

Fixes After Delivery

Once a master has been QC approved, the ingestion process to YouTube begins and the opportunity for fixes is limited to none.

Below are the only instances where fixes can be made after delivery:

1. **Quality Improvement:** May only be approved when the initial QC overlooked a technical issue during the QC process.

Example: Fixing a dead pixel or typo in a lower third -- a last minute creative change will not be accepted.

2. **Editorial Change:** May only be approved for masters where the request is accompanied by a legal, S&P, or potential privacy issue.

Example: Image was not cleared for usage and must be removed before launch.

If your fixes tentatively qualify based on the above circumstances, then you must email your YTO Post Manager with a detailed list of the requested fixes identifying the specific timecodes and an explanation for the fixes.

Your YTO Post Manager will review the fix request, and if approved, you will be given the greenlight to upload the fixes (patches) to your QC vendor.

IMPORTANT:

- *Do not redeliver anything without first notifying and then securing approval from your YTO Post Manager. Simply notifying does not mean the fixes will be accepted.*
- *All costs associated with redeliveries or fixes made after a QC approved master has been accepted will be the responsibility of the production to cover -- this includes any deliverables the QC vendor has to recreate for YouTube.*