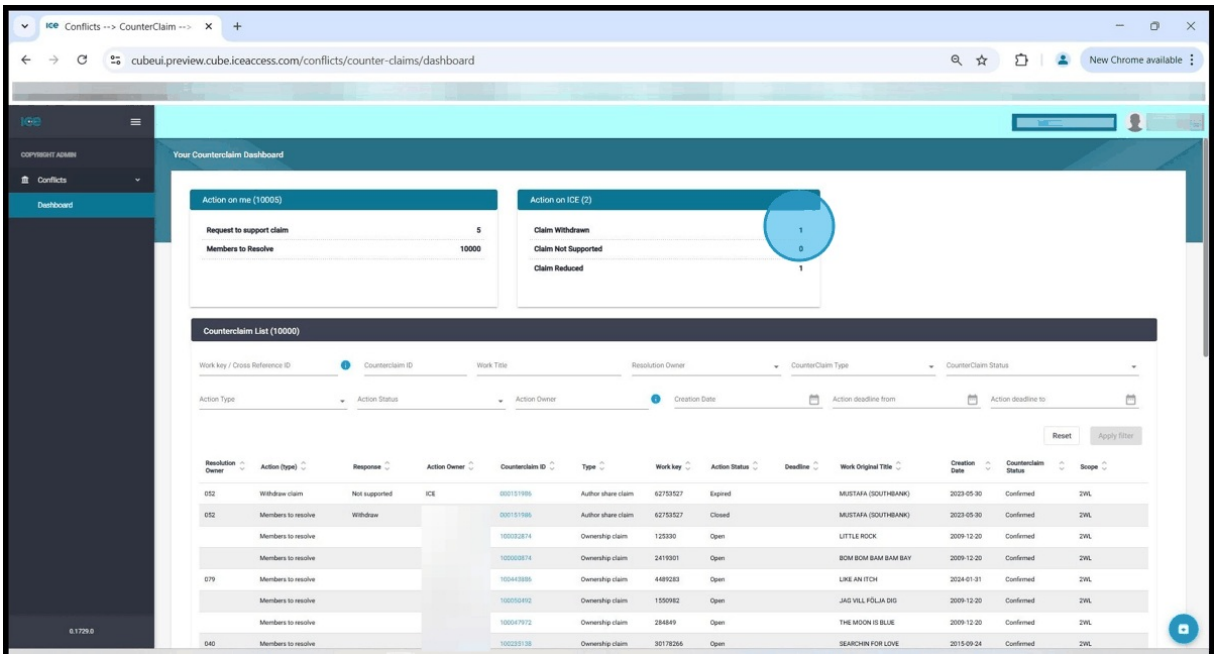
27. Clicking on the eye icon allows the user to see the claim withdrawal request details in a pop-up window.



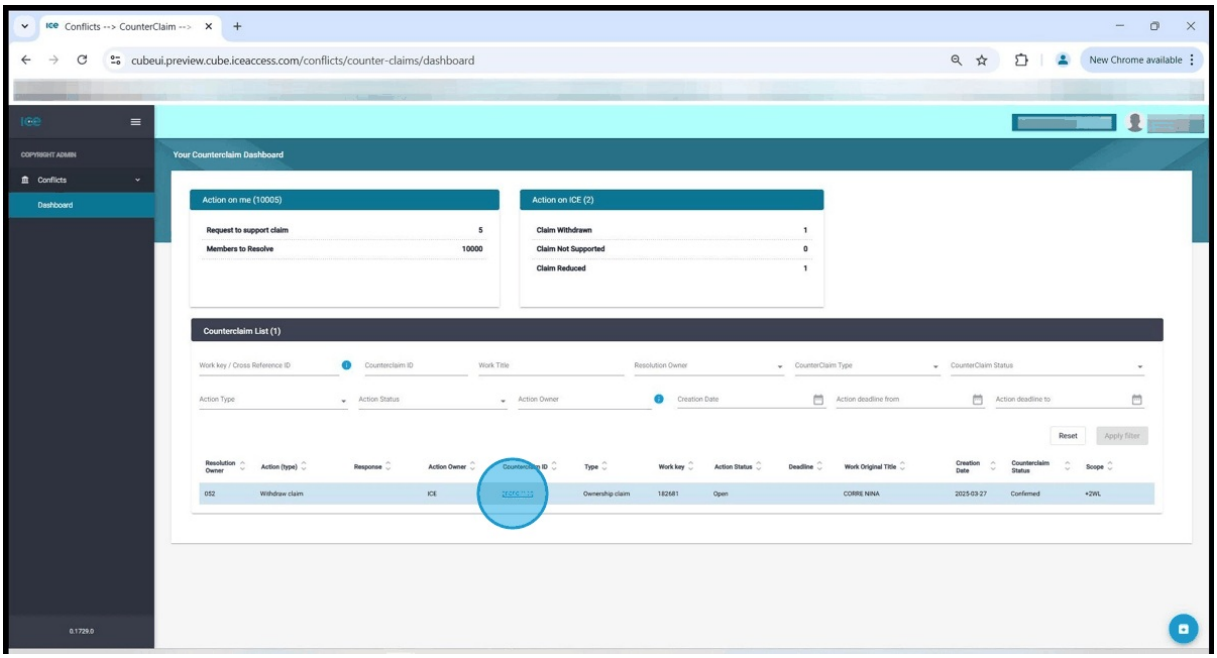
29. Navigating back to the Dashboard will allow the user to check the amendment requests that were sent to ICE.



30. Action on ICE section lists change requests by type (Claim Withdrawn, Claim not Supported, Claim Reduced).



31. E.g. if the user wishes to see all Claim Withdrawn action requests, the Counterclaim List will display all CCIDs with this type of request. The user can navigate to each CCID for more details.



FAQ

How can I navigate to a work details?

If you have permissions, from the CC Details view, you can click on the button “Open work” in the header to navigate to the Work details.

...

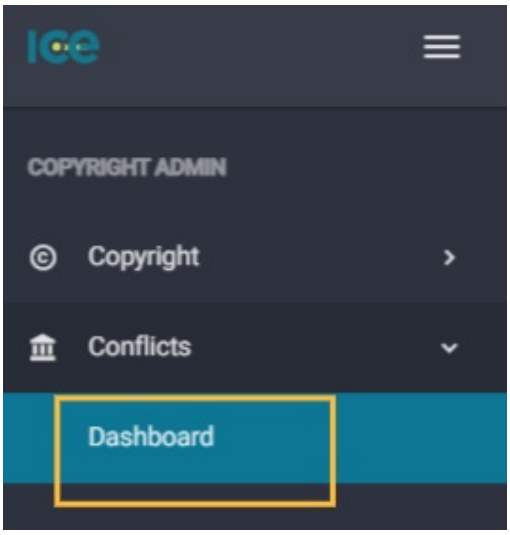
How to Support Claims in Bulk?

