

# How to raise a query

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## DCMS User Guide

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## About this document

This guide will explain how to raise a query using our new online query tool. Using this new system will ensure we have all the relevant information to quickly assess and process your query. You will also receive an instant answer when a broadcast date falls outside sample, is too old or has not yet been processed for distribution.

We hope this will help you provide a quicker service to your own members as well as enable us to resolve your own queries more efficiently.

Please read the Raise a query section if this is the first time you have used the tool. Then read the section regarding the type of query you need to raise.

More detailed information about using the works search can be found in the Radio Broadcasts section. Read the TV Programmes section if you need to know more about searching the cue sheet database.

## About the online query tool

The online query tool is designed to help you submit all the information needed to investigate your work usage query quickly and efficiently. The tool instantly references our internal systems to tell you when your usage falls outside of sample, has yet to be distributed or is too old to be investigated.

You will also have the opportunity to upload supporting documents and check our databases to see whether we need your works data or cue sheets.

You can upload up to 10 attachments in the following formats with each query:

- xls	- xlsx	- doc	- docx
- csv	- txt	- pdf	- jpeg

You'll receive an automated response with a reference number once you have submitted your query. Please keep a note of your reference and use it whenever you contact us in future.

The tool accepts queries for:

**Radio Broadcasts**  
**Radio Idents**  
**TV Programmes**  
**TV Idents**  
**TV Commercials**  
**Recorded Media**  
**Online**  
**Live Events**  
**Cinema**

Please use the Other Queries section if your query does not relate to a specific revenue area. Here you can access forms for the most common queries we receive.

## Raise a query

The New query page is the first you will see when you log in to the tool. Here your login email address will be displayed. Please ensure this is correct as all query updates will be sent to this address. You also have the option to update your account details here.

### New query

### Select a query category

Click the dropdown button to select a category for your query. Select the Recorded Media option for any mechanical queries. If you cannot see a category which fits, then please use the Other queries option.

Home > For societies > Services > **Raise a query**

### New query

Some queries require additional details after selection. In the below example, a Radio Broadcast query requires an artist name be entered. Any fields marked in bold with an asterisk (\*) are mandatory. You will not be able to proceed without completing them.

Click Next once you have entered all the required information.

## Step 1 of 4

Please select a category for your query \*



Radio Broadcasts



Please enter the name of the Artist \*



You will receive an acknowledgement to your query at your current email address :

If your email address has changed, please [update your account details](#).

Click [here](#) for guidance on how to submit a query.

Next

## Radio Broadcasts

### Enter music use details

After entering the artist's name and clicking Next you will be asked for the usage details.

A dropdown list will appear once you have typed three letters of a radio station's name. If you select a station from this list, then our system will run instant checks on the sample dates and let you know if your query will be paid.

My usage details

Step 2 of 4

Artist : Example Artist

Please add details for each broadcast related to your query.

Required items appear with an asterisk \*.

Radio Station *	<div>bbc r</div> <div>BBC RADIO 1</div> <div>BBC RADIO 5 LIVE SPORTS EXTRA</div> <div>BBC RADIO 1XTRA</div> <div>BBC RADIO 2</div> <div>BBC RADIO 3</div> <div>BBC RADIO 4</div> <div>BBC RADIO 4 EXTRA</div> <div>BBC RADIO 5</div> <div>BBC RADIO ASIAN NETWORK</div> <div>BBC RADIO BERKSHIRE</div> <div>BBC RADIO BRISTOL</div> <div>BBC RADIO CAMBRIDGESHIRE</div>
-----------------	---

Broadcast start date \*	
Broadcast end date	
Broadcast time	
Programme title	
Work used in the broadcast \*	






If the station you are looking for does not appear, then continue to enter the details and we will investigate the station.

Next you need to add the usage dates. If you are querying multiple broadcasts of the same work on the same station, then enter a start and end date to create a range. Without doing so the end date will default to the start date. Next enter any other details if you have them. Clicking Select will add a work to your claim.

Artist : **Example Artist**

Please add details for each broadcast related to your query.

Required items appear with an asterisk \*.

<b>Radio Station *</b>		<input type="text" value="BBC RADIO 1"/>
<b>Broadcast start date *</b>		<input type="text" value="10/04/2013"/>
Broadcast end date		<input type="text" value="10/04/2013"/>
Broadcast time		<input type="text" value="hh:mm"/>
Programme title		<input type="text"/>
<b>Work used in the broadcast *</b>		<input type="button" value="Select"/>

When you click Select, the system will check the dates you have given against our distribution and sample dates. You will receive a message if:

- 1) Your claim dates are out of sample.
- 2) Your claim dates are too old to be adjusted under the three year rule.
- 3) We have not yet distributed for the claim performance period.
- 4) Some of the range dates you have entered fall outside sample.

You will not be able to proceed with your query in the first three cases. With the fourth you will be able to proceed on the understanding that, once our investigations are complete, the performances may fall outside the sample. This means they will not be paid.



