

Universal Music Group Royalty Statement Portal User Guide

Version 1.0



UNIVERSAL MUSIC GROUP

The screenshot shows the 'Royalty Statement Portal' login page. At the top left is the Universal Music Group logo. The page title is 'Royalty Statement Portal'. A navigation sidebar on the left contains buttons for 'Secure Login', 'Request Access', 'Are You Owed Royalties?', and 'Contact Us'. The main content area features a welcome message: 'Welcome to the Universal Music Group Publisher & Artist Royalty Information Site.' Below this is a paragraph explaining site access: 'Access to this site is available to individuals and companies that receive artist and copyright royalty statements from UMG. The site provides the ability to view detailed statement information online, analyze earnings information in multiple ways, and download data in a variety of formats including PDF and Excel.' The login form includes an 'Email:' label, an input field, a 'Remember me' checkbox, and a 'Log In' button. A link for users with activation codes is provided: '[I have an activation code and want to register](#)'. The footer contains copyright information: '© 2011 UNIVERSAL MUSIC GROUP ALL RIGHTS RESERVED.', links for 'TERMS & CONDITIONS' and 'PRIVACY POLICY', and a version number: '1.3.0.28850 (8/20/2011)'.

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1. Introduction

The Universal Music Group Royalty Statement Portal is available to individuals and companies that receive artist and copyright royalty statements from Universal Music Group (UMG). The portal provides the ability to view detailed statement information online, analyze earnings information in multiple ways, and download data in a variety of formats, including PDF and Excel.

This guide is intended for an end user (artist, publisher, or auditor) as a reference guide, and provides instructions on using the portal.

1.1 Portal Basics

The portal provides access based on payees, so if you are an artist or publisher who has multiple payee numbers with UMG, all of the payee royalty statements and associated data can be viewed with one portal account. Please see section 1.3 “Request Portal Access” for more details on acquiring a portal account.

All data in the portal is read-only, that is, no information can be changed by anyone using the portal – the data in the portal is intended for use in lieu of, or as a supplement to, paper royalty statements. All information in the portal has been carefully designed to accurately mirror your printed royalty statements.

An Internet connection and a browser are the only computer tools required to access the portal.

1.1.1 Portal Security

All portal information is transmitted over a secure connection called SSL. This ensures a high level of security for any data transmitted over this connection.

Also, portal access is granted by deploying strict password guidelines – all passwords must be between 7 and 12 characters, and contain at least one letter and one number. Please do not share your portal password and please keep it in a safe place.

If you forget your password, use the “One Time/Temp” link on the portal password log in page to have a new password emailed to you.

1.1.2 Conventions

You will find that there are common features on many pages of the site – these features work similarly on all pages, giving the portal an easy-to-use interface.

- **Column sort**
Whenever a list of information is shown on a portal page, there are names above each column that describe what is in that column, for example, “Owner Name” or “Account Number”. When you first click on the column header, the information in the list will be sorted (sequenced) by lowest-to-highest (ascending) values based on that column. Clicking the header again will sort the list by highest-to-lowest (descending) values in that column. You can repeat this again by clicking on the column header, which “toggles” the list back and forth between ascending and descending sequence.
- **Underlined values**
Any value on a portal page that is underlined can be “clicked” on to view more detail for that value.
- **Downloading Files**
You can download different parts of your statement, or the entire statement, in these formats:

- DF (Acrobat Reader) – PDF is available only for the entire statement. The format is identical to your printed statement.
- Excel – You can download data from your statement directly into Excel for further analysis.
- CSV (Comma Separated Values) – CSV is similar to Excel, except that CSV can be imported into a variety of other software applications besides Excel, including Access database software.

You will see these icons when the information on the page can be downloaded to your computer:

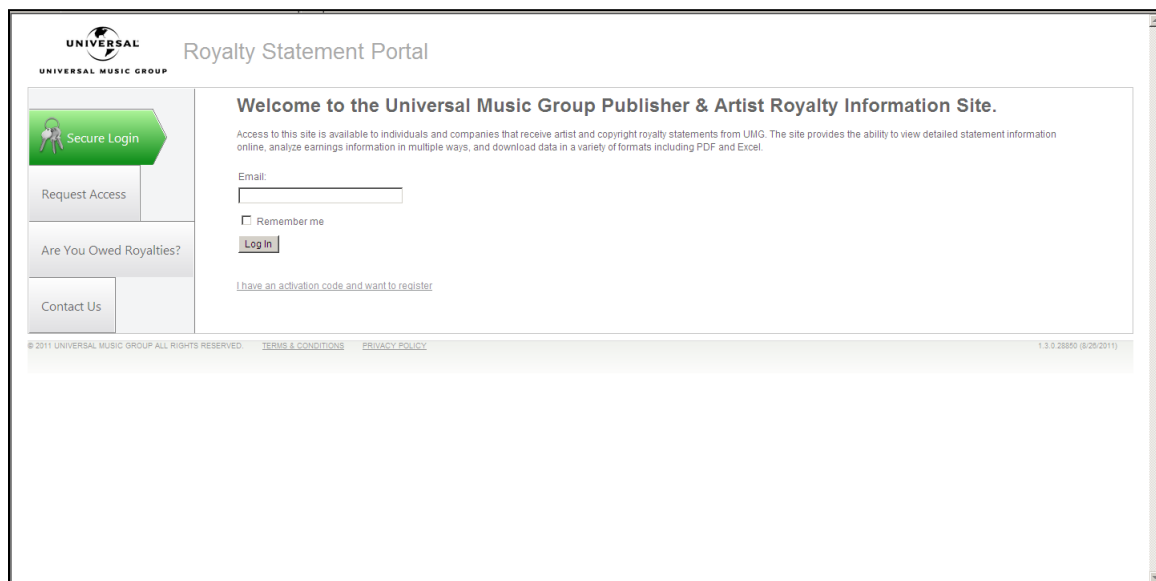


- **Chart “drilldown”**
Anytime a pie chart is displayed, you can click on any slice of the pie to show detailed information that comprises that slice.
- **Totals & Earnings Tab**
 - Note that all Totals and Earnings Amounts displayed are at the account level, before a Payee Percentage Participation has been applied.
 - If more than one period of statements is available in the portal for an account, you can use the slider bar above the list of charts and graphs to select multiple periods. The amounts shown will then reflect the sum total of the multiple periods.

1.2 Portal Login (Home) Page

The portal login (home) page can be found at this address: <https://www.umgroyalty.com>

When you first access the portal, you will see this Log in (Home) Page:



The screenshot shows the 'Royalty Statement Portal' login page. At the top left is the Universal Music Group logo. The main heading is 'Welcome to the Universal Music Group Publisher & Artist Royalty Information Site.' Below this is a brief description of the site's purpose. The login form includes an 'Email:' field, a 'Remember me' checkbox, and a 'Log In' button. There is also a link for users with activation codes. On the left side, there are buttons for 'Secure Login', 'Request Access', 'Are You Owed Royalties?', and 'Contact Us'. The footer contains copyright information and links to 'TERMS & CONDITIONS' and 'PRIVACY POLICY'.

1.2.1 Terms of Use

To view the portal terms of use, please click on “Terms of Use” located at the bottom of on any portal page. Use of the portal assumes acceptance of the Terms of Use.

1.2.2 Privacy Policy

To view the UMG portal privacy policy, click on “Privacy Policy”, located at the bottom of any portal page.

1.2.3 Help

Answers to Frequently Asked Questions (FAQs) are available by clicking on “FAQs” on the portal home page or by clicking “Help” at the top of any portal page after you have logged in. The FAQs provide answers to most of the questions you may have about the portal.

1.2.4 Contact Us

If you have questions that are not addressed by the portal FAQ pages, please click on “Contact Us” on any portal page. Here you will find information for:

- Questions about your statement
- Change of Address
- UMG contact information (via email or toll-free number)

1.2.5 Forgotten Password

If you forgot your portal password, please click on “Forgot my password?” on the portal password log in page. You will be directed to a new screen on which you will be asked to answer the 3 security questions you chose during the enrollment process. After successfully answering your 3 security questions, you will be directed to a screen on which you will set up a new password. Be sure to adhere to the password guidelines that are specified on the password set up screen:

- Min Characters:7
- Max Characters:12
- At least one letter
- At least one number

Note that your password is securely stored in the portal and cannot be viewed or changed by anyone. If you forget your password, you must use the above process to establish a new password.

1.3 Requesting Portal Access

If you are an artist, publisher, or auditor with an established account at UMG, you may request portal access by clicking on “Request Access” on the portal home page. Please follow the specified instructions to apply for a portal account:

From your last statement received enter the following information:

- Period Ending
- Payee Number
- Amount Due
- Account Number
- Royalty Code
- Type (Artist or Copyright)

Click on “Submit” to send your access request to UMG. Your request will be reviewed. After your request has been approved you will be contacted by email with your activation code.