Cube allows its users to *Support claims in bulk*. That feature is an efficient and time-saving tool which gives Publishers and Societies users the ability to **select multiple Counterclaim Actions** and **upload the same Supporting Documentation** to all of them in one go.

This is useful for situations where **multiple counterclaims exists that involve the same creator or publisher**.

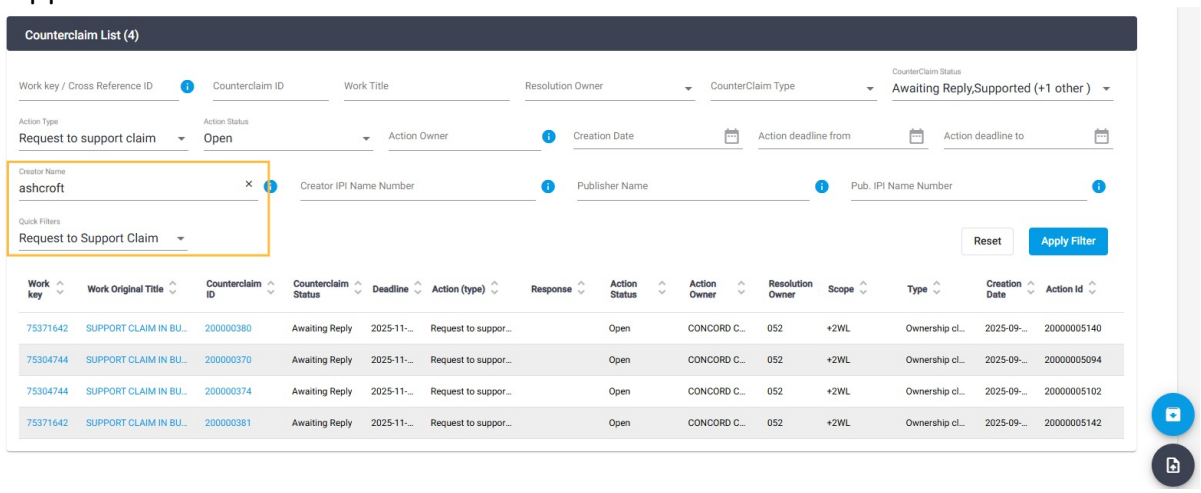
Support Claim in bulk process

1. Go to the **Counterclaim Dashboard**



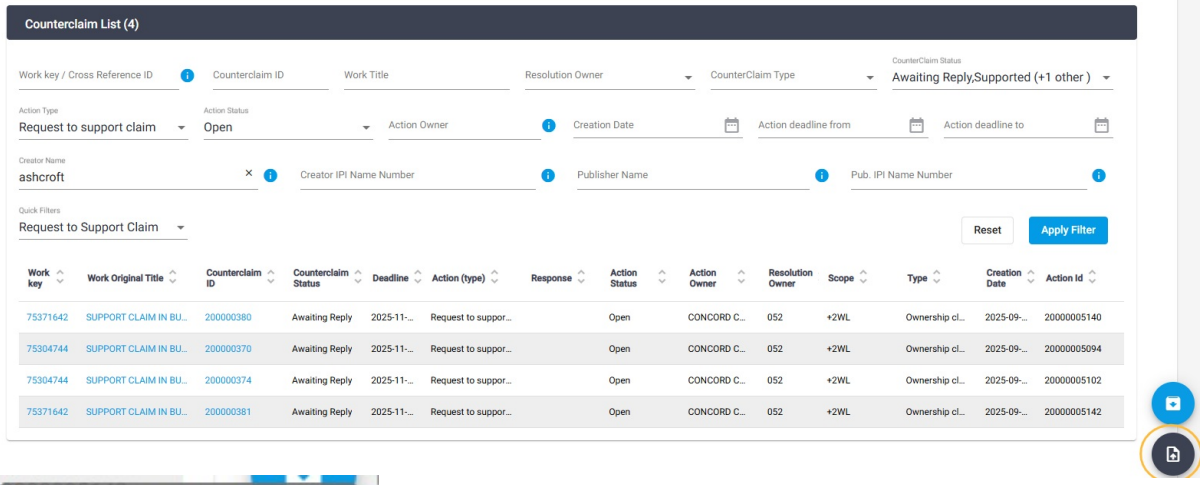
2. Select and apply a filter

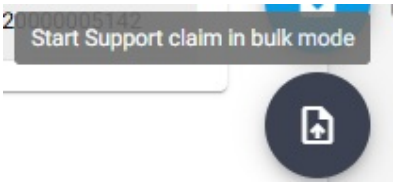
Before opening the Support claim in bulk mode, select and apply filter for the relevant counterclaims. For example, you can use the Quick filter ‘Request to Support claim’ and the name of Creator.



3. Start Support claim in bulk mode

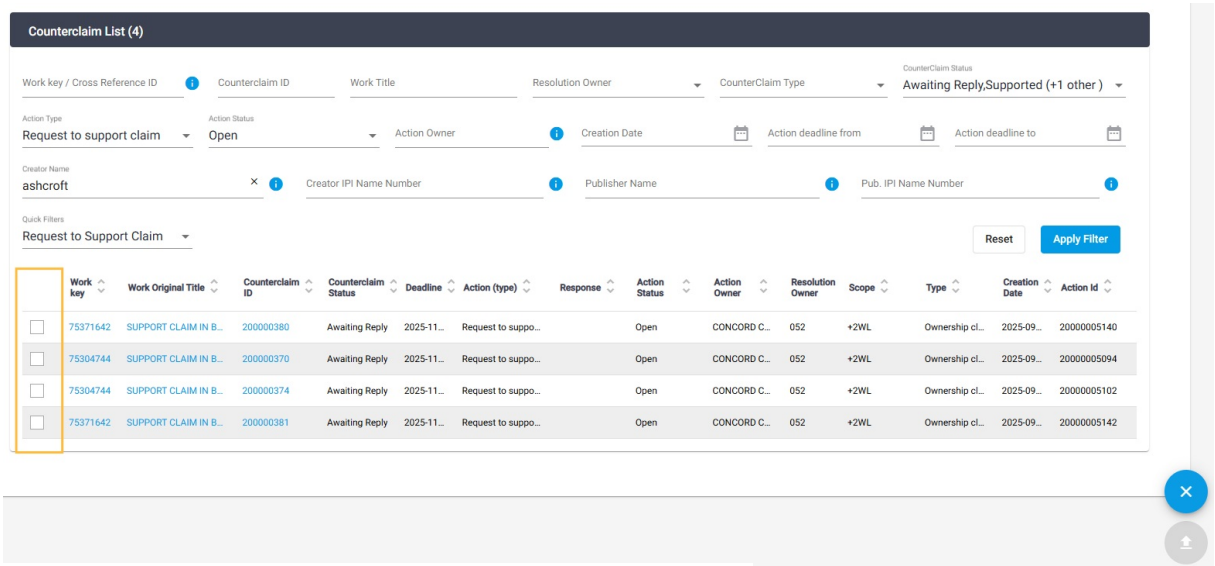
When you have a list of counterclaims to support, click on the ‘**Start Support claim in bulk mode**' button in the bottom right corner.