## Find and select the musical work(s)

All queries share the same work selection screen.

### Select Work

Please use the tools below to add a work to your query.

Add work with this tunecode ?

Tunecode

or

ISWC

Go

Search for other works ?

Title

and/or

Writer last name

First name

Go

If you cannot find the work on our database

Please provide work details ?

ISWC

and

Society local work code

Title

and

Writer Name

Go

? Attach a works fiche (if available) in Step 3

You have not yet added any works to this query.

Cancel

Confirm

You can search using a *PRS for Music* tunecode or an ISWC. Alternatively you can use a combination of title and writer names. If, following your search, you cannot find the work on our system, you can provide the work details in the second box. We can then download the work from CIS-Net or use a fiche to register it.

If you enter a valid tunecode or ISWC, then the work in question will be added directly to the query screen. Otherwise you will be taken to a search results screen. This will allow you to select the work you wish to add to your query.

Tick the box next to the work you wish to use, then click Add. You can also change the criteria and re-query on this screen.

## Works search

**Please select one work only for this usage.**

Please select your work and click the Add button at the bottom of the screen


Work title	<input type="text" value="hedonism"/>	Writer (last name) 	<input type="text" value="dyer"/>
		Writer (first name)	<input type="text"/>
		<input checked="" type="radio"/> Writer <input type="radio"/> Artist	
<a href="#">Register / Amend my music</a>		<input type="button" value="Reset"/>	<input type="button" value="Search"/>

Displaying results 1 to 1 from a total of 1 records.

Title	Writer	Publisher	Tunecode	Select
HEDONISM (JUST BECAUSE YOU FEEL GOOD)	ARRAN, LEONARD ANTHONY DYER, DEBORAH ANN	CHRYSLIS-MUSIC-LTD	006710FM	<input checked="" type="checkbox"/>

<input type="button" value="Cancel"/>	<input type="button" value="Add"/>
---------------------------------------	------------------------------------

You will then be taken back to the usage screen. However, the work you have selected will be displayed below the Select button.

<b>Work used in the broadcast * </b>	<input type="button" value="Select"/>
HEDONISM (JUST BECAUSE YOU FEEL GOOD)	
<input type="button" value="Add"/>	

Use the Add button to add the work and associated usage to your query.

[Add](#)

Usages to be queried

#	Work Title	Radio Station	Programme	Dates(s)	Time
1	HEDONISM...	BBC RADI...		10/04/2013 - 10/04/2013	<a href="#">Copy</a> <a href="#">Edit</a> <a href="#">Remove</a>

[Back](#)
[Save](#)

[Next](#)

Here you have the option to copy, edit or remove the query. You can continue to add usages (up to 100) and works by the same artist to your query.

### Enter any additional details

Click Next to proceed once you have finished. Here you will be able to add any notes to your query and upload any supporting files.

#### Additional Details ?

Step 3 of 4

Please include any additional details relevant to your query. You may also upload supporting documentation.

#### Supporting Documentation (optional)

+ Add files...

Use the **Back** button if you would like to make any further changes before submitting your query

[Back](#)
[Save](#)

[Submit Query](#)

You can upload up to 10 attachments in the following formats:

- xls	- xlsx	- doc	- docx
- csv	- txt	- pdf	- jpeg

### Submit your query

Click Submit Query once you are happy with what you have entered.

You will see the below acknowledgement screen and receive an acknowledgement email with a query reference number within a few hours. Please use this number in any further correspondence regarding your query.

#### Query Submitted

#### Step 4 of 4

Thank you for your query which will be forwarded to our Enquiry Team for resolution.

They will send you an acknowledgement with a query reference number. This will be sent to the email address associated with your online account.

[Return](#)[Submit another query](#)

### Save your current query

You can use the Save button at any point in the process to save your current query. Remember you must complete or discard one query before starting another. If you exit the system with an incomplete query you will be given the option to continue with or discard that query the next time you log in.

You have previously started a query which has not yet been submitted.

Click either **Continue** to continue with that query or **Discard** to delete it and start a new query.

Category of query in progress: **Radio Broadcasts**

[Discard](#)[Continue](#)

# Radio Idents

## Enter music use details

When querying a radio ident (spot or jingle as opposed to a radio commercial) then please select the station and give a start and end date for broadcast.

Automated sample date checking is not employed for this query type due to the fact that packages like these are usually used daily over several months.

### My usage details

Step 2 of 6

Please add details for each broadcast related to your query.

Required items appear with an asterisk \*.

Radio Station \*

?

Broadcast start date

?

dd/mm/yyyy

\*

Broadcast end date

?

dd/mm/yyyy

Date of sale

?

dd/mm/yyyy

Add

### Usages to be queried

#	Radio Station	Date(s)	Date of sale
You have not yet added any usages to this query			

Back Save

Next

Once you have clicked Add, your usage will be displayed in the Usages to be queried table. You will have the option to copy, edit or remove as before.

