

# SUBMITTING A CLAIM? THIS IS HOW YOU DO IT!

International use



## Did you not get any or not enough royalties with a payout?

Submitting your claims to us is really simple via the Online Portal: [www.gema.de/portal](http://www.gema.de/portal).

To do this, please select *Services* in the menu on the left, click on the *Claims* tile and then you can get started straight away.



- There, we will ask you step by step for the most important information regarding your claim.
- If we have all the details in one place, we can look into your matter swiftly.
- On the GEMA Online Portal, there are other relevant services regarding your data, works and royalties.
  - You can easily register your works with us in the *Work declaration* area.
  - In the *My royalties* area, you will find a graphic analysis of your turnover and usage figures.

**Do you not have a user account yet?** No problem: Just click on „not registered yet“ below the login box and **create it in just a few steps**. After that, you can get started straight away.



## Important tips before you submit your claim

### Have you registered your work with us?

In order to pay-out your royalties, we need to know your works. Please always register them directly - even before they are played in public. Two pieces of information are particularly useful in this context:

- The performer
- The “International Standard Recording Code” (ISRC) if your music is played online

### Was your work played or released abroad?

GEMA is connected with collective music management organisations [CMOs] abroad via a network of so-called reciprocal agreements which ensure a mutual rights assignment and rights administration. Income arising from the usage of GEMA repertoire abroad will be paid out to you as our member by means of the respective international income distribution.

### Was your work played or published (released) outside Germany?

In that case, you will get your **royalties paid via ourselves, but only at a later date** and in these categories:

- International income distribution performing rights (A)
- International income distribution mechanical rights (A VR)

### When do you get your royalties?

The dates are listed here:

[www.gema.de/distribution-dates](http://www.gema.de/distribution-dates)

You can access an overview with details on the pay-outs for international income here:

[www.gema.de/distribution-international](http://www.gema.de/distribution-international)

### Why later?

The collective management organisations in the countries calculate the royalties in accordance with their own distribution rules and we pay them to you once they have done so as their contractual partner. This process is a bit more complex and therefore takes longer.

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## At a glance

Do you want to submit a claim? Use our Online Portal: [www.gema.de/portal](http://www.gema.de/portal)

- There, you can submit all details in writing so that we know exactly what this is all about.
- The table shows which information we require from you so that we can look into your matter as soon as possible.
- In the column on the far right you can see the applicable deadlines.

CATEGORY	WE REQUIRE THESE DETAILS	DEADLINE FOR YOUR CLAIM
<b>International music use (A)</b> <b>International mechanical right (A VR)</b> A/A VR	<b>Liveaufführungen</b> <ul style="list-style-type: none"><li>▪ Live performances</li><li>▪ Name and address of the event organiser</li><li>▪ Name and address of the event location (and, where applicable, the venue/space)</li><li>▪ Name of the artist/the band</li><li>▪ Setlist of the works performed (incl. work number, if known)</li><li>▪ In the case of stage music: Name of the play</li></ul> <b>Radio</b> <ul style="list-style-type: none"><li>▪ Work title and/or work number</li><li>▪ Name of the or one of the composers</li><li>▪ Name of the broadcaster</li><li>▪ Date (and time) of the broadcast (broadcasting period for jingles)</li><li>▪ Title of the programme</li></ul> <b>For commercials in addition:</b> <ul style="list-style-type: none"><li>▪ Title of the commercial</li><li>▪ Description of the product advertised and theme</li><li>▪ Broadcasting period</li><li>▪ If you have any placement schedules, that would be very helpful.</li></ul> <b>Commissioned productions of a TV channel and third-party productions</b> <ul style="list-style-type: none"><li>▪ Work title and/or work number</li><li>▪ Title of the programme/the film</li><li>▪ Name of the TV channel</li><li>▪ Date (and time) of the broadcast</li><li>▪ AVW number (if known), AVW = audiovisual work</li></ul> <b>For commercials in addition:</b> <ul style="list-style-type: none"><li>▪ Title of the commercial</li><li>▪ Name of the product advertised and theme</li><li>▪ Broadcasting period</li><li>▪ If you have any placement schedules, that would be very helpful.</li></ul>	18 months after the distribution date

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<b>International music use (A)</b> <b>International mechanical right (A VR)</b> A/A VR	<b>Cinema</b> <ul style="list-style-type: none"><li>▪ Work title and/or work number</li><li>▪ Name of the or one of the composers</li><li>▪ Film title</li><li>▪ Screening period</li><li>▪ Number of screenings</li><li>▪ AVW number (if known), AVW = audiovisual work</li></ul> <b>Online (for use outside the ICE Home Territories or video-on-demand use, e.g. on Netflix or a similar platform outside Germany)</b> <ul style="list-style-type: none"><li>▪ Name of the online platform (DSP), e.g. Spotify or YouTube</li><li>▪ Publication date (release date) on the online platform (DSP)</li><li>▪ Direct link to the work within the online platform (DSP) (not for video-on-demand, such as Netflix)</li><li>▪ Usage period</li><li>▪ Number of streams or views in the usage period</li><li>▪ Film title (in the case of video-on-demand such as Netflix)</li><li>▪ Work title</li><li>▪ Work number</li><li>▪ GEMA work registration date</li><li>▪ International Standard Recording Code (ISRC)</li><li>▪ AVW number (if known), AVW = audiovisual work (only for video-on-demand such as Netflix)</li><li>▪ Artist (not for video-on-demand such as Netflix)</li></ul> <b>Audio Media / Audio-Visual Media</b> <ul style="list-style-type: none"><li>▪ Title of the audio medium</li><li>▪ Release date</li><li>▪ Sound audio medium, e.g. CD, vinyl, DVD</li><li>▪ Name and address of the manufacturer/label</li><li>▪ Number of copies</li><li>▪ Work title</li><li>▪ Work number</li><li>▪ Artist</li></ul>	18 months after the distribution date

Do you know our help centre? Go to [www.gema.de/help](http://www.gema.de/help) to find important information and answers to the most frequently asked questions, plus phone numbers for your personal and individual query.

Member Services (Mitglieder Service) – Distribution Mechanical Rights,  
Online and International Income

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