

Getting Your Scripts On Air Quickly With The Clearance Database

January 2017



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Introduction

This guide will show you the ins and outs of the online script submission that is the backbone of the Radiocentre script clearance process. The database is easy to use, allowing you to upload everything that is necessary to get a fast and efficient response from the Clearance team.

We've broken the instructions down into logical steps, and included information on the best ways, and the worst ways, of using the system.

If you have any questions about anything in the guide, or you have feedback you'd like to pass on, don't hesitate in contacting us at clearance@radiocentre.org.

The Clearance Team
January 2017

Before Uploading

“Where do I sign up?”

The first thing you’ll need to do in order to use the database is request a log-in by emailing us at clearance@radiocentre.org.

All we need to know is your full name, your most appropriate work email address, and your geographical location.

The log-in is created manually by a Clearance executive and you’ll receive an email containing your auto-generated password.

Don’t worry if your password appears to be a random string of letters and punctuation marks. You’ll have an opportunity to change this to something more memorable once you’ve logged in.

Preparing scripts for uploading

When uploading scripts to the system, they need to be in separate documents (i.e. one script per document), and each document will need to be either in MS Word document format (.doc, .docx), or in Rich Text Format (.rtf). Most word-processing packages will be able to save in RTF format, so use this if you’re not sure. We cannot receive scripts in .pdf format and there may also be issues if parts of your script document are “protected” from editing. The documents also need to be proper text-based documents, rather than image files that have been pasted in.

Proof is the bottom line

Where a script features a factual claim, it’s highly likely that we’ll need to see substantiation to back that claim up. If you have a script saying “RDG Taxis are the cheapest in the North East”, we’ll need to see evidence showing that their fares are, indeed, cheaper than all of their NE competitors.

It will always be faster to upload substantiation at the same time that you upload the scripts, rather than waiting to be asked for it.

Logging On

Where's the Clearance database?

The database log-in page is located at <http://clearance.radiocentre.org/>.

Another way to find the database is to go to <http://radiocentre.org> and select “Clearance” followed by “Submit Script”.

The log-in page

The log-in page ought to look like the screen pictured to the right. You will see that there is a space for your email address and your password, but before you key in your details, it's always a good idea to check for news and updates in the pop-up message box. This is a place where the Clearance team will place important and useful information that may affect your clients' campaigns, so it's always worth reading before closing the window.

To continue, just fill in the Email and Password boxes. If you can't remember your password, fill in your email address and hit the Send Me My Password link. You should receive the password automatically. If not, drop us a line at clearance@radiocentre.org repeating the request.

You might like to change your password once you've logged in. The link for this will be in the top right of your browser window.

The screenshot shows the login page for RadioCentre Clearance. The page has a dark header with the logo and navigation links. Below the header, there is a 'Home / Pages / Login' breadcrumb. The main content area is divided into two sections: 'I'M AN EXISTING RADIOCENTRE CLEARANCE SUBMITTER' and 'REGISTER AN ACCOUNT'. The first section contains an 'Email Address' input field, a 'Password' input field with a 'Send me my password' link, and a 'Login' button. The second section contains a 'REGISTER AN ACCOUNT' heading and a note: 'To sign up to use the script clearance site, please email your name & where you work to clearance@radiocentre.org'. At the bottom of the page is a 'Contact Us' section with the address 'ADDRESS: RADIOCENTRE CLEARANCE, 8th Floor, 55 New Oxford Street, London, WC1A 1BS' and the phone number 'Phone: 020 7293 0909'.

Top Right Links

To the top right of the database screen, in light blue, are a number of links. These allow you to access different areas of functionality.

View Submitted Campaigns

This will probably be the view you will spend most of your time in. It allows you to access any of the campaigns you have uploaded to the system.

View Fast Track Requests

This will show you any campaigns for which you have requested a Fast Track clearance.

View Fast Tracks

This will show you campaigns that have been accepted or processed as Fast Track.

Search

If you have a lot of campaigns, it may be quicker to find the one you're looking for by using the search view. This allows you to search for campaigns by client, product, campaign ID, campaign title and Clearance number.

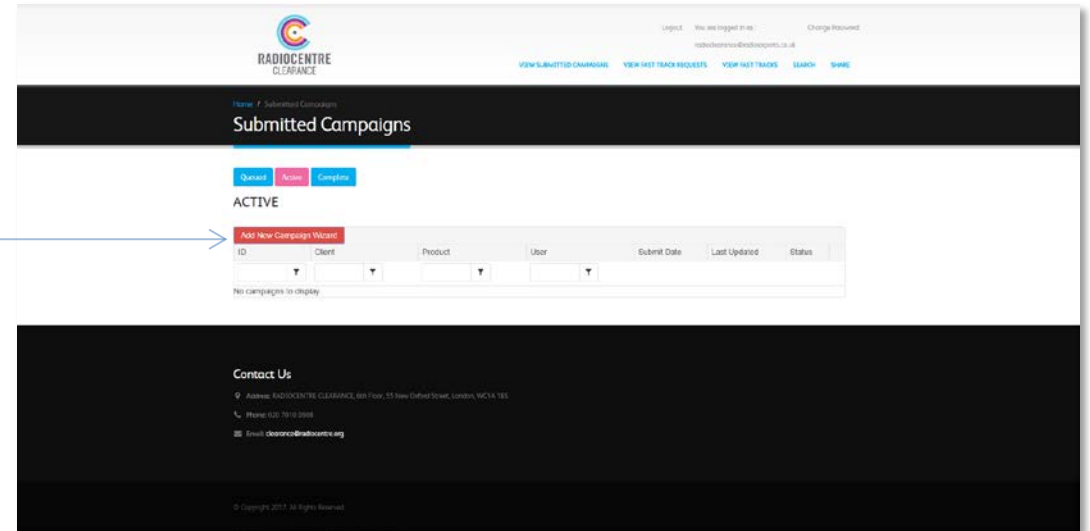
Share

If you click on the "Share" link in the black toolbar you will be confronted with a page that lists all other users that have been added against your company. If you're part of a group, this may be limited to your region, department, etc. Here you will be able to allow your colleagues, on an individual-by-individual basis, to see the campaigns that you are working on. We advise you to set this so that everyone can see your campaigns, as this allows work to continue should you be ill or on holiday.