Click Next to add work details once you have finished entering usage details.

## Find and select the musical work(s)


The work selection operates in the same way with all query types. Search for the appropriate work on our database, then add them or enter work details if your search is unsuccessful.


You have the option to remove any works once added to the table using the Remove button.

### My Works

Step 3 of 6

Please use the tools below to add work(s) to your query.

Add work with this   or  
tunecode

Search for other works   and/or

If you cannot find the work on our database

Please provide work   and

details

and

 Attach a works fiche (if available) in Step 4

#	Title	Writer	Publisher	Tunecode	ISWC	Workcode
1	VICTOIRE...	DELERUE,...		0000001C		<a href="#">Remove</a>

## Enter any additional details

Click Next to add query notes and upload files once you have added all the appropriate works.

## Additional Details ?

Step 4 of 6

Please include any additional details relevant to your query. You may also upload supporting documentation.

### Supporting Documentation (optional)

+ Add files...

Use the **Back** button if you would like to make any further changes before submitting your query

[Back](#)[Save](#)[Next](#)

After clicking Next you will see a summary screen allowing you to review the details of your query before submitting.

## Query Summary ?

Step 5 of 6

Please review your query details. If you are ready to submit your query, click **Submit**. Use the **Back** button if you would like to make any further changes before submitting your query.

### Usage details

#	Radio Station	Date(s)	Date of Sale
1	KCR FM 106.7	02/05/2013 - 02/05/2013	

### Works

#	Title	Writer	Publisher	Tunecode	ISWC	Workcode
1	VICTOIRE...	DELERUE,...		0000001C		

[Back](#)[Submit Query](#)

## TV Programmes

### Enter music use details

As with all broadcast queries please begin by entering the usage details.

You will see a dropdown list once you have typed the first three letters of a TV channel's name. If you select a channel from this list, our system will be able to run instant checks on the sample dates and let you know if your query will be paid.

#### My usage details

Step 2 of 6

Please add details for each broadcast related to your query.

Required items appear with an asterisk \*.

Channel *	?	<input type="text"/>
Broadcast start date	?	<input type="text" value="dd/mm/yyyy"/>
*		
Broadcast end date	?	<input type="text" value="dd/mm/yyyy"/>
Broadcast time	?	<input type="text" value="hh:mm"/>
Programme *	?	<input type="button" value="Select"/>

Add

#### Usages to be queried

#	Production	Series	Channel	Date(s)	Time
You have not yet added any usages to this query					

Back

Save

Next

If the station you are looking for does not appear on the list, then continue to enter the details and we will investigate the station.

Next add the usage dates. If you are querying multiple broadcasts of the same work on the same channel then enter a start and end date to create a range. Without this the end date will default to the start date. If you have them, please enter any other details. If not, click Select to add a programme/cue sheet to your claim.



## Select cue sheet

Please use the options below to find the cue sheet for the programme your query relates to.

For Episodes, you can either search directly by Episode Title **OR** use the Series search and then view all Episodes in the Series.

Feature or Episode



Series



Add cue sheet with this production ID



If you cannot find the production on our database, or the cue sheet is missing:

Please provide programme details, and either submit an AVR file via FTP or attach documentation to your query in a later step using the excel template which can be found [here](#).

Title \*



Production type \*



Feature



Episode

You have not yet added a production cue sheet to this query.

### Search and select the production

There are three search options - by Feature/Episode, Series or Production ID.

#### Option one - search by Production ID


Using your Production ID will add the cue sheet in question directly to your query.

If you cannot find the relevant cue sheet on our database, you have the option to enter details and submit the cue sheet via our FTP or attach it to your query at a later stage.

#### Option two - search by Series

You will be presented with the Series search results as shown in the image below. Use the red magnifying glass to view episodes of your chosen series or refine your search using production year.

## Series search

To view and select Episodes in the series, click on the  icon next to that Production.

Alternatively, enter a Series Title and (optionally) Year and click **Search** for another production from our database.

<b>Series title</b>	<input type="text" value="Merlin"/>
<b>Production year</b>	<input type="text"/>
	(YYY)
	<input type="button" value="Search"/>
	<input type="button" value="Reset"/>

Displaying results 1 to 2 from a total of 2 records.

	Production title	Prod type	Prod year	Prod ID
	MERLIN	Series	2008	174084773
	MERLINS APPRENTICE	Series	2008	182531091

You can select an episode to add to your claim once the series episodes are displayed. Scroll to the bottom of the page to add an episode to your query.

You can view the music details of the cue sheet by clicking on the red magnifying glass adjacent to the production title.

If the cue's status is listed as Waiting this means we do not have the cue sheet details. We therefore request that you upload a cue sheet at a later stage.

You will only be able to select one production to add to your query.

Displaying results 21 to 40 from a total of 120 records.

