

Resubmissions for Kaltura's 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.

If a service was already ordered for the entry, a pop-up will notify you and prompt you to confirm the new request.



This feature is available only for select services. To enable resubmission for additional services, contact your Kaltura representative.

Use cases

The resubmissions feature is useful in scenarios such as:

- **Updated media content:** for revised or trimmed videos needing updated captions or translations
- **Changed settings:** when new dictionaries or custom vocabulary are added to your Reach profile

Requirements

To use the resubmissions feature, ensure the following:

- **Kaltura Reach enabled** - your Kaltura environment must have REACH configured
- **Eligible service** - the Reach catalog item in your environment must support resubmissions.
- **Permissions** - you must have the proper rights to submit Reach orders
- **Service credits** - resubmissions require additional credits and incur charges 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.
 - **Alignment** – ensure your updated media and Reach profile settings match the resubmission request.
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