

CCSMP40

Track royalties and produce invoices within a music publishing context



Overview

This unit is about tracking royalties arising from licenses issued and producing invoices on behalf of your music publishing organisation. It will involve you liaising with others both internal and external to your organisation. You will be required to produce invoices and credit notes, carry out adjustments where relevant and investigate and resolve enquiries and queries. Excellent customer service is an important factor throughout this unit.

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Performance criteria

You must be able to:

- P1 create invoices/credit notes for licenses issued
- P2 assist with the royalty accounting processes relating to specific licenses Action royalty adjustments where relevant and accurately
- P3 liaise with external customers and internal departments in order to resolve queries and gain data
- P4 process licence applications in a timely and accurate manner
- P5 produce and dispatch customer invoices in an accurate and presentable form
- P6 investigate and resolve internal enquiries and queries from customers
- P7 provide administrative support
- P8 identify missing royalties and missing data/monies liaising with collecting societies as appropriate
- P9 invoice and assist with collections and distributions where necessary in line with contractual terms.
- P10 maintain all licensee files in systematic and traceable order
- P11 maintain customer master files in line with organisational procedures
- P12 work to deadlines to ensure targets are achieved.

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Knowledge and understanding

You need to know and understand:

- K1 the different types of licence and what they cover and why
- K2 the appropriate copyright law applicable to your job role
- K3 the IT and data systems in use within your department
- K4 how to influence, negotiate and build long term client relationships
- K5 rights, territories and clearance required by all parties
- K6 accepted rates for licensing fees
- K7 how to provide excellent customer service
- K8 debt collection techniques

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