<< Previous 1 2 3 4 5 6 Next >>

	Production title	Prod type	Episode number	Prod ID	Cues	Select
	CAVE (M836)	Episode		56862414	Yes	<input type="checkbox"/>
	COMPILATION OF PARTS 1 & 2	Episode		386115212	Yes	<input type="checkbox"/>
	DARK TOWER	Episode		1293478874	Yes	<input type="checkbox"/>
	DESERT ISLAND DOG (001101/T17)	Episode		57023116	Yes	<input type="checkbox"/>
	DIAMOND OF THE DAY - PART 1	Episode		1381954493	Waiting	<input type="checkbox"/>
	DIAMOND OF THE DAY - PART 2	Episode		1381955136	Waiting	<input type="checkbox"/>
	GOBLINS GOLD	Episode	S3 EP3	564897113	Yes	<input type="checkbox"/>
	GWAINE	Episode	S3 EP4	564436767	Yes	<input type="checkbox"/>



<< Previous 1 2 3 4 5 6 Next >>

Cancel

Add

### Option three - search by Feature or Episode title

When using the episode title search the results will display in a similar manner to above. However, when the Prod type is Episode then the series title will also display below the episode title.

	Production title	Prod type	Prod year/No	Prod ID	Cues	Select
	ONE WHERE URBAN GOTHIC	Episode		56986246	Yes	<input type="checkbox"/>
	ONE WHERE JOHNNY MAKES FRIENDS	Feature	1998	56161064	Yes	<input type="checkbox"/>
	ONE WHERE THEY GO ON THE LOVE BOAT HERMANS HEAD	Episode		56896590	Yes	<input type="checkbox"/>
	THE ONE WHERE CHANDLER CANT CRY FRIENDS	Episode	614	56991452	Yes	<input type="checkbox"/>

Once you have selected your chosen production you will return to the My Usage Details screen. Use the Add button to populate the usage into the table.

Add

Usages to be queried

#	Programme	Series	Channel	Dates(s)	Time	
1	ONE WHERE...	URBAN GO...	BBC 1	01/05/2014 - 01/05/2014		<a href="#">Copy</a> <a href="#">Edit</a> <a href="#">Remove</a>

Back

Save

Next

You can then add further usages and productions. Once you have finished adding usages click the Next button and, if required, use the My Works section to add specific works to your query (for example if a work is incorrect or missing on the cue sheet).

Please use the tools below to add work(s) to your query.

Add work with this tunecode	<input type="text" value="Tunecode"/>	or	<input type="text" value="ISWC"/>	<input type="button" value="Go"/>	
Search for other works	<input type="text" value="Title"/>	and/or	<input type="text" value="Writer last name"/>	<input type="text" value="First name"/>	<input type="button" value="Go"/>

If you cannot find the work on our database

Please provide work details	<input type="text" value="ISWC"/>	and	<input type="text" value="Society local work code"/>	
	<input type="text" value="Title"/>	and	<input type="text" value="Writer Name"/>	<input type="button" value="Go"/>

You have not yet added any works to this query.

You can continue to the next screen without adding a work if you wish.

### Enter any additional details

In step four add any additional information and supporting documentation to your claim. If you are submitting a cue sheet via our FTP site please include this information so that we know to expect it.

## Additional Details ?

Step 4 of 6

Please include any additional details relevant to your query. You may also upload supporting documentation.

## Supporting Documentation (optional)

+ Add files...

Use the **Back** button if you would like to make any further changes before submitting your query

Back

Save

Next

You will see a query summary page to review before you click Submit Query.

## Query Summary ?

Step 5 of 6

Please review your query details. If you are ready to submit your query, click **Submit**.

Use the **Back** button if you would like to make any further changes before submitting your query.

### Usage details

#	Programme	Series	Channel	Dates(s)	Time
1	ONE WHERE...	URBAN GO...	BBC 1	01/05/2014 - 01/05/2014	

### Works

#	Title	Writer	Publisher	Tunecode	ISWC	Workcode
1	VICTOIRE...	DELERUE,...		0000001C		

Back

Submit Query

## TV Idents

### Enter music use details

When querying a TV ident (spot or jingle as opposed to a TV commercial) then please select the channel and give a start date for broadcast as a minimum.

Automated sample date checking is not employed for this query type due to the fact that packages like these are usually used daily over several months.

#### My usage details

Step 2 of 6

Please add details for each broadcast related to your query.

Required items appear with an asterisk \*.

Channel *	?	<input type="text"/>
Broadcast start date	?	<input type="text" value="dd/mm/yyyy"/>
*		
Broadcast end date	?	<input type="text" value="dd/mm/yyyy"/>
Date of sale	?	<input type="text" value="dd/mm/yyyy"/>

Add

#### Usages to be queried

#	Channel	Dates(s)	Date of Sale
1	ITV2	04/05/2014 - 04/05/2014	<a href="#">Copy</a> <a href="#">Edit</a> <a href="#">Remove</a>

Back

Save

Next

Once you have selected your channel and broadcast dates and clicked Add to put the usages into the table, then click Next to move to the next screen.

