Resubmissions for captioning & enrichment services

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👥 **This article is designated for all users.**

About

Kaltura's resubmission feature (powered by the REACH framework) lets you request new captions or translations for existing media entries. This is useful when media has been updated, profile settings have changed, or you need specific requirements such as custom dictionaries.

Each resubmission creates a new, standalone file, giving you flexibility and control.

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> Resubmission is available only if enabled in your account, and is currently supported for machine-generated services (for example, machine captions).
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> To enable resubmission, contact your Kaltura representative.

Use cases

The resubmissions feature is useful in scenarios such as:

- **Updated media content** - for revised videos needing updated captions or translations
- **Changed settings** - when you update dictionaries or custom vocabulary in your REACH profile and want those changes reflected in a new output

Requirements

To use the resubmissions feature, ensure the following:

- Resubmissions are enabled for the service in your account
- Sufficient credits are available in your account (resubmissions are billed according to your plan)

Things to keep in mind

- **Costs** – Each resubmission is billed separately.
- **Not for corrections** – Resubmission is not intended to fix output quality. If there's

an error, open a support ticket.

- **Turnaround time** – Processing depends on the selected service and turnaround type
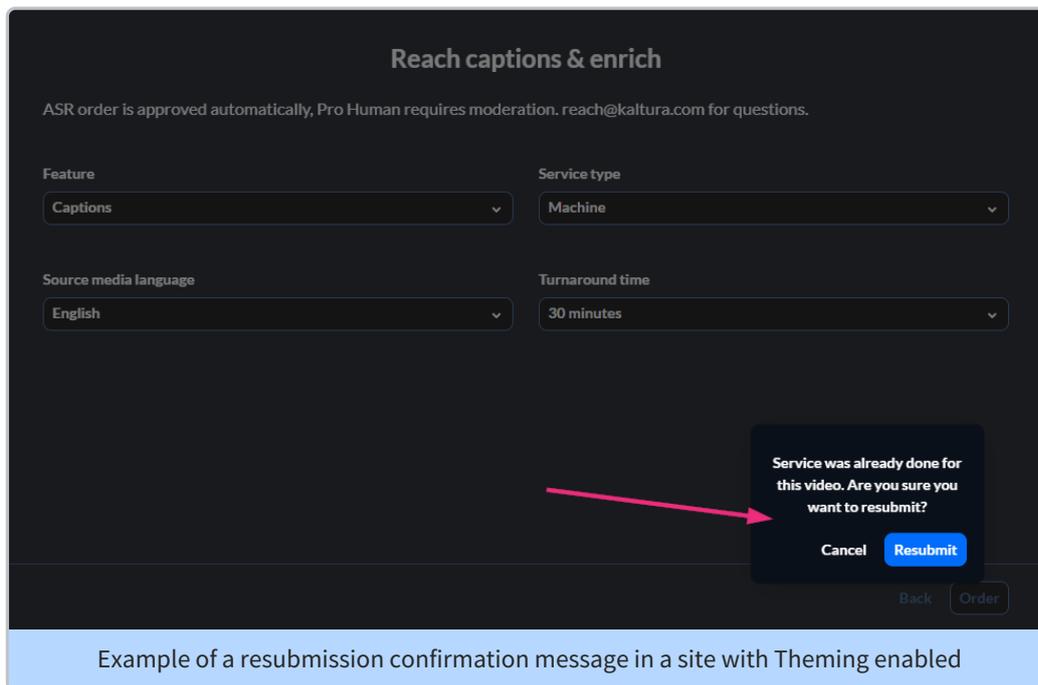- **File versioning** – Each resubmission creates a new, independent file, so track versions carefully

How to resubmit a service

The resubmission flow is the same as submitting a service for the first time.

1. Go to your media entry.
2. Select **Reach captions & enrich** from the **Actions** menu or **three-dot** menu, depending on your environment.
3. Select the service you want to resubmit.
4. Click **Submit**.
   If resubmission is enabled for the service, a popup message appears when you submit the request again.
5. Click **Resubmit** to continue.

Example of a resubmission confirmation message in a site with Theming enabled

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If resubmission is not enabled for the service, the request can't be submitted again.