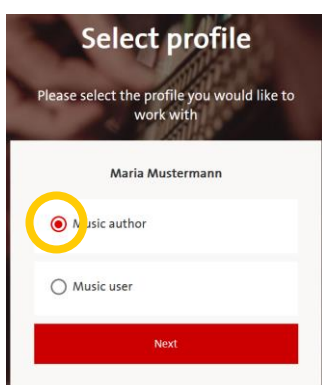


CLAIM MISSING EVENTS VIA THE ONLINE PORTAL

Is there an event that is missing in your live payout?
Claim it via the online portal, quick and simple!

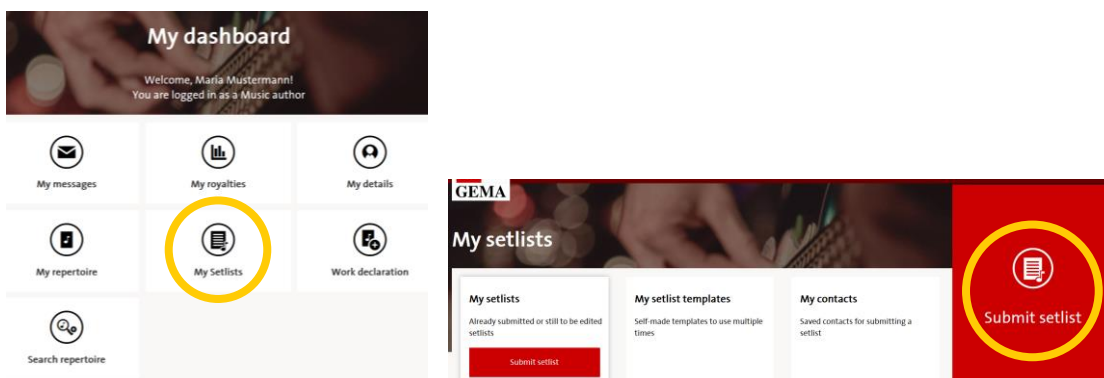
STEP 1

Log on to the [online portal](#). If you are not automatically logged on as a music author, select the profile **music author**.



STEP 2

Select the option **Submit setlist** in the service **My setlists**.



STEP 3

Select the option **I am not the organiser** and complete the form (please note the mandatory fields).

Information about the organiser

I'm the organiser I'm not the organiser

Customer number of the organiser (optional) ⓘ

Organiser's name
John Doe ⓘ First name (optional)

Street (optional) No. (optional)

Postcode (optional) Town
Berlin

Country
Germany

E-mail address (optional)

Save in contact list

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

STEP 4

Enter the date for the event that you wish to submit a complaint for, tick the box next to **Report in the context of a complaint** and click on **Continue process**.

Event

Date of gig
01.01.2019 ⓘ

Time limit expired

Your event is outside the setlist submission deadline. This deadline ends on 31 March of the year following the event. Your setlist can no longer be included in the distribution.

Report in the context of a complaint

[Cancel process](#) [Change date](#)

Event

Time limit expired

submit setlists as a complaint, provided that you have checked your distribution documents after June 1st at www.gema.de/en/gema-download. For processing the complaint, concrete information is required, such as the name and address of the organiser, the venue with address and the complete setlist.

Setlists that are submitted after our deadlines have expired will not be considered for any distribution. You will not be informed about this separately.

After a successful processing, we can schedule your setlist for the next possible distribution date. Please check your distribution documents for further information at www.gema.de/en/gema-download.

Note: If you are missing individual titles of an event in the distribution, please use the complaint form at www.gema.de/claimdomesticlive.

[Cancel process](#) [Continue process](#)

STEP 5

Indicate the details and the setlist of the event you are submitting the complaint for on the following pages.

Venue

Name
Concert Hall 1

Type of venue (optional)

Venue location (optional)

Street
Main Street No. (optional)

Postcode (optional) Town
Berlin

Country
Germany

Save in contact list

Performer

Name
Example Band

Number of participating musicians (optional)

Lineup (optional)

Type of gig
Main act 1

Programme Officer / Bandleader

Name
Sample 1

First name
Alan

Street (optional) No. (optional)

Postcode (optional) Town (optional)

Country
Germany

E-mail address (optional)

Save in contact list

Search title

[Enter a title manually](#)

Search title or works number

Setlist 1

Title	Participants	Works number
<input type="button" value="−"/> WIND OF CHANGE	C: MEINE, KLAUS; L: MEINE, KLAUS; P: MAX GREG...	2579278-001 <input type="button" value="v"/>

[Load setlist from templates / CSV file](#) Save this setlist as a template

[Save](#)

STEP 6

By pressing **Submit setlist**, you confirm the process. The complaint will be directly forwarded to us.

Survey of your setlist on 01/01/2019 from 19:00 to 20:00 o'clock

Organiser
John Doe
Berlin
Germany
[Edit](#)

Event
My concert
Concert Hall
Main Street
Berlin
Germany
[Edit](#)

Performer
Example Band
Main act

Programme Officer / Bandleader
Sample, Alan
Germany
[Edit](#)

Setlist

Title	Participant(s)	Works number	Playing time
WIND OF CHANGE	C: MEINE, KLAUS; L: MEINE, KLAUS; P: MAX GREG...	2579278-001	05:12 min

Your setlist includes a total of 1 titles and 05:12 min playing time.

[Edit](#)

[Save](#)