### Search and select the musical work(s)

Use the work search options to add a work to your query. Otherwise, attach details if we do not have the registrations in our database.

## My Works

## Step 3 of 6

Please use the tools below to add work(s) to your query.

Add work with this tunecode ?

or

Search for other works ?

and/or

If you cannot find the work on our database

Please provide work details ?

and

and

?

 Attach a works fiche (if available) in Step 4

You have not yet added any works to this query.

### Enter any additional details and submit your query

Attach any additional notes and supporting documentation to your query, then review and submit.



## Query Summary

Step 5 of 6

Please review your query details. If you are ready to submit your query, click **Submit**.

Use the **Back** button if you would like to make any further changes before submitting your query.

### Usage details

#	Channel	Dates(s)	Date of Sale
1	ITV2	04/05/2014 - 04/05/2014	

### Works

#	Title	Writer	Publisher	Tunecode	ISWC	Workcode
1	VICTOIRE...	DELERUE,...		0000001C		

[Back](#)

[Submit Query](#)

## TV Commercials

### Enter music use details

For TV commercial claims you will need to know Advertiser/Brand, Product name, the Commercial/Campaign title and a description of the content. Providing the UK clock number, if you have it, will significantly help our investigation.

#### My commercial

Step 2 of 7

Please add details of the commercial you are querying below.

Required items appear in **bold** with an asterisk \*.

<b>Advertiser/Brand *</b>	?	<input type="text" value="Johnson and Johnson"/>
<b>Product *</b>	?	<input type="text" value="Baby Shampoo"/>
UK clock number	?	<input type="text"/>
<b>Commercial/Campaign title *</b>	?	<input type="text" value="No more tears"/>
<b>Commercial description *</b>	?	<input type="text" value="A baby smiling whilst having his hair washed. The mother is smiling too"/>

Back

Save

Next

### Search and select the musical work(s)

After clicking Next you will be asked to select a work from our database or enter the work details if we do not have a registration.

## My Works

## Step 3 of 7

Please use the tools below to add work(s) to your query.

Add work with this tunecode ?

or

Search for other works ?

and/or

If you cannot find the work on our database

Please provide work details ?

and

and

? Attach a works fiche (if available) in Step 5

You have not yet added any works to this query.

Add broadcast details to your query after selecting the relevant work. The Channel and the First broadcast date are required fields. It would also be beneficial to receive details of the commercial and music duration.

Please add as many usages as you can to your query before proceeding to the next step.



## My usage details

Step 4 of 7

**Advertiser/Product :** Johnson and Johnson/...

Please add some broadcast details for the commercial.

Required items appear with an asterisk \*.

Channel *		<input type="text"/>
First broadcast date *		<input type="text" value="dd/mm/yyyy"/>
Commercial duration		<input type="text"/>
Music duration		<input type="text"/>

Add

## Usages to be queried

#	Channel	First broadcast date	Commercial duration	Music duration	
1	ITV2	01/05/2014	30	25	<a href="#">Copy</a> <a href="#">Edit</a> <a href="#">Remove</a>

Back

Save

Next

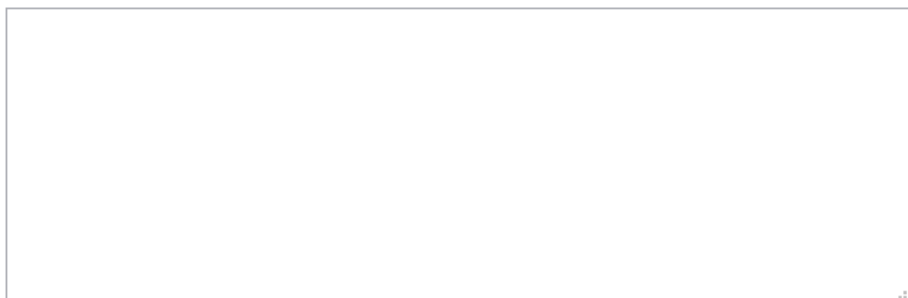
## Enter any additional details

Any specific usage details you have can be uploaded, along with other supporting documentation, in the next step.

## Additional Details

Step 5 of 7

Please include any additional details relevant to your query. You may also upload supporting documentation.



### Supporting Documentation (optional)

 Add files...

Use the **Back** button if you would like to make any further changes before submitting your query

[Back](#)[Save](#)[Next](#)

### Submit your query

Again you will see a summary screen before submitting your query.

## Query Summary

Step 6 of 7

Please review your query details. If you are ready to submit your query, click **Submit**.

Use the **Back** button if you would like to make any further changes before submitting your query.

### Commercials

Advertiser/Brand	Product	Commercial/Campaign Title	Description	Clock No
Johnson and Jo...	Baby Shampoo	No more tears	A baby smiling whi...	

