

CREATE A CASE - PROCESS GUIDE

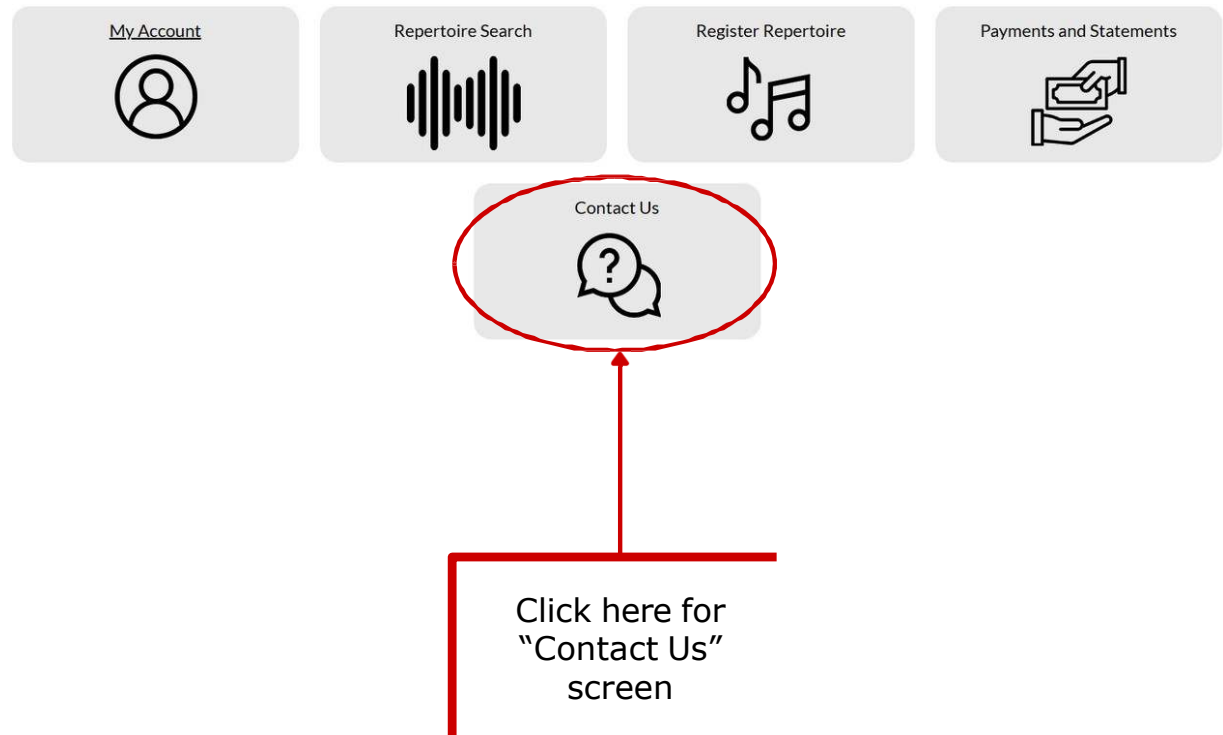
Private and Confidential – March 2026



LANDING SCREEN

When you log in to the portal you will arrive on the Home screen, also known as the “landing screen”.

To start the process of creating a case you will need to navigate to the “Contact Us” screen (see screenshot at right).



CONTACT US SCREEN

Once you have navigated to the "Contact Us" screen, you need to create an enquiry. To do so, you should click the "Contact Us" button, as per the screenshot below.

Home My Account Repertoire Search Register Repertoire Payments and Statements **Contact Us**

Contact Us

Contact Us

Click here to create a case

Open Enquiries Closed Enquiries

Open Enquiries

10 items • Sorted by Case Number • Filtered by All cases - 4 more filters applied • Updated a few seconds ago

Search this list...

Case Nu...	Account ...	Contact Name	Case Type	Query type	Query Subject	Date/Time Opened	Date/Ti...	Status
1			Update Rights Holder Details			28/11/2024, 3:31 am		On Hold
2			Enquiry	Change of Representative	Change Rep	29/11/2024, 11:44 pm		In progress
3			Add Contact Request		New Contact Request	13/12/2024, 3:09 am		Rejected
4			Update Financial Details		Update Financial Details	19/12/2024, 10:59 pm		New
5			Update Financial Details		Update Financial Details	19/12/2024, 11:04 pm		Rejected

CONTACT US

Having navigated to the “Contact Us” page, enter your Account Name information, and select a Query type from the following options (description details on next slide):

1. Registering Repertoire
2. Repertoire Transfer
3. Rights Ownership
Query/Dispute
4. Artist Registrations
5. Change of Details
6. Change of Representative
7. Beneficiary/Successor
Request
8. Licensor /Input Agreements
9. Payments
10. Other

The screenshot shows the PPCA Contact Us form. At the top is a dark navigation bar with links: Home, My Account, Accounts, Repertoire Search, Register Repertoire, Payment, and Contact Us. The form title is "Contact Us" with the subtitle "Tell us how we can help." The form fields include:

- * Account Name**: A text input field with a placeholder "Search Accounts...". A red box highlights this field, and a red arrow points from a text box below to it.
- * Query type**: A dropdown menu with "--None--" selected.
- * Query Subject**: A text input field with a help icon.
- * Details**: A larger text input field with a help icon.
- Upload File**: A button with a file icon.
- Submit**: A dark button with white text. A red box highlights this button, and a red arrow points from a text box below to it.

Annotations in red:

- A red box around the "Account Name" field with an arrow pointing to it from the text: "Account Name will appear here when you click on the text box".
- A red box around the "Submit" button with an arrow pointing to it from the text: "2. Submit request".

QUERY TYPES

1. REGISTERING REPERTOIRE

- Use this Query type to discuss registering your repertoire

2. REPERTOIRE TRANSFER

- Use this Query type to address a repertoire transfer in or out of your Rights Holder account

3. RIGHTS OWNERSHIP QUERY/DISPUTE

- Use this Query type if you have a query relating to a rights dispute

4. ARTIST REGISTRATIONS

- Use this Query type if you have a query relating to registering as an Artist

5. CHANGE OF DETAILS

- Use this Query type if you would like to discuss changing details which you are unable to change in the portal (for example Company/Entity Name, Contact Details, Gender, Ethnicity, Date of Birth, etc)

6. CHANGE OF REPRESENTATIVE

Use this Query type if you would like to amend / add a representative

QUERY TYPES

7. Beneficiary/Successor

- Use this Query type to add a Beneficiary/Successor to your account

8. Licensor/Input Agreements

- Use this Query type to address a member agreement query

9. Payments

- Use this Query type if you have a query relating to a payment

10. Other

- Use this Query type if all of the above query types are not appropriate

FOLLOW UP ACTIONS

Following submission of the query, you will be provided with a Case number and the case will appear under the "Open Enquiries" header on the "Contact Us" screen on your account, as shown in the screenshot below

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Home My Account Repertoire Search Register Repertoire Payments and Statements Contact Us

Contact Us

Contact Us

Open Enquiries Closed Enquiries

Open Enquiries

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			Update Financial Details		Update Financial Details	19/12/2024, 11:04 pm		Rejected

Case Number Case Type Query type (if applicable) Query subject Date/Time Stamp Status

THANK YOU

**Level 4,
11-17 Buckingham Street
Sydney NSW 2010**

**+61 (2) 8569-1133
Distribution.mail@ppca.com.au**

ppca.com.au

