

Guide to Use Online IPRS Payment Portal

1. Are you a Background Customer or a Live Performance Customer?

A Background Customer is one who plays music in locations like Hotels, Restaurants, Malls, etc.

A Live Performance Customer is one who conducts live events like concerts, dance shows, award functions, etc where music is played.

If you are background customer, select Background from the drop down box. For a Live customer, select Live Performance from the drop down box.

2. For Background Customers – New Customer or Existing Customer

An Existing Background Customer is one who has received an Introduction letter from IPRS. It also means that this customer is registered in the IPRS database.

A New Customer is one who has not received any Introduction letter from IPRS and whose profile is not registered in the IPRS database.

3. For Background Customers – New Customer who wants to register in IPRS database

A New Background Customer who wants to register in the IPRS database, select “Register” to enter the profile details in the online form provided. Complete the form and submit. The form will be registered with IPRS and an IPRS officer will contact for further clarifications to complete the process as needed by IPRS.

4. For Background Customers – Existing Customer who wants to make an Online Payment against the Estimate raised by IPRS

- An Existing Background Customer who wants to make a payment against the estimate raised by IPRS, select Sign In.
- Sign In requires both the Customer ID and Customer Name. The Customer ID is provided by IPRS and is found in the estimate sent by IPRS. If unable to sign in, contact IPRS local office to get the customer ID.
- Once signed in, select the appropriate region option belonging to the customer.
- A summary of the unpaid estimate is displayed for which payment is to be made
- If acceptable, select “Next” to move on to make the payment.
- Accept the Terms and Conditions before selecting “Make Payment”
- A secure HDFC payment site is used to enter card details for making the payment
- Once the payment is accepted, an SMS confirming receipt of payment is sent to the customer. An email is also sent that will have the payment receipt attached to the email. This can also be downloaded.

5. For Live Performance Customers – New Customer or Existing Customer

An Existing Live Performance Customer is one who is registered using the IPRS Online Payment Portal.

A New Live Performance Customer is one who is not registered using the IPRS Online Payment Portal.

6. For Live Performance Customers – New Customer who wants to register in IPRS database

A New Live Performance Customer who wants to register in the IPRS Online Payment Portal database, select “Register” to enter the profile details in the online form provided. Complete the form and submit. The form will be registered with IPRS Online Payment Portal.

7. For Live Performance Customers – New Customer who wants to make Online Payment for the Event

Once the New Customer Form has been submitted, the customer will be taken to a set of steps to complete the process of

- Venue Creation where the Event is being conducted – Select Create a New Venue from the Venue Dropdown box.
- The Venue Form will be opened for the customer to enter the Venue Details.
- Once the Venue Form is completed and submitted, a Venue will be created against the customer for future use, if another event is held at the same venue.
- Event Creation providing the details of the event

Venue and Event Creation are mandatory before an online payment can be made.

8. For Live Performance Customers – Existing Customer who wants to make Online Payment for the Event

An Existing Customer is one who is already registered in the IPRS Online Payment Portal. This type of customer needs to Sign In to enter the Payment Portal.

For Signing In, the customer needs to supply the email as User ID and Mobile Phone Number as Password. It is mandatory on the part of the customer to select the region from the drop down box provided.

Once Signed In, the customer will be taken to a set of steps to complete the process of

- Venue Creation or Selection of Venue where the Event is being conducted – selection of the appropriate action from the Venue Dropdown box
- Event Creation providing the details of the event

The above two are mandatory before an online payment can be made.

9. For Live Performance Customers – Existing Customer who has already made an earlier Online Payment and wants to make another Online Payment for the next Event

Here the customer must sign in first using the email and Mobile Phone as User ID and Password.

Once Signed In, the customer will be taken to a set of steps to complete the process of Venue and Events

Venue:

- If the event is being held at a venue not created earlier by the customer, select Venue Creation from the Venue Dropdown box
- Enter the details to fill the Venue Form and submit
- If the event is being held at a venue already created earlier by the customer, select Existing Venue List from the Venue Dropdown box
- A list of already created Venues will be displayed for the customer to select the appropriate venue where the event is being held
- If the venue is not found in the list, a new venue has to be created using Create a New Venue from the Venue Dropdown box
- Event Creation providing the details of the event

Event:

- Enter the From and To Dates of Performance
- Select the appropriate Tariff Option as applicable to the Event from the two drop down boxes provided.
- Once the appropriate tariff option is selected, the amount applied for the tariff will be displayed along with GST calculation for it.
- It is mandatory to enter a minimum of 10 songs/works being performed at the event.
- To enter a song, song title is entered in the box provided and then either "Enter Button from keyboard" or the "+" icon provided is selected.
- The song will be displayed in the Song List
- Submit the Event, when all is completed
- On submission, a separate customer ID is generated by IPRS for each event that a customer registers. This customer ID along with the estimate amount is displayed for the customer to make the payment.
- The payment process is the same as outlined for Background Customers in step 4 above.

10.For Live Performance Customers – Common Glitches

In trying to make an online payment there can be many glitches arriving and the final result being that the payment is not made. These glitches can be

- Internet Failure at the customer end
- Power disconnection at customer end
- Customer coming out of the IPRS payment portal without making the payment
- HDFC payment portal declining the card
- All payment completed, customer is debited but does not receive email or SMS or is unable to download from the IPRS Online Payment Portal.

Whatever be the reason behind the glitch, the customer can be in any of the process steps towards completion of the payment process.

- a) **Customer profile is not created** – Register the customer profile again
- b) **Customer profile created** – Sign In using the customer email and mobile phone number
- c) **Event Not created, but New Venue Created**
 - Sign In using the customer email and mobile phone number
 - Select Existing Venue from the Venue drop down box
 - Complete the Events page
 - Submit the Event for making the payment
- d) **Event created, but Payment Not done** – This can be handled with the customer being considered as Background Customer, if the customer wants to use the IPRS Payment Portal. For this
 - Customer requires the Customer ID generated by IPRS that is available with the customer
 - If not available, get the Customer ID by contacting the IPRS regional office
 - Sign in as a Background Customer following the steps as outlined for background customer in step 4
 - Make another event as a Live Performance Customer with the same details and inform IPRS regional office to cancel the previous event made

If not wanting to use the IPRS Payment Portal

- Make an offline payment by contacting the IPRS regional office

IPRS Regional Offices:

Visit www.iprs.org to know more about IPRS regional offices.