### Usage details

#	Channel	First broadcast date	Commercial duration	Music duration
1	ITV2	01/05/2014	30	25

### Works

#	Title	Writer	Publisher	Tunecode	ISWC	Workcode
1	VICTOIRE...	DELERUE,...		0000001C		

Back

Submit Query

## Recorded Media - mechanical royalty/product queries

### Search and select a product

First you will be asked to search for a product to add to your query on our database. You can do this via Title, Artist or by Catalogue Number. If you are unable to find the product on our database you can add details in the second box.

#### My Product

#### Step 2 of 6

Please add the product related to your query. You will be able to identify the specific tracks in the next step.

Required items appear in **bold** with an asterisk \*.

Search for your product ?

Title

and/or

Artist

Go

Add product with catalogue # ?

Catalogue No

Go

If you cannot find the product on our database, please provide the product details here.

Product title \*

?

Artist \*

?

Format \*

?

CD ▼

Catalogue Number \*

?

Record Company \*

?

Website address (URL)

?

Add

If you use the Catalogue Number, then the product will be added directly to your query. Otherwise, you will see the results of your search on the next screen.


You can view the track listing of the product by clicking on the red magnifying glass. Otherwise you can tick the box under Select and click Add to add the product to your query.

## Select product



Please select the Product you would like to add to your query.

To view the track listing for a Product, click on the  icon.

After selecting the product, click Add to return to your query.

Product   and/or

Displaying results 1 to 2 from a total of 2 records.

Title / Artist	Label / Record Company	Format	Catalogue No.	Scheme Code	Logged Date	Select
 Now That's What I Call Music! 84	EMI Parlophone Records Ltd	SET	CDNOW 84	AP1	14/01/2014	<input type="checkbox"/>
 Now That's What I Call Music 84	EMI EMI Records (UK)	SET	5099993421928	AP1	30/04/2013	<input type="checkbox"/>

## Track listing

Once you have added the product to your query and clicked Next you will see the track listing for the product. If your query relates to a specific track or tracks on the product, then you can select these here.

Otherwise click Next to continue.



## Select work from track listing

Step 3 of 6

Product : **Now That's What I Call Music! 84**

Please select any specific work(s) that relate to your query

If your query relates to the whole product rather than specific tracks, just press **Next** to continue to the next step.

Track	Work Title	Performer(s) / Writer(s)	Tunecode	Duration	Select
1.1/1	One Way Or Another	ONE DIRECTION (O'Neill/Harrison/Harry)	120708CW	2m 31s	<input type="checkbox"/>
1.1/2	Scream & Shout (Clean) Yfeat. Britney Sp	(Adams/Kouame/Contostavlos/Martens/Wesley)	117830EU	4m 44s	<input type="checkbox"/>
1.1/3	I Knew You Were Trouble	IN THE STYLE OF TAYLOR SWIFT (Swift/Max/Shellback)	112360FM	3m 40s	<input type="checkbox"/>
1.1/4	Just Give Me A Reason	PINK (Moore/Bhasker/Ruess)	109723LV	4m 02s	<input type="checkbox"/>
1.1/5	Diamonds	RIHANNA (Furler/Hermansen/Eriksen/Levin/Unknown Compo)	112245BP	3m 45s	<input type="checkbox"/>
1.1/6	Pompeii	IN THE STYLE OF BASTILLE (Smith)	088421GM	3m 34s	<input type="checkbox"/>
2.1/18	Try	PINK (Busbee/West)	094507GN	4m 06s	<input type="checkbox"/>
2.1/19	Please Don't Say You Love Me (Cyril Hahn)	IN THE STYLE OF GABRIELLE APLI (Atkinson/Aplin)	110950GQ	3m 01s	<input type="checkbox"/>
2.1/20	Everywhere	FLEETWOOD MAC (McVie)	003688LR	3m 44s	<input type="checkbox"/>
2.1/21	Explosions	ELLIE GOULDING (Fortis/Goulding)	107839KU	4m 03s	<input type="checkbox"/>
2.1/22	He Ain't Heavy He's My Brother	THE JUSTICE COLLECTIVE (Russell/Scott)	017554LQ	4m 35s	<input type="checkbox"/>

If the product does not exist on our database and you have added your own details, you will need to provide a track listing for the product using our work search.

Please use the tools below to add work(s) to your query.

Add work with this tunecode ?

or

Search for other works ?

and/or

If you cannot find the work on our database

Please provide work details ?

and

and

?

 Attach a works fiche (if available) in Step 4

You have not yet added any works to this query.

Click Next to continue to the next step once you have added all the works.

### Enter any additional details

You can upload any additional information (such as fiche or product images) to your query in the final step as well as adding additional information.

## Additional Details ?

Step 4 of 6

Please include any additional details relevant to your query. You may also upload supporting documentation.

### Supporting Documentation (optional)

+ Add files...