Uploading Your Scripts

Adding a New Campaign

Once you have logged in you should be faced with a screen not dissimilar to the one on the right. The database separates each job into a “Campaign” which can contain a number of scripts, comments and substantiation. In order to start the process of adding a new campaign to the system, simply click the button marked “Add New Campaign”



Creating campaigns follows four stages. The first involves the addition of Campaign information, and scripts.

Type the client and product names into the boxes below Campaign Information. In most cases, such as in ads for supermarket produce, or a record label which has a high turnover of products, you will be typing the same thing in each window. In other cases a different entry under Product will be helpful, such as individual car ranges.

Next you'll want to click on the button marked "Select Scripts".

RADIOCENTRE CLEARANCE - Script Submission System - New Campaign

1. Campaign Info and Scripts 2. Add Substantiation 3. Add Comments 4. Send

Campaign Information

Campaign ID:
160873

Client:

Product:

Scripts

SELECT SCRIPTS

or Drag and drop your scripts here

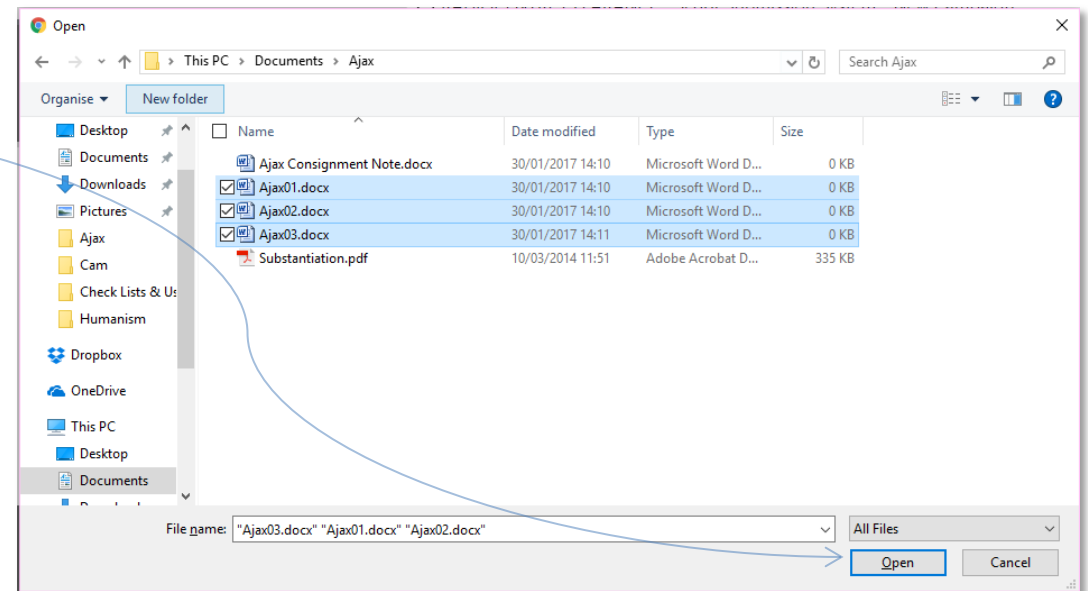
RADIOCENTRE
CLEARANCE

Next

newJobWizardFO.aspx

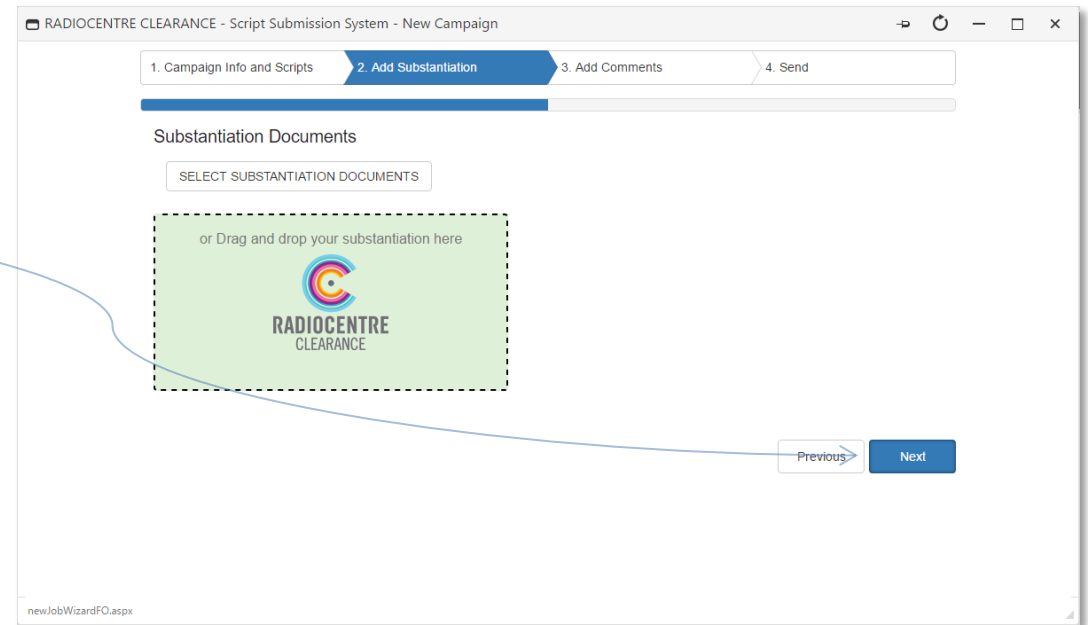
There are a number of ways of selecting scripts. You can click under the box column; you can hold Ctrl and click each script; or you can double-click if you're only adding a single script. Similarly you can either click the Open button, or drag the files from the Open panel to the green "drag and drop" box.