4. Select Counterclaim Action(s)

Select one or multiple actions in the list.

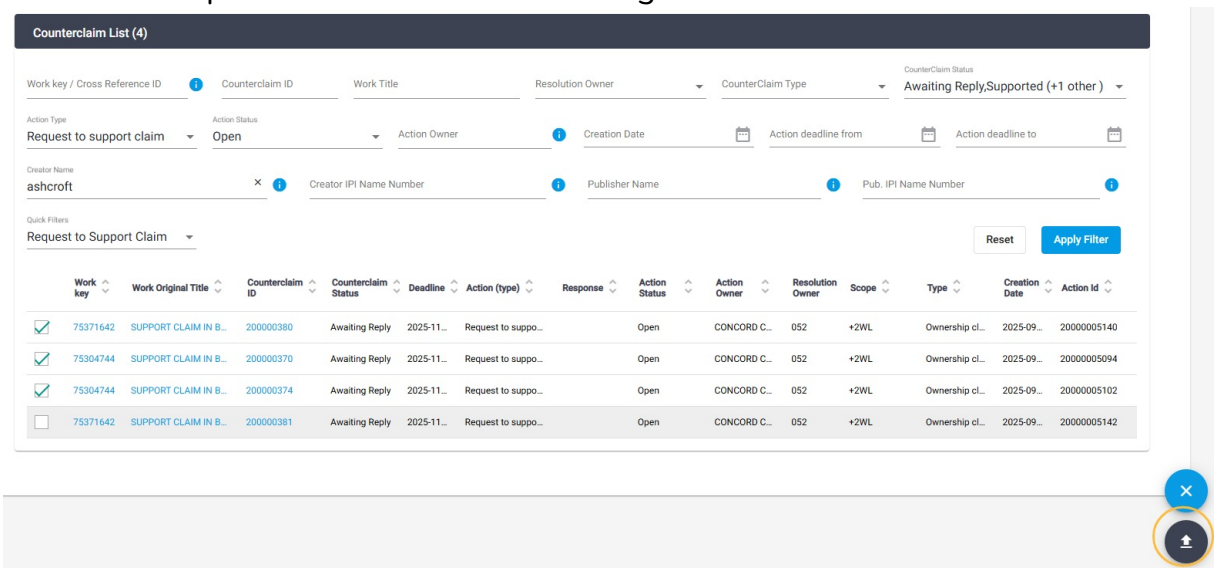


Good to know!

- **Selection box not enabled?** Only actions that needs to be supported can be selected, i.e. actions with the following action types ‘Request to support claim’ or ‘Early Warning’ and where the action status is ‘Open’.
- **Select/De-select all is currently not available**. This option is currently under development to help reduce the amount of clicking.

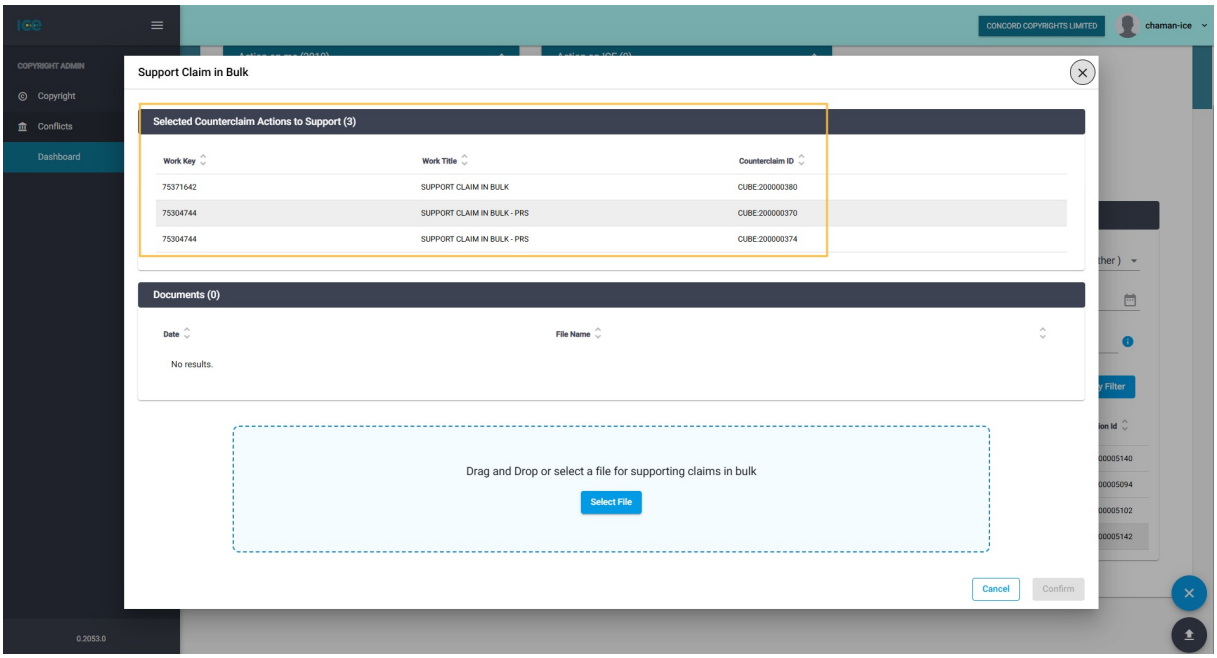
5. Click on Upload button

When the user is happy with the selection of counterclaim actions, they need to click on the Upload button in the bottom right corner.