Use the **Back** button if you would like to make any further changes before submitting your query

[Back](#)[Save](#)[Next](#)

### Submit your query

You will see a summary of the query details before submitting.

## Query Summary ?

Step 5 of 6

Please review your query details. If you are ready to submit your query, click **Submit**.

Use the **Back** button if you would like to make any further changes before submitting your query.

### Product

Title	Artist	Label / Record Company	Format	Catalogue No
Now That...		EMI	SET	CDNOW 84

### Works

#	Title	Writer	Publisher	Tunecode	ISWC	Workcode
1	SCREAM A...	ADAMS, W...		117830EU		
2	I COULD ...	VREDENBE...		111026GU		

[Back](#)[Submit Query](#)

## Online

### Enter music use details

Use this revenue stream for any queries you have regarding online usage. You will be presented with a dropdown list to select from when you start typing the website name. If the website you are searching for doesn't appear, then enter the details as requested and we will investigate the licence status.

#### My usage details

Step 2 of 4

Please add details for each online usage related to your query.

Required items appear with an asterisk \*.

Website name *	?	<input type="text"/>
Artist*	?	<input type="text"/>
Date of release	?	<input type="text" value="dd/mm/yyyy"/>
Album details (if applicable)	?	<input type="text"/>
Sales information (if available)	?	<input type="text"/>
Work performed *	?	<input type="button" value="Select"/>

Add

#### Usages to be queried

#	Work Title	Website	Artist	Date of release/upload	Album	Sales info
You have not yet added any usages to this query						

Back

Save

Next

### Search and select the musical work(s)

Use the works search to add a work to your query.

## Select Work

Please use the tools below to add a work to your query.

Add work with this tune code	?	<input type="text" value="Tunecode"/>	or	<input type="text" value="ISWC"/>	<input type="button" value="Go"/>	
Search for other works	?	<input type="text" value="Title"/>	and/or	<input type="text" value="Writer last name"/>	<input type="text" value="First name"/>	<input type="button" value="Go"/>

If you cannot find the work on our database

Please provide work details	?	<input type="text" value="ISWC"/>	and	<input type="text" value="Society local work code"/>
		<input type="text" value="Title"/>	and	
		<input type="text" value="Writer Name"/>		<input type="button" value="Go"/>

?

 Attach a works fiche (if available) in Step 3

You have not yet added any works to this query.

Cancel

Confirm

### Enter any additional details and submit your query

If you are unable to find the work on our database, then please include the work details and attach a fiche in the final step.

## Additional Details

Step 3 of 4

Please include any additional details relevant to your query. You may also upload supporting documentation.

## Supporting Documentation (optional)

 Add files...

Use the **Back** button if you would like to make any further changes before submitting your query

Back

Save

Submit Query

## Live

### Enter performance details

We have kept the live section of this tool minimal because of our future plans for a more integrated system.

If your performance relates to an event on a cruise ship or took place in one of our agency territories then please use the Other Queries section of the tool to make a submission.

Where your query relates to one already raised via our bulk upload system you can enter the LP reference in the Claim Reference field, then click Next to add your query details and submit.

Otherwise enter the performance details in the fields shown.

## My events

## Step 2 of 4

If your query relates to a query you have already submitted under the Gigs & Clubs scheme,

please quote the Claim Reference here and click **Next**.

Claim Reference \*

Otherwise, please add details for each performance, including the name of the venue and the date you played.

Artist *	?	<input type="text"/>
Date *	?	<input type="text" value="dd/mm/yyyy"/>
Venue *	?	<input type="text"/>
City/Town *		<input type="text"/>
Postcode *	?	<input type="text"/> <input type="text"/>
Festival	?	<input type="checkbox"/>
Other Acts (if known)		<input type="text"/>

Add

## Events to be queried

#	Artist	Venue	Town	Postcode	Date	Other acts
You have not yet added any usages to this query						

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Save

Next

## Enter any additional details and submit your query

Attach any notes and files to your query before clicking Submit Query.



## Additional Details

Step 3 of 4

Please include any additional details relevant to your query. You may also upload supporting documentation.

## Supporting Documentation (optional)

 Add files...

Use the **Back** button if you would like to make any further changes before submitting your query

Back

Save

Submit Query

## Cinema

### Select a category for your query

When submitting a cinema claim you will be asked if the film received a full UK nationwide release within the last three years.

*PRS for Music's* policy is such that we only distribute for films which entered the UK box office chart. Therefore films shown at independent screenings and festivals are not eligible for royalty payments. If you select Yes you will be able to proceed with your query.

Step 1 of 4

Please select a category for your query ?

Cinema

\*

Did the film(s) receive a full UK nationwide release within the last 3 years?

☐ Yes ☐ No

If your query relates to a commercial shown specifically in cinemas, please select 'Other queries' to submit the query.



### Select a feature for your query

You will be asked to select a feature to add to your query. If you cannot find the film on our database, then please add the details requested and supply a cue sheet as directed.