Once you have added the scripts, click either the "Next" button, or the "Substantiation" tab to progress to the next stage.



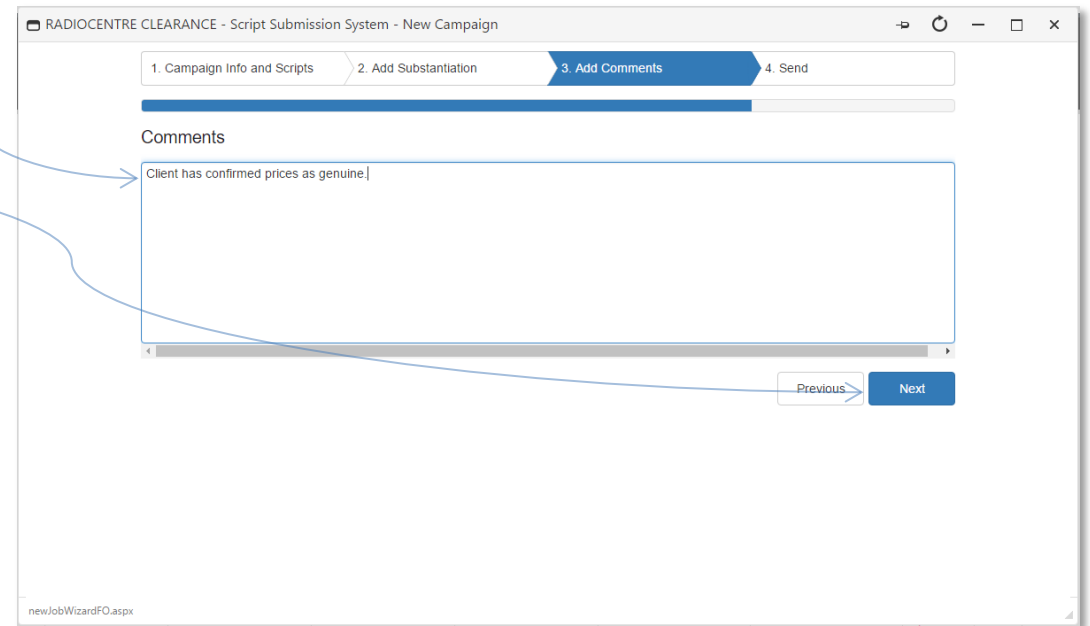
If the ads you are submitting make measurable claims, then it's likely that we'll require evidence to back those claims up. This evidence can be added under the Substantiation tab, and the process is the same as with the scripts.

Again, clicking Next will take you to the next step.



The third stage allows you to add any additional comments that you feel we may need to see in order to clear the ads. These comments can be typed into the Comments box.

Clicking Next at this stage takes us to a final summary of the submission.



If you're happy with everything in the summary, you just have to hit the button marked "Send Campaign" to complete the process. The campaign will now appear in your Pending list.

RADIOCENTRE CLEARANCE - Script Submission System - New Campaign

1. Campaign Info and Scripts > 2. Add Substantiation > 3. Add Comments > 4. Send

Client: AJAX

Product: AJAX

Scripts: Ajax03.docx
Ajax02.docx
Ajax01.docx

Substantiation: Substantiation.pdf

Comments: Client has confirmed prices are genuine.

Send Campaign

newJobWizardFO.aspx

Requesting Fast Track

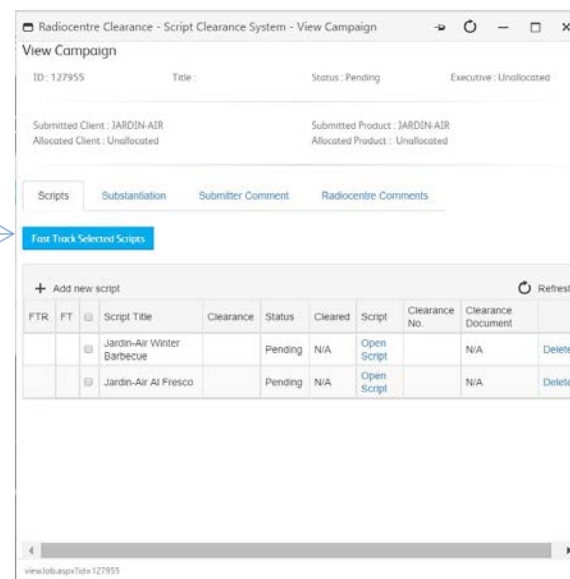
In most cases, we will get back to you within one working day with some form of feedback or clearance. However, we appreciate that often clients will want their ad on air yesterday afternoon. With this in mind we offer a fast track service, at a cost, where we will start working on the script immediately, with a view to responding within two hours.