1.4 Logging into the Portal

To log in to the portal, enter the email address associated with your UMG portal account and click “Log in”. If you want the portal to remember your email address the next time you visit, check “Remember me”. After you click “Log in”, you will be asked to enter your password. ***For your protection, if you do not enter the correct password after 3 attempts, your portal account will be disabled and you must complete the “Forget Password” process described in section 1.2.5.***

The pages displayed after logging in depend on your “role”, which is either:

- Artist
- Copyright
- Auditor

Please see the corresponding section of this guide for information available for each of these roles.

Note that all subsequent sections of this User Guide assume you have acquired a portal account and have successfully logged into the portal in one of the above roles.

2. Artist Statements

2.1 Artist Statements Overview

When you first log in to the portal, a list of statements you have available for viewing and analyzing are shown. This is the “Artist Statements Overview” page.

Basic information for each statement is shown on each line, including:

- Period (in YYYYPP format, where ‘YYYY’ is the year and ‘PP’ is the period)
- Owner Name
- Payee Number
- Account Number
- Account Name
- Statement Balance
- Royalty Earnings
- Payee %

Values for each item above are identical to those shown on your printed statement. Also shown for each line are the icons for downloading the statement detail into PDF, Excel, or CSV format to your computer.

2.2 Artist Statement Summary

You can view more detail for each statement listed on the Artist Statement Overview page by clicking on the period. This returns the Artist Statement Summary page, which shows a summary of the statement you selected: (note the period is underlined, which indicates that more information can be displayed by clicking on the value).

Values shown on this page are identical to those on your printed statement, and include:

- Payee opening balance
- Payments
- Total recoupable costs
- Total adjustments
- 4 categories of earnings:
 - Domestic
 - Club
 - Domestic License
 - Foreign

- Net earnings
- Total prior reserves
- Ending reserves
- Transfers
- Payee ending balance

You can click on any of the above names (Payments, Recoupable Costs, etc.) to view statement detail for that item. You can also click on any pie slice to see earnings detail for the category of earnings represented by that slice.

By clicking on the appropriate download icon, statement detail information can also be downloaded into Excel or CSV format.

Click on [Artist Summary](#) to return to the Artist Statement Summary page.

2.3 Payee Info

The “Payee Info” tab shows the payee name, payee number, payee address, vendor number, owner name, account name, account number, and various status information associated with the account. This information cannot be changed using the portal. If you need assistance to update this information please refer to the “Contact Us” tab on the portal log in page.

2.4 Totals & Trends

The “Totals & Trends” tab allows you to view information on your statement in graphical or tabular form, with the option to download underlying statement detail to your computer.

2.4.1 Total by Category

The “Total by Category” pie chart shows the breakdown of each type of earnings:

- Domestic
- Club
- 3rd Party
- Foreign

The amount and percent to total for each earnings type is shown for each category. You can also click on a pie slice to view earnings detail for the selected slice.

2.4.2 Total by Title

The “Total by Title” table lists each title, the net royalty earnings, and the percent of total earnings for each title. This data can be downloaded to your computer by clicking the Excel or CSV icon on the right directly above the table.

2.4.3 Total by Sales Type

The “Total by Sales Type” table summarizes net royalty earnings by each sales type, such as Retail-11, PermDwl-38, etc., and the percentage of the total for each sales type. These sales types are listed on your printed statement.

This table can be downloaded to your computer in either Excel or CSV format by clicking on the corresponding download icon above the table.

2.4.4 Total by Source

The “Total by Source” table summarizes net royalty earnings by each sales source and the percentage of the total for each sales type. These sales sources are listed on your printed statement.

This table can be downloaded to your computer in either Excel or CSV format by clicking on the corresponding download icon above the table.

2.4.5 Total Digital vs. Physical Licensing

The “Digital-Physical Licensing” pie chart shows the breakdown of digital vs. physical licensing for the selected statement.

The amount and percent to total for both digital and physical net royalty earnings are also shown. You can also click on a pie slice to view earnings detail for the selected slice.

2.4.6 Total by Digital Sub-Type

The “Total by Digital Sub-Type pie chart shows the breakdown of earnings for each digital sub-type for the selected statement.

The amount and percent to total of net royalty earnings for each digital sub-type are also shown. You can also click on a pie slice to view earnings detail for the selected slice.

2.4.7 Total Digital Domestic vs. Digital Foreign

The “Digital Domestic vs. Digital Foreign” pie chart shows the breakdown of earnings for digital earnings for both domestic and foreign sales for the selected statement.