6. Review Selected counterclaim action

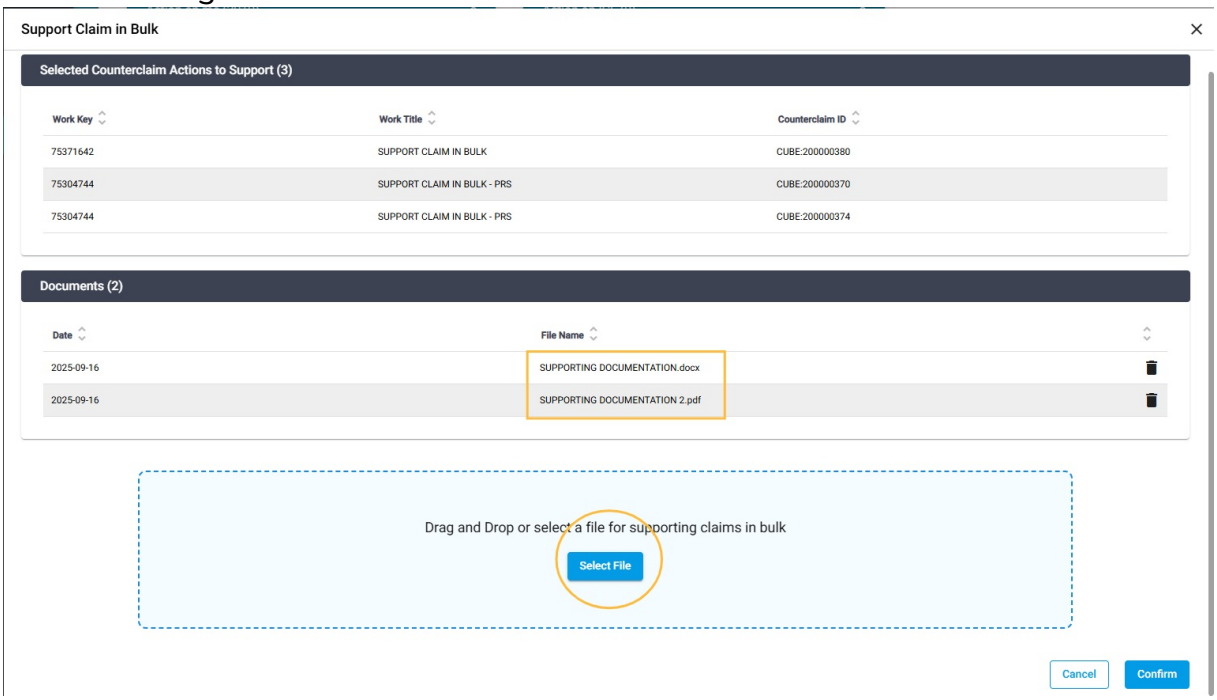
A dialogue window opens and displays a list of the selected counterclaim actions.



7. Select support documentation file/s to be uploaded

You can drag files into the Drag and Drop area, or click on the blue *Select file* button.

When a file has been selected, it becomes visible in the Documents list and the Confirm button is enabled. If needed, you can delete files by clicking the trash icon on the right side of the file name.



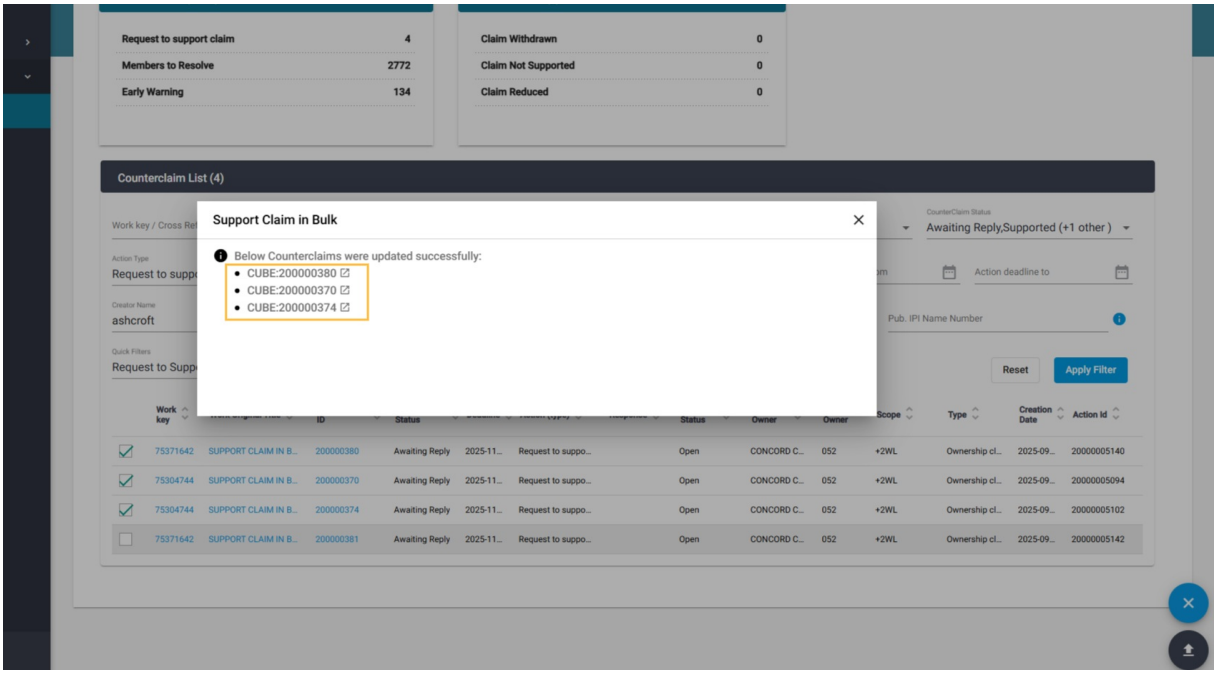
8. Confirm bulk support
   Confirm you selection by clicking the Confirm button.

> **Tips!**
>
> If your list of files is long, you may need to **scroll down** to find the Confirm button.
> The confirm button is disable if no document has been selected to upload. You must **select at least one file**.

9. Bulk support completed

When the update is completed, a dialogue window opens which informs the user about which Counterclaim IDs were successfully updated.

From the dialogue window, it's possible to click on a link to the Counterclaim Details page, to review the outcome on the counterclaim.


