



## Frequently Asked Questions

### Emmy® Express

#### **What is Emmy® Express?**

Emmy® Express is our online entry solution designed to make your entry process as easy as possible. The entire entry experience using Emmy® Express is a 6 step process that takes about 5 – 10 minutes per entry. To submit more than one entry, simply repeat steps 1 through 4 and at the end, be sure to choose your payment option. You access Emmy® Express through the NATAS Southeast website, [www.natassoutheast.org](http://www.natassoutheast.org).

#### **What information do I need to have to make an entry in Emmy® Express?**

- Member email address (if you want to receive member entry rates)
- Title of Entry
- Category
- Submitting Organization
- Length: hour/minutes/seconds
- Language (English or Spanish)
- First Air Date (MM-DD-YYY)
- Station First Aired or Advanced Media URL
- Entry Summary Description/Precis
- How Many Entrants
- Submitters
  - Name
  - Organization
  - Phone
  - Email
  - Address: Street, City, State, Zip
- Main Entrant
- Main Entrant Membership Status (member/non)
- Main Entrant Email
- Main Entrant Organization
- Main Entrant Phone
- Additional Entrant (same info as above)
- Credit Card information (if paying by credit card)

#### **There are two links to enter Emmy® Express, which one do I click on?**

If you are a station, network, educational institution or a producer with more than 5 entries click the first link.

If you are an individual and NOT part of a station/network/educational institution click the second link.

# Frequently Asked Questions

## Emmy® Express (cont)

### **What is the Emmy® Express dashboard and should I use it?**

The dashboard is a feature that allows a designated 'administrator' to review, change, approve and pay for their station or groups entries. You access this through a different URL than the one posted on our website – and you will be given a unique user id and password.

The dashboard is recommended for stations/groups with a large number of entries. If you would like to utilize this feature, please contact Cathie Bailey, NATAS Southeast Administrator ([natasadmin@natassoutheast.tv](mailto:natasadmin@natassoutheast.tv)) for administrator instructions.

### **Do I have to be a member to submit and Entry?**

You do not have to be a member of NATAS Southeast; however if you would like to receive the member discount entry fee you can become a member immediately by clicking the membership link and following the brief process. Once you have filled out the member information you can receive member entry rates.

### **Why am I not receiving the member rate?**

Make sure you select (check the box) in Step 2 where it asks:

Which members should be entrants on this entry?

### **Why is it rejected the date I put in?**

Make sure you have dashes (-) between the numbers, not slashes (/)

### **Who is the "Submitter Contact" on the entry?**

This is the person who is submitting entries (i.e. completing the online entry forms) on behalf of their station or production company. This is the first person we will contact if we have any questions or require additional information regarding the entry. This person may or may not also be listed as an "entrant" as well.

### **What if I make a mistake can I go back and edit my entry?**

You may go back and edit your entry up until the deadline of 5pm. January 28, 2010. *To make updates/changes use the link emailed to you with your confirmation.*

After 5pm 1/28/10 all changes need to be made through the administrator, [natasadmin@natassoutheast.tv](mailto:natasadmin@natassoutheast.tv) and will incur a process charge (see change fees in the Call for Entry)

*NOTE: If you have submitted an entry in the wrong category, you will have to resubmit the entry entirely. Please contact the NATAS Southeast office to delete the incorrect submission.*

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## Emmy® Express (cont)

### **What forms of payment are accepted by NATAS Southeast?**

Credit card is the preferred online method, but check, purchase orders and money orders are also accepted. In Step 5, you'll have the following 3 payment options to select from:

- Pay online now with a credit card
- Pay online later with a credit card (an invoice will be e-mailed to you)
- Pay by mail with a check (an invoice will be emailed to you)

If you chose to pay later with a credit card – you will be emailed a copy of the instructions for paying later. To pay without using the link in the email, go to the first page of the Emmy® Entry process and enter your invoice number (from your email) at the bottom of the page in the "Pay a Previous Invoice" box.

Your invoice number is XXXXXXXXX

### **If I have more than one entry can I pay for them all at the same time?**

Yes, after you complete Step 4 in **Emmy® Express** you will have the choice to 'make another entry' or to pay for that individual one. All entries you do at the same time will be on the same invoice (*note – exception to this is when you are using the dashboard*).

### **How will I receive a confirmation?**

In Step 6, you'll have the option to print copies of your Emmy® entries and your invoice or payment receipt. Your invoice/payment will also be emailed to you.

### **Can I print labels for the DVD's?**

Yes, in Step 6 you can print DVD labels for each of your entries. Print on either plain paper or Avery 5165 full sheet label stock, and cut to size. Attach to outside of DVD box.