This can be requested only once you have created your campaign. Select the campaign from your Active list, and click on the script or scripts you wish to fast track. You can select more than one script at a time by holding down the Ctrl key when clicking.

Once you have selected the scripts you wish fast tracked, click the button that reads “Fast Track Selected Scripts”.

If this is the first fast track you have selected, you will be faced with a blank form. Once you have typed in the information¹, click on the “Request Fast Track” button. On subsequent fast track requests this information will automatically be there.

The campaign will now be marked on your list with an amber lightning strike. When we accept the fast track request, this lightning strike will change to blue. You will receive an invoice and a link to PayPal where you will be able to pay by credit card. You do not need a PayPal account in order to do this.



Please note that the cost of Fast Track clearance is £250 plus VAT per script, or £100 plus VAT per script for Radiocentre members.

You will be requesting a fast track for the following script(s):
206602 - Jardin-Air Winter Barbecue
206601 - Jardin-Air Al Fresco

INVOICE DETAILS

Please note that the company name you give will appear on the invoice. Please ensure that this is the name of the organisation that pays the invoice. Please check with your accounts team if in doubt.

First Name : Last Name :

Email Address :

Business Name :

Address 1 :

Address 2 :

Town/City :

County :

Post Code :

PO Number :

fastTrackScripts.aspx?id=206602,206601&jobID=127955

¹ It is very important that you input the email address of the accounts payer so that all invoices can be paid directly and promptly. You will still receive all correspondence about the campaign direct to the email address you have registered against the online system.

Some Sins!

There are certain mistakes you can make when creating a campaign that will only serve to slow down and complicate the clearance process. Here are the most common ones, and why they are best avoided.

Uploading multiple scripts for one advertiser to separate campaigns

If a submitter creates a separate campaign for each script, it will take longer. It will also make it very confusing and time-consuming for the Clearance executives to respond.

Uploading multiple scripts all in one document

It's impossible for us to give clearance numbers to each individual script if all scripts are uploaded in a single document. Each script must be in its own document file.

Uploading "Track Changes" versions of scripts

Scripts that have Track changes on are very difficult for us to deal with or even understand in most cases, due to the way in which the database renders it both in the Clearance edit view, and the final clearance documentation.

Not including a client name

Radiocentre Clearance divides work between the executives based on what kind of business the advertiser is in (e.g. motoring, finance, charity, etc.). If a campaign does not have a client name it effectively forces each Clearance executive in turn to open the campaign, and the script, in order to determine which product category it falls within. This slows down the clearance process.

Uploading scripts that are for non-UK stations including ROI, or non-broadcast stations including internet-only radio

Radiocentre's remit only extends as far as the commercial radio network for Great Britain and Northern Ireland. We do not clear ads for the Republic of Ireland, for example. To find out where you need to get a script cleared for broadcast outside of the UK, check <http://tiny.cc/EASABlueBook>.

Uploading using someone else's log-in

If a submitter uses a colleague's log-in to upload a script, then the submitter won't receive any of the email notifications. This often happens because the submitter does not yet have their own log-in. Getting a log-in is quick and simple, and saves time in the long run.

What Happens Next?

The campaign is allocated

Radiocentre executives see a list of all the campaigns that have been submitted to the database. From this list, they pick up campaigns that fall into the specific product categories they look after. When an executive picks up a campaign, an email is automatically sent out notifying the submitter which executive is dealing with it.

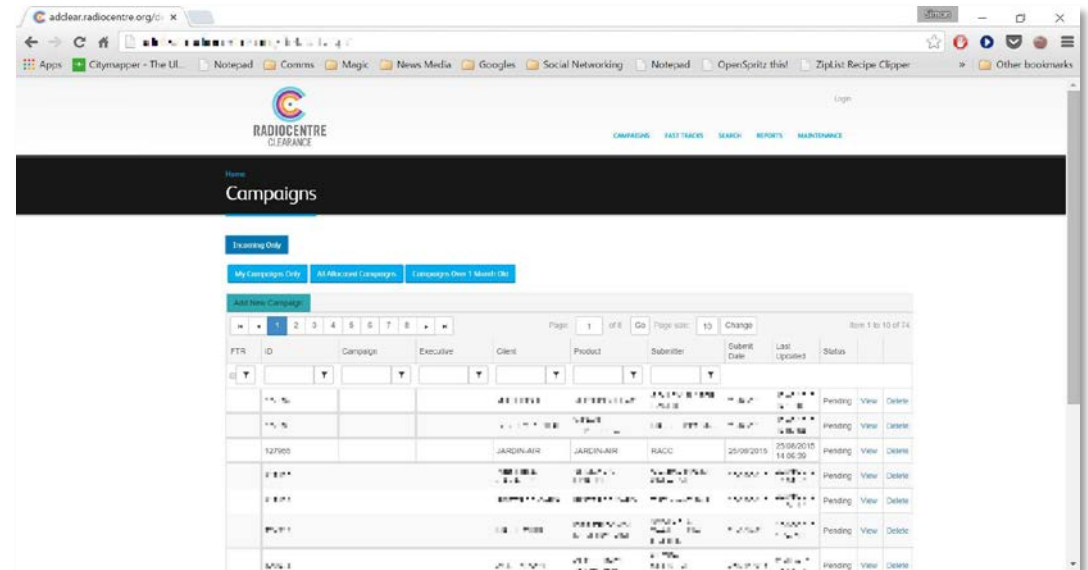
The next task the executive will have is to add the Radiocentre-side client and submitter. This is done to ensure that all ads for a particular client are definitely filed on the system against a single client (rather than, for example “Jardin-Air”, “Jardin Air”, and “JA Garden Furniture”).