## Select cue sheet

Step 2 of 4

Please use the options below to find the cue sheet for the programme your query relates to.

Search by Feature Title		<input type="text" value="Title"/>	<input type="button" value="Go"/>
Add cue sheet with this production ID		<input type="text" value="Production ID"/>	<input type="button" value="Go"/>

If you cannot find the production on our database, or the cue sheet is missing:

Please provide programme details, and either submit an AVR file via FTP or attach documentation to your query in a later step using the excel template which can be found [here](#).

Title *		<input type="text"/>
Production Year *		<input type="text"/>

## Cue sheets to be queried

#	Title	Production type	Production ID	Production year
You have not yet added a production cue sheet to this query.				

## Search and select the production

After you have searched for the production you require, you can use the magnifying glass to view the cue details, then add the production to your query.

## Production cue sheet search

Please select the production(s) you would like to add to your query.


To view the cue sheet for a Production, click on the  icon next to that Production.

If the production on our database does not have a cue sheet, please either submit an AVR file via FTP or attach documentation to your query in Step 4 using the excel template which can be found [here](#).

When you have finished selecting a Production, click **Add** to return to your query.

**Production title**  Search Reset

Displaying results 1 to 1 from a total of 1 records.

	Production title	Prod type	Prod year	Prod ID	Cues	Select
	HARRY POTTER AND THE PHILOSOPHERS STONE	Feature	2001	56170416	Yes	<input type="checkbox"/>

Cancel Add

## Enter any additional details and submit your query

Once you have finished adding productions to your query then click Next.

### Cue sheets to be queried

#	Title	Production type	Production ID	Production year	
1	HARRY POTTER AN...	Feature	56170416	2001	<a href="#">Remove</a>

Back Save Next

You will then be given the option to add additional notes and uploads to your query before submitting.

## Other Queries

Please use the Other Queries section if you have a query which does not fit into any of the above categories.

You will see a table of options. Select the most relevant from the list, then click Next to add any files and supporting documentation to your query before submitting.

	Option	Description
<input type="radio"/>	Bank account changes	Notifications of changes to your bank account.
<input type="radio"/>	Cruise ships	Please use this option to submit any queries or questions you may have relating to the use of music on Cruise ships.
<input type="radio"/>	Cue sheet requests	Please use this option to submit individual or bulk cuesheet requests. Please note that PRS data is available via FastTrack / CIS-Net AVR.
<input type="radio"/>	Discrepancy reports	Please use this option to report any disputes relating to shares sent by PRS. If you wish to submit a data file, a template is available <a href="#">here</a> . You will be able to attach the file to your query in the next step.
<input type="radio"/>	Distribution data ð to PRS	Any notifications of FTP transfers, data & statements for distributions made <b>to PRS</b> .
<input type="radio"/>	Distribution data ð MCPS	Any notifications of FTP transfers, data & statements for distributions made <b>to MCPS</b> .
<input type="radio"/>	Distribution data ð from PRS & MCPS	Any queries regarding FTP transfers, data & statements for distributions made <b>by PRS / MCPS</b> .
<input type="radio"/>	Duplicate claims	Please see our <a href="#">Duplicate Claims Policy</a> and provide us with <b>supporting documentation</b> (e.g. agreements, official correspondence, fiches or ISWC(s) to ensure we can process your claim.
<input type="radio"/>	Fees In Error	Any credits to PRS for monies erroneously returned.
<input type="radio"/>	Fiche requests	Please use this option to submit individual requests for works documentation. Please note you can also download our works from FastTrack / CIS-Net.
<input type="radio"/>	Gigs & Clubs claims	If you think a premises is incorrectly included/excluded or are unable to locate a premises.
<input type="radio"/>	Incoming Unidentified Performance Lists	To send us your lists of unidentified performances or works.
<input type="radio"/>	PRS Agency Territories	Please use this option to submit any queries or questions you may have relating to live performances in our Agency Territories (Bahamas, Cyprus, Gibraltar, Malta).
<input type="radio"/>	Set List Requests	Set List Requests for PRS members/artists overseas.
<input type="radio"/>	Tax Certificate Requests	
<input type="radio"/>	Website Access	If you require access to our website or require assistance with your current access.
<input checked="" type="radio"/>	Work registrations & amendments	Please send your registrations and/or amendments only if these relate to æactiveÆ works. Activity refers to any recently reported usage detail supplied to PRS for Music. This usage detail can come from a variety of different places, including: <ul style="list-style-type: none"> <li>• Radio and TV broadcast services and online service providers.</li> <li>• Record companies, DVD producers and other physical product licensees.</li> <li>• Live music venues and promoters.</li> <li>• Affiliated societies.</li> </ul>
<input type="radio"/>	Your International Manager	Any queries you wish to direct to your international manager, including notifications of: <ul style="list-style-type: none"> <li>• address/staff email changes.</li> <li>• questionnaires to PRS for Music.</li> </ul>



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