Request to support claim 4
Members to Resolve 2772
Early Warning 134
Claim Withdrawn 0
Claim Not Supported 0
Claim Reduced 0
Counterclaim List (4)
Support Claim in Bulk
Below Counterclaims were updated successfully:
CUBE:200000380
CUBE:200000370
CUBE:200000374
Awaiting Reply,Supported (+1 other)
Action deadline to
Pub. IPI Name Number
Reset
Apply Filter

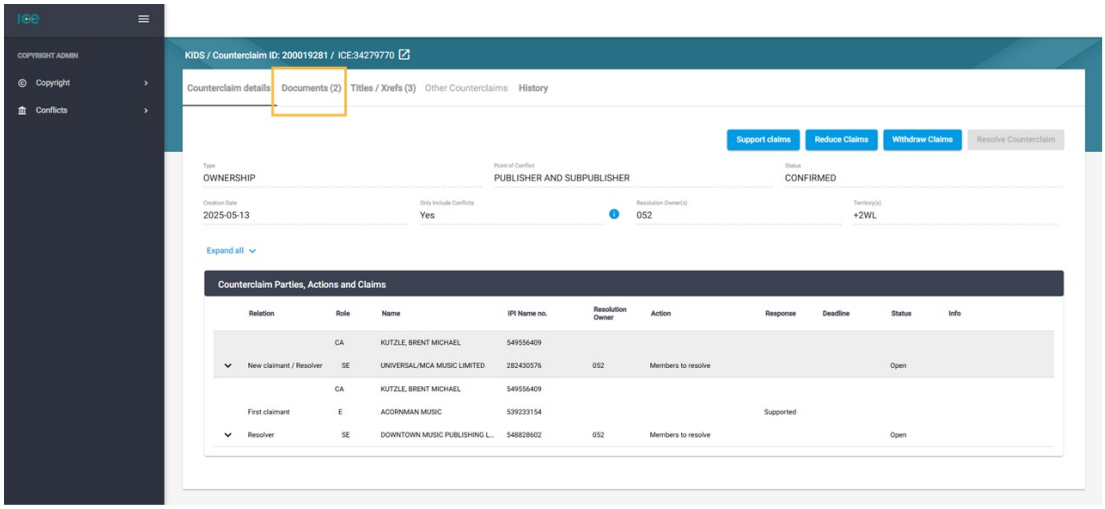
How to Download Supporting Documentation?

> **Note**
>
> This article is about downloading a supporting documentation that has already been submitted in the system. To see how to upload supporting documentation visit [How to Manage a Counterclaim at Publisher Level?]

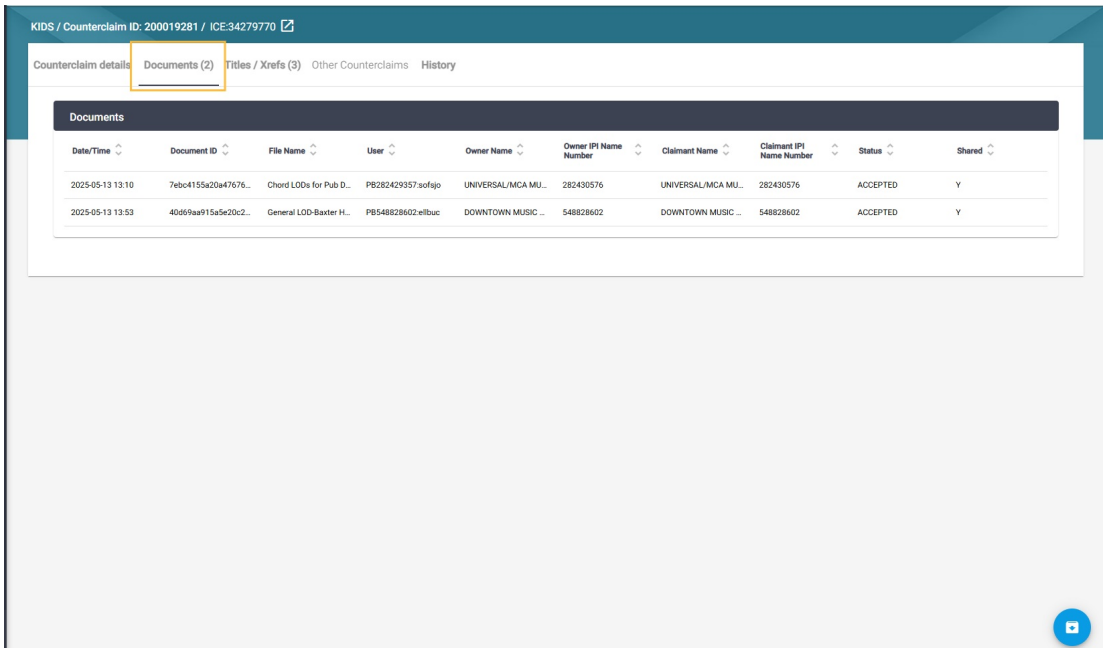
When a document has been uploaded by a user as part of their Support Claim action, the document is stored on the Counterclaim with status ‘Accepted’. Uploaded documents can be found in the page ‘Documents’. From this page a Society, Resolver or ICE user can download documentation.

Here are the steps to download documentation:

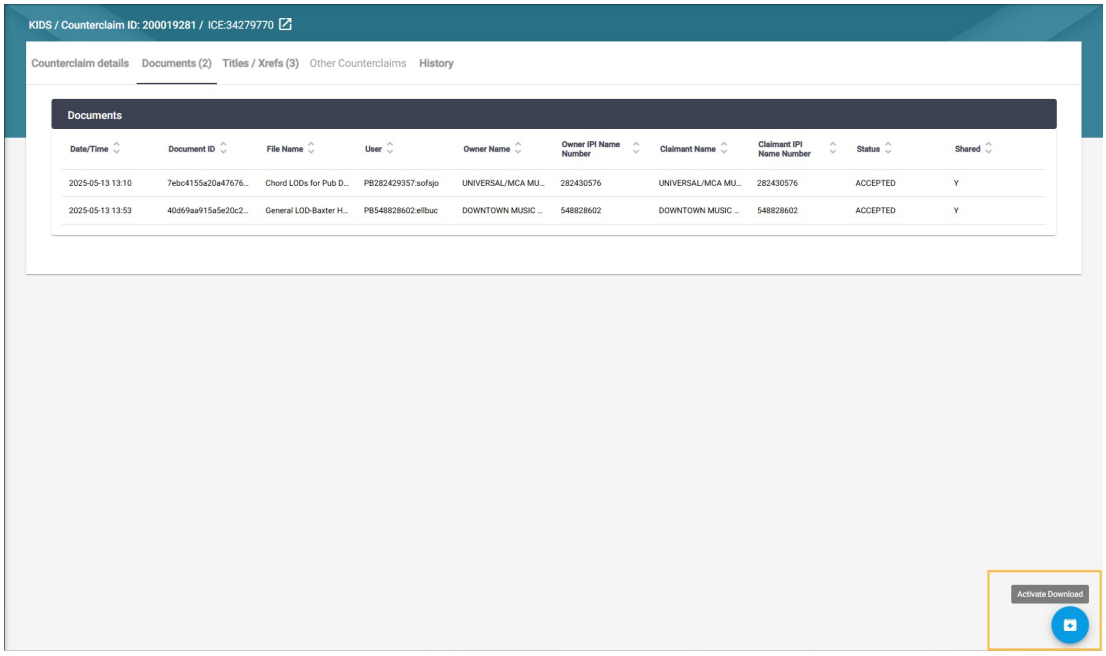
1. Go to the Counterclaim Details page. If a document is attached to the counterclaim you have opened, the sub-tab “Document” will be bold and show number of attached documents.