The email states that you will hear back within 24 hours. This time period will run from the time the script is submitted, not from the time that the executive allocates it to themselves.

First response

The executive will, in due course, view the script, and respond with any comments, amendments or requests for further information.

This feedback will appear on the campaign on the system. In addition, an email containing the feedback will be sent out to the submitter. Please note that these emails come from no-reply@radiocentre.org and shouldn't be replied to directly. All comments, substantiation and further scripts should be uploaded via the system. The next section discusses how this is done.



The screenshot shows the Radiocentre website interface. The main heading is "Campaigns". Below it, there are tabs for "Campaigns Only", "My Campaign Only", "All Allocated Campaigns", and "Campaigns Over 1 Month Old". A table lists various campaigns with columns for FTN, ID, Campaign, Executive, Client, Product, Submitter, Submit Date, Last Updated, and Status. The table shows several rows of data, including one for "JARDIN-AIR" with a submit date of 25/09/2015 and a status of "Pending".

FTN	ID	Campaign	Executive	Client	Product	Submitter	Submit Date	Last Updated	Status
				JARDIN-AIR	JARDIN-AIR	RACC	25/09/2015	25/09/2015 14:06:59	Pending
				JARDIN-AIR	JARDIN-AIR	RACC	25/09/2015	25/09/2015 14:06:59	Pending
				JARDIN-AIR	JARDIN-AIR	RACC	25/09/2015	25/09/2015 14:06:59	Pending
				JARDIN-AIR	JARDIN-AIR	RACC	25/09/2015	25/09/2015 14:06:59	Pending
				JARDIN-AIR	JARDIN-AIR	RACC	25/09/2015	25/09/2015 14:06:59	Pending

Working On Existing Campaigns

“Where are my current campaigns?”

If you go back to the main view you will see that the campaign you created is no longer visible. Please don't panic! When a submission is picked up by an executive, it moves from the “Queued” list to the “Active” list.

You can access the “Active” list by clicking the relevant button.

You can then click on the “View” link to call up the campaign.

You should now get a pop-up similar to the one below, right.

In the example, the Scripts tab is selected, and you can see that both scripts are listed, with the option to open or delete each script.

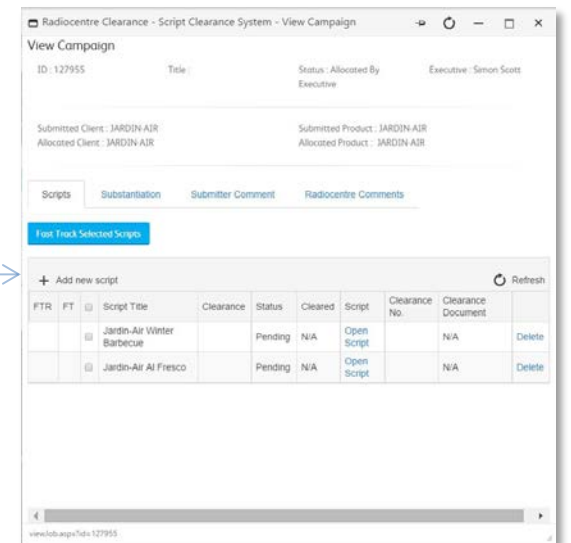
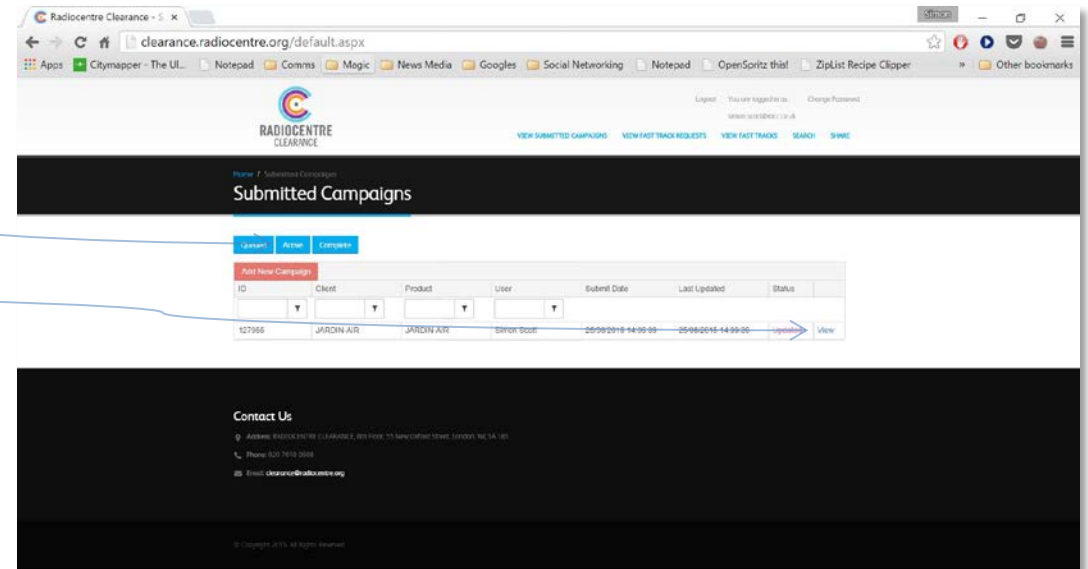
The executive has responded via the system to tell you that, according to the substantiation you provided, Jardin-Air lead the market in Europe, but they do not lead the market worldwide. This means that your client can't use the claim “we're the world's favourite for garden furniture”. The executive has suggested, however, that, as your client has the fifth biggest market share, they could say “we're one of the world's favourite...” or alternatively “we're Europe's favourite...”