The amount and percent to total of net royalty earnings for each digital domestic and digital foreign are also shown. You can also click on a pie slice to view earnings detail for the selected slice.

2.4.8 Statement Balance Trend

The “Statement Balance Trend” column (bar) chart displays the trend of net royalty earnings across the period(s) selected by the slider bar above the chart names. Note that if only one statement period is available in the portal, the slider bar will only allow you to select that statement period.

2.4.9 Category Trend

The “Category Trend” column (bar) chart displays the trend of net royalty earnings for the 4 earnings categories (domestic, club, 3rd party, and foreign) across the period(s) selected by the slider bar above the chart names. Note that if only one statement period is available in the portal, the slider bar will only allow you to select that statement period.

2.4.10 Digital Trend

The “Digital Trend” column (bar) chart displays the trend of digital net royalty earnings across the period(s) selected by the slider bar above the chart names. Note that if only one statement period is available in the portal, the slider bar will only allow you to select that statement period.

2.5 Search Earnings

“Search Earnings” feature provides an easy method of finding particular earnings transactions from your statement. You can enter your search criteria for:

- Selling Company
- Product Title
- Selection/Release Number
- Sales Type

The search criteria you enter can be partial, for example, entering “ITALY” for the Selling Company will display all statement lines that contain word “ITALY” in the selling company. The search criteria are cumulative for each criterion, that is, if you enter “ITALY” for Selling Company

and “Retail-11” for Sales Type, the portal will display all statement lines that contain “ITALY” in the Selling Company AND “Retail-11” as Sales Type. Using multiple criteria is a good way to reduce the number of statement lines that are found. After you enter your desired search criteria, click on “Search” to find statement lines that meet your criteria.

Each line displayed in the search results contains the same information as the corresponding line on the printed statement.

The statement lines in the search results can be downloaded to your computer in either Excel or CSV format by clicking on the corresponding download icon directly above Net Royalty Earnings.

2.6 My Profile (Portal Account Information)

You can view your portal profile by clicking on “My Profile”, available on any page after you login to the portal.

Your name, email address, account type (role), and payee information for each account for which you have been assigned portal access are listed.

2.7 Logout

To logout of the portal, click on the “Logout” button available on page of the portal. This will close your portal session and return to the portal login page. For security reasons you should always also close your browser after logging out of the portal. Never leave your session logged in on a public or shared computer.



3. Copyright Statements

3.1 Copyright Statements Overview

When you first login to the portal, a list of statements you have available for viewing and analyzing are shown, known as the “Copyright Statements Overview” page.

Basic information for each statement is shown on each line, including:

- Period (in YYYYPP format, where ‘YYYY’ is the year and ‘PP’ is the period)
- Owner Name
- Payee Number
- Account Number
- Account Name
- Account Group
- Statement Balance
- Payee Balance

Values for each item above are identical to those shown on your printed statement. Also shown for each line are the icons for downloading the statement detail into PDF, Excel, or CSV format to your computer.

3.2 Copyright Statement Summary

You can view more detail for each statement listed on the Copyright Statement Overview page by clicking on the period (note the period is underlined, which indicates that more information can be displayed by clicking on the value).

This is the Copyright Statement Summary page, which shows a summary of the statement you selected:

Values shown on this page are identical to those on your printed statement, and include:

- Payee opening balance
- Payments
- Earnings
- Adjustments
- Payee Ending Balance

Negative amounts are listed in **red**.

You can click on any of the above names (Payments, Earnings, etc.) to view statement detail for that item. You can also click on any pie slice to see earnings detail for the category of earnings represented by that slice. By clicking on the appropriate download icon, statement detail information can also be downloaded into Excel or CSV format.

Click on [Copyright Summary](#) to return to the Copyright Statement Summary page.

3.3 Payee Info

You can view the payee information associated with your portal account by clicking on the “Payee Info” tab.

The Payee Info tab shows the payee name, payee number, payee address, vendor number, owner name, account name, account number, and various status information associated with the account. This information cannot be changed using the portal. If you need assistance to update this information please refer to the “Contact Us” tab on the portal log in page.

3.4 Totals & Trends

The “Totals & Trends” tab allows you to view information on your statement in graphical or tabular form, with the option to download underlying statement detail to your computer.

3.4.1 Total Digital vs. Total Physical

The “Total Digital vs. Total Physical” displays the breakdown between the digital and physical channels.

The amount and percent to total for each earnings type is shown for each channel. You can also click on a pie slice to view earnings detail for the selected slice.