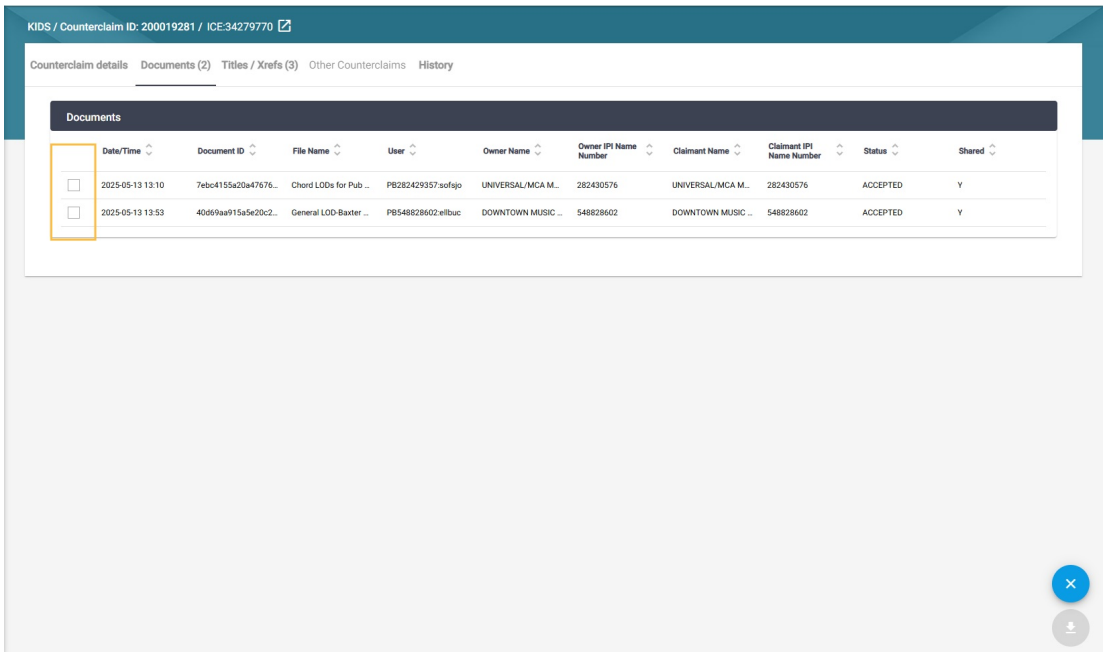
2. Click on “Documents” to open the sub-page. This page displays a list of all attached documents.



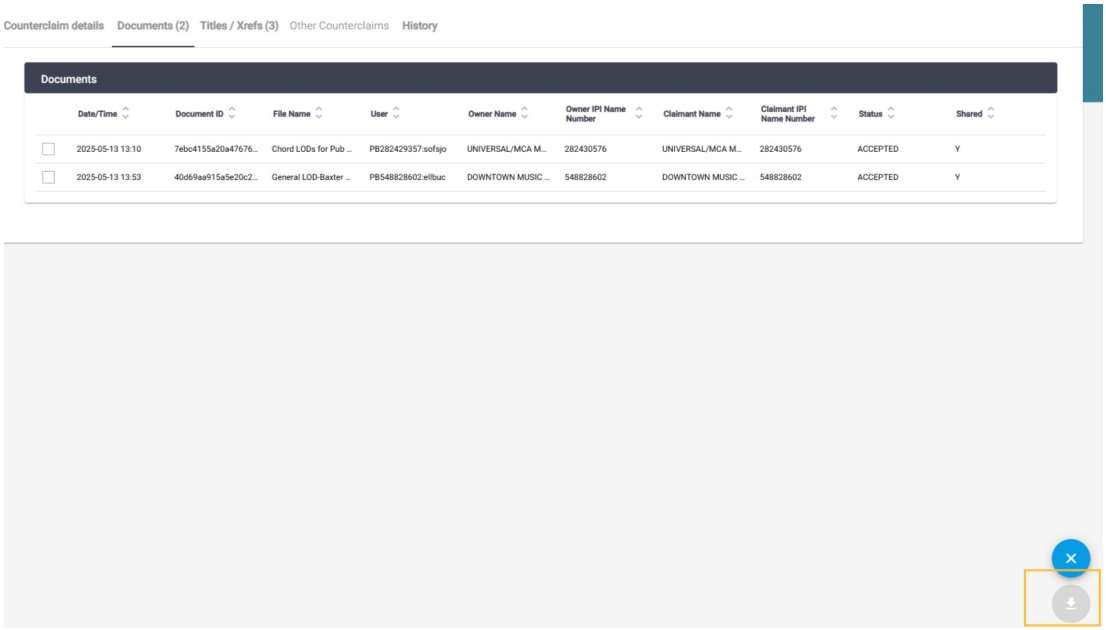
3. Click on the 'Activate Download' button in bottom right corner



4. Select at least one document to download



5. Click on “Download Document/s” button in the bottom right corner.



6. Download is available on your browser.

FAQ

Why is the “Download document/s” button disabled?

The button is disabled if no document has been selected to download, please make sure you have selected a document.

Why can’t I download the other participants document/s?

Publisher users will always be able to download their own documentation regardless of counterclaim status. The other participants documentation will only be available for download when both parties have supported and the status of counterclaim is “Confirmed”. See for more information.