Your client decides that “we're Europe's favourite...” has a nicer ring to it, so you now have some amended scripts to add to the campaign.

To do this all you need to do is click on the “Add new script” text and select the files we want to upload.

You can, once you've uploaded the two new scripts, delete the original versions from the system. This helps to clarify which scripts an executive needs to look at.

Please note that you won't be able to delete the last script in the



campaign. This is to prevent the campaign from closing, forcing the submitter to create a new campaign from scratch. In effect, you will need to upload the amended scripts, and then delete the old ones.

The process for adding further pieces of substantiation is much the same as adding further scripts. First click on the Substantiation tab, and then on “Add new substantiation”.

You can also add new Submitter comments, and review any comments that we may have made.

TIP!

“How can I upload a client’s email to the system?”

The easiest way of achieving this is to copy [Ctrl+c] and paste [Ctrl+v] the text of the email into a document file and upload it under substantiation.

Some More Sins!

Here are some more mistakes that some submitters make that can slow the clearance down for themselves and for others.

Creating a new campaign for amended scripts

This makes it much harder for us to follow what has previously been discussed with regards a particular advertiser. It also runs the risk of the campaign being picked up by a different executive, adding more confusion to the mix.

Adding scripts under substantiation

There is no mechanism that will allow an executive to clear a script if it has been uploaded as substantiation.

Adding substantiation under scripts

This can cause problems after clearance has been given and the campaign closed. If Radiocentre need to track evidence for a particular claim, it will be much harder for us to find if it is disguised as a cancelled script.

Uploading a document under substantiation that just contains one or more URLs.

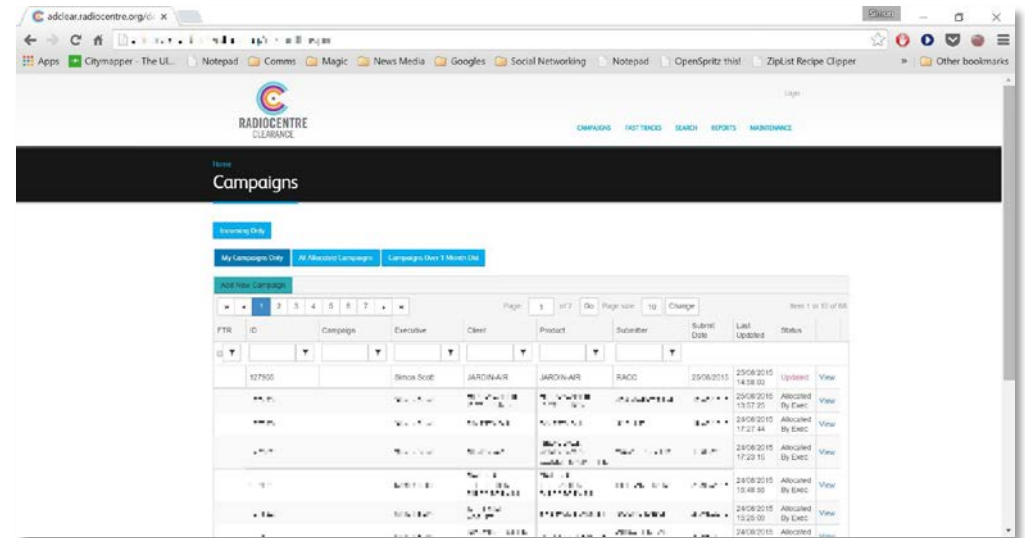
It'll be much quicker for you and the executive too if you post URLs directly into submitter comments.

Then What Happens?

“Radiocentre have been notified!”

When a submitter performs any kind of action on an existing campaign, it will be flagged up to the relevant executive. It will appear at the top of that executive’s list of campaigns, next to the word **UPDATED** shown in red. This frees the submitter up from having to contact the executive directly to notify them that they have added changes or further comments.

If the Clearance executive has further requests the submitter will receive another comment and email.



The screenshot shows the Radiocentre Clearance website interface. The main content area is titled 'Campaigns' and displays a table of campaign records. The table has the following columns: FTR ID, Campaign, Executive, Client, Product, Submitter, Submit Date, Last Updated, Status, and a 'View' link. The first row in the table shows an FTR ID of 12750, a Campaign name, Executive 'Simon Scott', Client 'JARDINAR', Product 'JARDINAR', Submitter 'RACC', Submit Date '25/08/2015', Last Updated '25/08/2015 14:20:02', Status 'Updated', and a 'View' link. The word 'Updated' is highlighted in red. The table is paginated, showing 'Page 1 of 7' and 'Page size 10'.

FTR ID	Campaign	Executive	Client	Product	Submitter	Submit Date	Last Updated	Status	View
12750		Simon Scott	JARDINAR	JARDINAR	RACC	25/08/2015	25/08/2015 14:20:02	Updated	View
						25/08/2015	25/08/2015 13:57:25	Allocated By Exec	View
						24/08/2015	24/08/2015 17:22:44	Allocated By Exec	View
						24/08/2015	24/08/2015 17:23:15	Allocated By Exec	View
						24/08/2015	24/08/2015 15:48:00	Allocated By Exec	View
						24/08/2015	24/08/2015 15:25:09	Allocated By Exec	View
						24/08/2015	24/08/2015	Allocated	View

Receiving Your Cleared Scripts

Let's kick this into touch!