If more than one period of statements is available in the portal for this account, you can use the slider bar above the list of charts and graphs to select multiple periods. The amounts shown will then reflect the sum total of the multiple periods.

3.4.2 Total by Song Title

The “Total by Song Title” table lists each song title, the net royalty earnings, and the percent of total earnings for each song title. This data can be downloaded to your computer by clicking the Excel or CSV icon on the right directly above the table.

3.4.3 Total by Sales Type

The “Total by Sales Type” table summarizes net royalty earnings by each sales type, such as D2C, DNLD, etc., and the percentage of the total for each sales type. These sales types are listed on your printed statement.

If more than one period of statements is available in the portal for this account, you can use the slider bar above the list of charts and graphs to select multiple periods. The amounts shown will then reflect the sum total of the multiple periods.

This table can be downloaded to your computer in either Excel or CSV format by clicking on the corresponding download icon above the table.

3.4.4 Total by Digital Sub-Type

The “Total by Digital Sub-type” pie chart summarizes net royalty earnings by each sales channel or sub-type, such as mobile and downloads. The percentage of the total for each sub-type is also displayed.

If more than one period of statements is available in the portal for this account, you can use the slider bar above the list of charts and graphs to select multiple periods. The amounts shown will then reflect the sum total of the multiple periods.

This table can be downloaded to your computer in either Excel or CSV format by clicking on the corresponding download icon above the table.

3.4.5 Statement Balance Trend

The “Statement Balance Trend” column (bar) chart displays the trend of net royalty earnings across the period(s) selected by the slider bar above the chart names. Note that if only one statement period is available in the portal, the slider bar will only allow you to select that statement period.

3.4.6 Digital Trend

The Digital Trend column (bar) chart displays the trend of digital net royalty earnings across the period(s) selected by the slider bar above the chart names. Note that if only one statement period is available in the portal, the slider bar will only allow you to select that statement period.

3.5 Search Earnings

The Search Earnings feature provides an easy method of finding particular earnings transactions from your statement. You can enter your search criteria for:

- Song Number
- Song Title
- Selection/Release Number
- Sales Type

The search criteria you enter can be partial, for example, entering “Love” for the Song Title will display all statement lines where the song title contains the word “Love”. The search criteria are cumulative for each criterion, that is, if you enter “Love” for Song Title and “DNLD” for Sales Type, the portal will display all statement lines that contain “Love” in the Song Title AND “DNLD” as Sales Type. Using multiple criteria is a good way to reduce the number of statement lines that are found.

After you enter your desired search criteria, click on “Search” to find statement lines that meet your criteria.

Each line displayed in the search results contains the same information as the corresponding line on the printed statement.

The statement lines in the search results can be downloaded to your computer in either Excel or CSV format by clicking on the corresponding download icon directly above Net Royalty Earnings.

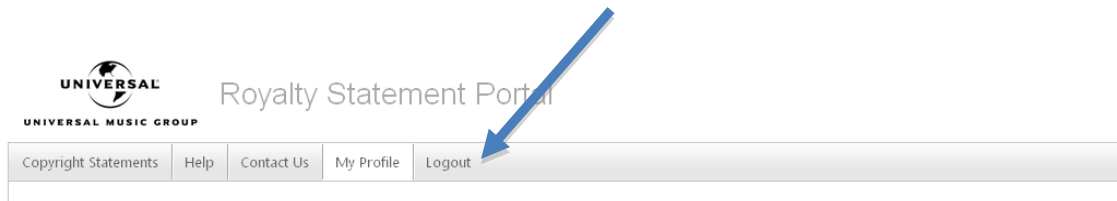
3.6 My Profile (Portal Account Information)

You can view your portal profile by clicking on the “My Profile” tab.

Your name, email address, account type (role), and payee information for each account for which you have been assigned portal access are listed.

3.7 Logout

To logout of the portal, click on the Logout button available on page of the portal. This will close your portal session and return to the portal login page. For security reasons you should always also close your browser after logging out of the portal. Never leave your session logged in on a public or shared computer.



4. Audit and Courtesy Copy Accounts

4.1 Statement Summary

Both auditors and courtesy copy account roles will see the statement summary page where statements that they have been granted access to will be displayed. These statements are only available via download in either PDF, CSV, or Excel format. From this page, you cannot drill down into statement detail.

4.2 Logout

To logout of the portal, click on the Logout button available on page of the portal. This will close your portal session and return to the portal login page. For security reasons you should always also close your browser after logging out of the portal. Never leave your session logged in on a public or shared computer.