When Counterclaim status is Confirmed, the Shared flag is set to “Y”. This means the document is available to download by all parties.

Shared
Y
Y

Counterclaim Types and Points of Conflicts

The following article presents a table describing all Counterclaims Types combined with different Point of Conflict.

Counterclaim Type	Point of Conflict	Description
Ownership	Writer and Original Publisher	Where more than one original publisher claims on behalf of the same creator for the same scope (territory(ies), rights, time).
	Publisher and Sub-Publisher	Where more than one publisher claims on behalf of the same publisher for the same scope.
Original*	Writer and Original Publisher	Where two conflicting claims to a previously unregistered share are received within 30 days of each other (publishers claiming on behalf of the same creator).
	Publisher and Sub-Publisher	Where two conflicting claims to a previously unregistered share are received within 30 days of each other (publishers claiming on behalf of the same publisher).
Authorship**	Between Creators	Where there is a conflict over who the creators of the work are, and the conflict has arisen from a creator who wishes to remove an existing creator from a work.
	New Creator	Where there is a conflict over who the creators of the work are, and the conflict has arisen from a new creator who wishes to be added to an already fully claimed work.
Author Share	Between Creators	Where there is no conflict over who the creators of the work are, but over the share splits between them.

Infringement***	Infringed Party(ies)	Where it is alleged that one work infringes another work.
Sample	Between Creators	Where there is a conflict between creators over a work containing a sample. The work has Category = COS (Composite of samples).
No Agreement***	Writer and Original Publisher	Where it is alleged that the creator has no valid publishing agreement with a publisher****
	Publisher and Sub-publisher	Where it is alleged that the original publisher has no valid sub-publishing agreement with a publisher.
Breach of Contract***	Writer and Original Publisher	Where a creator alleges a breach of contract with the publisher****
	Publisher and Sub-publisher	Where a publisher alleges a breach of contract with a sub-publisher.

Specific Counterclaim Type rules/exceptions:

* If the Counterclaim Type is Original, all the conflicting parties are treated as New Claimants because of the short time frame between the conflicting registrations.

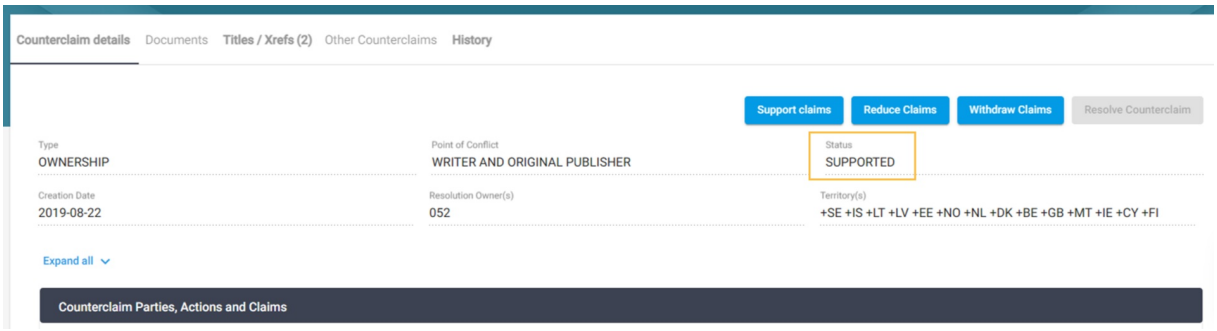
** If the Counterclaim Type is Authorship, then the ICE user who identified the counterclaim will check if the registration from New Claimant was received within 6 Years. If the registration came in after more than 6 Years, this means that the new claim should be removed and no counterclaim is created.

*** The counterclaim types Infringement, No Agreement and Breach of Contract are only created upon request from Societies, and can be created on works that do not have an underlying conflict. ICE users do not identify these counterclaim types.

**** If the Counterclaim Type is No Agreement or Breach of Contract and Point of Conflict is Writer and Original Publisher, then the Creator(s) who causes the counterclaim is considered First Claimant and the Publisher is considered as New Claimant (this is an exception from the standard business rule which is to always treat the party who caused the counterclaim as New Claimant).

Counterclaim Status

From the Counterclaim details view, you can check the counterclaim status as shown below.



Descriptions

Counterclaim statuses go as follow:

Counterclaim Statuses	Descriptions
Awaiting Reply	Both Claimants have been notified: The The New Claimant is asked to supply Supporting Documentation. First Claimant receives (or has access to) an early warning
Supported	New Claimant has supplied Supporting Documentation. First Claimant has been notified & their response is awaited.
Confirmed	Supporting Documentation requirements have been met by all parties i.e. First Claimant has also submitted Supporting Documentation. Involved parties are advised to resolve the dispute.
Resolved	New Claimant has not supplied Supporting Documentation within a specified timeframe; or Member has informed ICE or its Customer Society that it wishes to withdraw its claim; or The claim has been reduced by either Claimant, resolving the Counterclaim; or Resolution Owner has advised that the parties have reached an agreement or that there has been a Court Ruling resolving the dispute.

Counterclaim Module Enhancements

The goal of this page is to display the known and planned enhancements for future Cube's releases. This page is regularly reviewed and updated to reflect the latest status of development.

Counterclaim area	Description	Status (Done, In development, To-do)	Roadmap Quarter
Counterclaim Search/Dashboard (UI) See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: PRS publishers wanted to be able to use Alliance Tunecode to search for counterclaims. **Enhancement**: Improve search field for cross reference ids. Make it clearer to user how to search using IDs (e.g. Work key, Alliance Tunecode, NordDoc Work key, ISWC..).	Done	Q1 2025
Counterclaim Search/Dashboard (UI) See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: Not possible to search for counterclaims using Titles. **Enhancement**: Improve usability by allowing users to search for counterclaims using Work Title	Done	Q1 2025

Counterclaim Search/Dashboard (UI) See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: We found that the Counterclaim search filter logic was a bit too restrictive in the scenario where a publisher user looked for counterclaims linked to their "owned" IPs. The problem was that the filter was only returning counterclaims linked to the child IPs that had the type 'PA/Patronym'. In the example we investigated for Sony, EMI MUSIC PUBLISHING LTD (NEW REGENCY PRODUCTIONS), IPI 774826794 is an 'OR/Other reference', and was filtered out because of this restriction. **Enhancement:** Remove unnecessary restriction and give user ability to filter for counterclaims where they own the IP (regardless of the IP type).	Done	Q1 2025