Once the Clearance executives are satisfied that the script is fully compliant with the BCAP Code they will clear it. When this happens, the submitter will receive via email a .pdf file consisting of a cover sheet, which will include the nature of the clearance, along with any conditions or advice that are necessary.

The campaign will move from “Active” to “Complete”.

Please note that you can download the clearance documents from any closed campaign, simply by calling up the closed campaign and clicking on “view documents”.

A brief tour of your script clearance form

Title/Script No(s): these are the clearance numbers relative to each individual script. The clearance numbers take the form “nnnnn/n”.

Clearance Status: scripts can carry a variety of clearance statuses, e.g. “cleared with conditions”, “cleared with advice”, or “cleared with scheduling advice”.

Comments: may place comments pertaining to the clearance, including any conditions or advice to be noted.

RADIOCENTRE CLEARANCE
55 New Oxford Street, London WC1A 1BS.
T: 020 7010 0608
E: clearance@radiocentre.org
W: www.radiocentre.org

RADIOCENTRE CLEARANCE

SCRIPT CLEARANCE FORM

Thank you for submitting your radio advertisement script(s) to Radiocentre Clearance.
Please find details of clearance below.

Date: 25 August 2015

Client:	JARDIN-AIR
Product:	JARDIN-AIR

Submitter:	RACC	Executive:	Simon Scott
Contact:	SIMON SCOTT		
Email Address:	simon.scott@racc.co.uk		

Title/Script No(s):
Jardin-Air Winter Barbecue / 71312/3 Jardin-Air Al Fresco / 71312/4

ACCEPTABLE AS SUBMITTED

Comments:

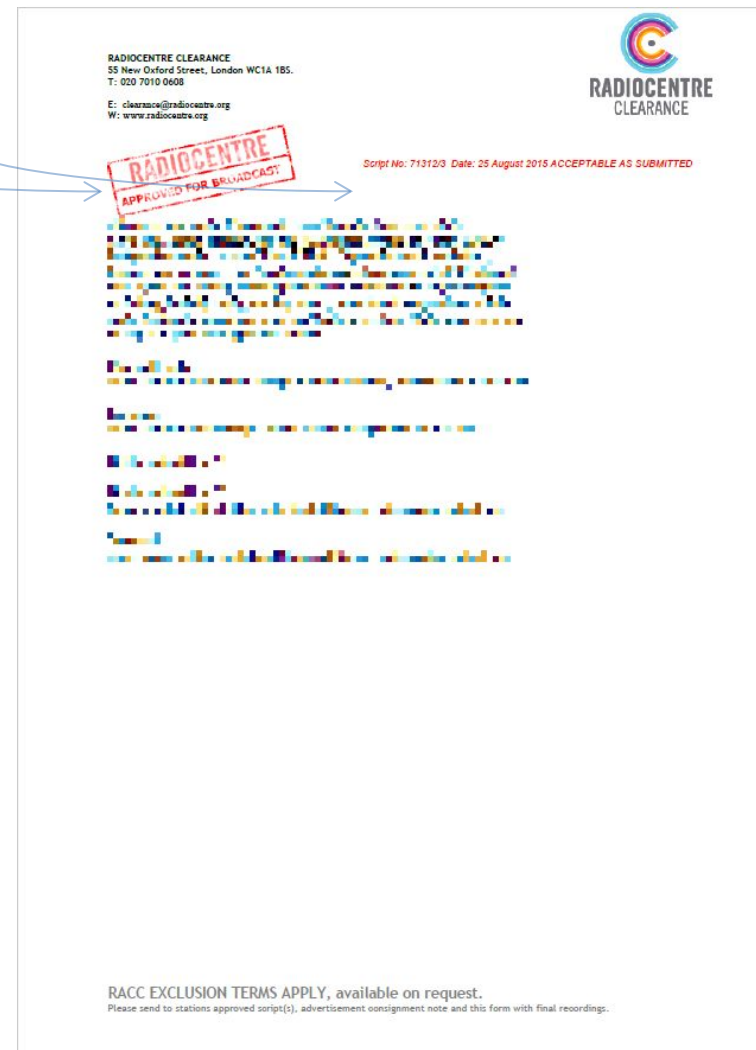
RADIOCENTRE CLEARANCE EXCLUSION TERMS APPLY, available on request.
Please send to stations approved script(s), advertisement assignment note and this form with final recording.

Following on from the clearance form are copies of the cleared scripts. These should match the documents as uploaded, but with at least two important additions:

The digital stamp

The script numbers, date and clearance status.

Sometimes it is necessary to amend the script prior to clearing. When this occurs the script will be cleared with the status “Acceptable as Amended” and where-ever possible, the amendments will be marked up on the script page of the clearance document.



Finishing Up

Closed campaigns

A campaign becomes closed if all the scripts within it are either cancelled or cleared. As part of our housekeeping, any campaign that has not seen an update for more than one calendar month is closed down by the executive.

Once a campaign is closed, no further scripts can be added to it.

Post clearance issues

Each script clearance has a shelf-life of six months. If, after that time, clearance is still required, it is best to send the existing clearance pdf to clearance@radiocentre.org requesting that the clearance be renewed. This is a very simple process for us and should not take long.

Sometimes, a client will wait until they are in the recording studio before making last minute amends to a script. When this occurs, all you need to do in the first instance is email the clearance pdf along with the amended script to clearance@radiocentre.org. Usually these last-minute tweaks are trivial in terms of clearance, and we will send a return email advising that the amended script can go out on the existing clearance number.

Occasionally, however, the changes are more significant. In these cases we will advise that a new campaign is created so we can issue you with separate clearance numbers as appropriate.

Appendices

Appendix 1

Document Formats

The database can handle the following file formats:

Under “Scripts”

- .doc, .docx Microsoft Word formats
- .rtf Rich Text Formats (available on most word processors)

Under “Substantiation”

- .doc, .docx Microsoft Word formats
- .mp3 Compressed audio
- .pdf Portable Document Format
- .xls, .xlsx Microsoft Excel
- .ppt Microsoft PowerPoint Presentation
- .jpg, .tif Graphics files

Appendix 2

User Account Management

Requesting more than one log in

If we are supplied with full names and email addresses we will gladly set up multiple accounts from a single request.

Closing down an account

If a colleague leaves, there are steps a company can take to ensure that they retain access to the account.

Firstly, acquire the log-in details to the account. Then, whilst logged in as the former colleague, make sure that all users have been given permission on the system to see the colleague's work.

Next, email clearance@radiocentre.org requesting that the account be suspended.

Changing a username

Some companies may only have a single person handling clearance. In these situations it will often make more sense to change the username of the original account, rather than creating a new account from scratch.

An email request to clearance@radiocentre.org giving the former email address and the desired new one is all we will need to arrange this for you.

Company-wide email changes

If a company rebrands, or changes its email suffix, we can go in and modify people's log-ins if we are provided with a full list.

Appendix 3

Searching and Filtering

Users of longstanding may find it difficult to immediately find a particular historic campaign. The database allows users to search by entering search terms in the white boxes at the top of each column, and then selecting an option from the dropdown that is viewable when clicking the \uparrow symbol.

Here we have entered the search term “jar”, so that we can search for campaigns that start with those letters.

It is also possible to change the order in which campaigns appear, by simply clicking on the title of the relevant column. The first click will order it alphabetically; the second will order it reverse-alphabetically.

Here we have sorted alphabetically by the Client column by clicking once on the column title.

The screenshot shows the 'Submitted Campaigns' page on the RadioCentre Clearance website. A search filter is applied to the 'Client' column with the value 'jar'. The table displays the following data:

ID	Client	Product	User	Submit Date	Last Updated	Status
127055	JARDIN-AIR	NoPiles	mon Scott	25/08/2015 14:06:33	25/06/2015 15:02:58	Closed
120302	FAST TEST	Contains	mon Scott	25/04/2015 14:50:55	25/04/2015 17:06:11	Closed
120120	FAST TEST	OverseasComms	mon Scott	24/04/2015 14:00:55	27/04/2015 12:50:18	Closed
118884	FAST TEST	IslandsWeb	mon Scott	02/04/2015 11:25:54	02/04/2015 11:25:43	Closed
101282	JARDIN-AIR	BigasTo	mon Scott	30/05/2014 14:21:25	03/07/2014 10:32:22	Closed
100084	FAST TEST	GreaterThan	mon Scott	12/05/2014 12:25:59	12/05/2014 12:27:28	Closed
07341	FAST TEST	LessThan	mon Scott	24/03/2014 15:11:57	24/03/2014 16:25:27	Closed
96836	FAST TEST	OperatorThenOfEqualTo	mon Scott	14/03/2014 08:50:25	14/03/2014 11:49:09	Closed
79038	JARDIN-AIR	LinkThenOfEqualTo	mon Scott	25/04/2015 17:05:51	25/04/2015 17:15:02	Closed
69664	FAST TEST	Between	mon Scott	19/06/2012 10:21:12	19/07/2012 11:31:01	Closed

The screenshot shows the 'Submitted Campaigns' page on the RadioCentre Clearance website. The campaigns are sorted alphabetically by the 'Client' column. The table displays the following data:

ID	Client	Product	User	Submit Date	Last Updated	Status
14203	CAMPROGUSH-RE-NHG	CAMPROGUSH-RE-NHG	Simon Scott	24/04/2005 15:23:22	24/04/2005 15:23:22	Closed
10548	CANTERBURY ECO HOMES	CANTERBURY ECO HOMES	Simon Scott	06/02/2005 10:33:08	09/02/2005 10:06:17	Closed
120002	FAST TEST	FAST TEST	Simon Scott	28/04/2015 14:52:56	28/04/2015 17:00:11	Closed
120120	FAST TEST	FAST TEST	Simon Scott	24/04/2015 14:00:55	27/04/2015 12:50:18	Closed
118884	FAST TEST	FAST TEST	Simon Scott	02/04/2015 11:25:54	02/04/2015 11:25:43	Closed
100084	FAST TEST	FAST TEST	Simon Scott	12/05/2014 12:25:59	12/05/2014 12:27:28	Closed
07341	FAST TEST	FAST TEST	Simon Scott	24/03/2014 16:11:57	24/03/2014 16:25:27	Closed
96836	FAST TEST	FAST TEST	Simon Scott	14/03/2014 08:50:25	14/03/2014 11:49:09	Closed
69664	FAST TEST	FAST TEST	Simon Scott	19/06/2012 10:21:12	19/07/2012 11:31:01	Closed
80843	FAST TEST	FAST TEST	Simon Scott	14/03/2012 15:13:43	15/03/2012 10:24:55	Closed