Counterclaim Search/Dashboard (UI)	**Issue**: For users who belong to larger publishing companies like Warner and Sony, the counts are not always meaningful because there is currently a limit when the number is higher than 10K the UI count just shows "(10 000)". **Enhancement**: UI changed to show actual count of actions.	Done	Q2 2025
Counterclaim Details (UI) See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: publisher users has to perform a separate work search to open Work details. **Enhancement**: Enable "Open work" button for publishers to allow them to directly navigate to work details (only if user has permission to access both works and CC).	Done	Q2 2025

Counterclaim Details (UI)	**Issue**: In some counterclaims, the counterclaim party with a terminated claim/post-term collection is not visible in the Counterclaim Details page which means that the user doesn't have complete view of the counterclaim participants when managing the counterclaim. **Enhancement**: Show the counterclaim party with post-term collection, and their claims that are involved in the CC, in the Counterclaim Details page. To achieve this, we are adding a "Usage date" filter in Counterclaim Details.	Done	Q2 2025

Counterclaim Search/Dashboard (UI). See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: It is not immediately clear to user that they can actually click on the categories in 'Action on me'/Action on ICE to apply a filter for those statuses, e.g. clicking on "Request to support claim" will return all counterclaims where the user needs to support claim and is an efficient way of filtering for counterclaims. **Enhancement**: Make the Quick filters more visible by moving them to a better location in the Filter section. The dashboard cards will only be used to show volume counts.	Done	Q2 2025

Support Claim (UI) See How to Manage a Counterclaim at Publisher Level? or Support Claim as Society	**Issue**: It can be unclear to users when they are required to support claim, e.g. they system allows users to support "Members to resolve" actions. **Enhancement**: Disable "Support Claim" button when the member is not required to support claim, so that it is clearer to user what is expected of them in the counterclaim. The button should only be enabled when a counterclaim party is required to support claim.	Done	Q2 2025

Counterclaim Search/Dashboard (UI) See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: the "Action on me" and "Action on ICE" cards at the top of the Dashboard page are possible to hide/display but there is no visible button. **Enhancement**: Add a visible button to the "Action on me" and "Action on ICE" cards at the top of the Dashboard page to show it is possible to show/hide them.	Done	Q2 2025

Counterclaim Search/Dashboard (UI) See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: the columns in the Dashboard search result are not ordered in a logical way. **Enhancement**: improve the default order of the search result columns (Work Key, Original Title,Counterclaim ID,Counterclaim Status,Deadline,Action Type...)	Done	Q2 2025
Counterclaim Details (UI)	**Issue**: the counterclaim details table can contain a large amount of data, and it is not possible to filter the claims by territory. **Enhancement**: Allow users to apply Territory filter to the claims in the table “Counterclaim Parties, Actions and Claims”, to reduce/increase number of rows which would make it easier to digest the information and analyze the claims. Users will also be able to use hotkeys to change the Territory.	Done	Q2 2025

Counterclaim Search/Dashboard (UI) See How to Search Counterclaims as a Publisher? or Login and Search as a Society	**Issue**: Not possible to search for counterclaims using Creator **Enhancement**: Improve usability by allowing users to search for counterclaims using Creator(name/IPI)	Done	Q2 2025
Counterclaim Search/Dashboard (UI) See How to share CC search results?	**Issue**: When the user has applied a filter, opens counterclaim in the same tab and then navigates back to the search, the search filter are not kept so the user has to re-enter and apply the filter again. **Enhancement**: When the users goes back to the search, the previous search filter is kept so that the user does not have to enter the same search criteria again. The filter settings will also be captured in the URL. This will allow the user to share their filter settings by copying the URL and sharing it with another user in their organisation.	Done	Q2 2025

Counterclaim Search/Dashboard (UI) - Manage counterclaim	**Issue**: User can only support claim or withdraw claim for one counterclaim at a time, which can be time consuming for the publishers who has large volume of counterclaims to manage. **Enhancement**: Give publisher users ability to select multiple counterclaims in the Dashboard page to Support claim or Withdraw claim. When the user submits the response the statuses of each selected counterclaim is updated accordingly. When supporting claim, the selected document(s) are uploaded to all the selected counterclaims.	In development	Q3 2025

Counterclaim Search/Dashboard (UI)	**Issue**: Publisher user cannot tell how many unique counterclaims (i.e. Counterclaim IDs) they are involved in. **Enhancement**: Show total number of unique Counterclaims	To-do	Q3 2025
Counterclaim notifications (Email)	**Issue**: Sub-publishers who are linked to the Resolver may not always be aware that their claim is affected by an active counterclaim or has been removed as per a counterclaim resolution. We presume that the Resolver keeps their sub-publishers informed externally, yet this may not happen every time, which could result in queries or complaints to Society or ICE. **Enhancement**: To improve the transparency of the counterclaim process, sub-publishers should receive email notifications whenever a counterclaim is created, updated, or resolved, along with the outcomes pertaining to their claims. For instance, if their sub-publishing claim was removed as a result of the Resolver withdrawing or failing to support claim within the deadline.	To-do	Q4 2025

Counterclaim Search/Dashboard (UI)	**Issue**: The headers of the counterclaim dashboard table are not fixed, and as users scroll through a large table, they may lose their context. **Enhancement**: Fix the table headers, so that user always have the context and knows what data they are looking at while scrolling.	To-do	Q4 2025
Counterclaim Search/Dashboard (UI)	Make the linked Creator visible in the Counterclaim list	To-do	Q3 2025
Counterclaim Search/Dashboard (UI)	Make the “other” Resolver visible in the counterclaim list. If multiple other resolvers exist, display them all in a tooltip message when use hovers over the field.	To-do	TBC
Counterclaim Search/Dashboard (UI)	**Issue**: Not possible to search for CC using Publisher (only by Action Owner) **Enhancement**: Improve usability by allowing users to search for CC using Publisher Name / IP	To-do	Q3 2025
Counterclaim Search/Dashboard (UI)	Give user ability to filter for CC using Resolution Date.	To-do	TBC

Counterclam Search/Dashboard (UI) - Manage counterclaim	Give publisher users ability to select multiple counterclaims in the Dashboard page to Withdraw claim When the user submits the response the statuses of each selected counterclaim is updated accordingly. When withdrawing claim in bulk, the response status is updated accordingly on each selected counterclaim and a ICE action is generated for removal of the claims.	To-do	TBC
Counterclaim Details (UI)	Counterclaim Details page: Show summary of Total Claims	To-do	TBC

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