

ArtistForce – User Guide v1.2
 Melissa Dicus for ArtistForce, inc. – Monday May 4, 2009

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First Time Log In

Overview

You should have received an email from ArtistForce titled “ArtistForce Account Activation – Login Details” with your username and password to log in for the first time. If you have not received this email, check your junk mail or spam folder first before contacting ArtistForce. Your username is your email address that you gave us. Enter the password provided in your ArtistForce message and click [Sign In](#).

Change Your Password

Now you need to enter a new password that you will use each time you return to ArtistForce. Your password should include both letters and numbers to ensure it is secure. It is also case-sensitive.

Build Your Basic Profile

Your ArtistForce profile will be searched and viewed by other users, including Venues, Promoters, Talent Buyers, Agents, Managers, and other performing artists. The information you enter here will set up a basic profile for you. There will be much more that you can add later to your profile to increase the probability of views and offers.

The Basics

These details will appear on your profile and will be seen by other users on ArtistForce, so make sure the information is appropriate and accurate. Remember – this is a professional profile meant to generate offers for your act to perform.

- Details you must enter include your artist or band name, the year your act was founded, and the type of entertainment you offer. You can choose from Appearances, Comedy, Music, Public Speakers, Theatrical, and Variety Acts. To choose more than one type, hold down the Ctrl key as you click on each type.
- You may also enter a fee range for your performances by entering a low fee and high fee. If you are not sure, you do not have to enter anything right now. We will give you some more information about fee ranges later when you enter the Profile Manager.
- You can also select a genre for your act, but it is not required at this time. Do not worry if you think more than one genre apply to you, as you can expand on this when you enter the Profile Manager.

Business Card

Your Business Card includes all of your contact information and will be seen by other users on ArtistForce when you add them to your Contacts. We value your privacy and will not share or sell this information to anyone else without your permission.

- Enter in your contact information, including your real first and last name, zip code, city, and state.

- It is optional to fill out the rest of the blanks, including artist website, phone number, and fax number, but the more information you include, the easier it will be for talent buyers, promoters, and venues to reach you in their preferred contact methods.

Once you have finished The Basics and Business Card, click on [Build Profile + Take me to the Dashboard](#).

Invite Your Network

Invite your fellow artists and business contacts to join you on ArtistForce. Invitations can be sent a few ways, depending on the type of email you use and your individual preference.

- You can enter your name, email address, and email password. Click [Next](#) and we will send out invitations to some or all of the contacts you have saved there.
- You can click on “Import Outlook/Thunderbird addressbook” below the [Next](#) button to send invitations to some or all of the contacts saved in your addressbook on Outlook or Thunderbird.
- You can click on “Manually add Emails” below the [Next](#) button if you would rather input the information yourself.

The Dashboard

Overview

The Dashboard is the first place you will go to each time you log in to ArtistForce. Think of the Dashboard like the one in your car. In one glance, you can see your speed, fuel level, mileage, and more. With that one glance, you know if you need to stop for gas or slow down for a school zone. On the ArtistForce Dashboard, all the information you need to drive your live entertainment career is here. With one glance, you know if you need to review offers, develop a contract, check messages, and more.

Welcome

ArtistForce always greets you when you return to the Dashboard.

System Alerts

System Alerts provide you with the news that is most urgent for you, including unread messages and offers. It will also tell you if ArtistForce is planning any site maintenance or experiencing any issues that you should be aware of.

Profile Tools

You have set up your basic profile already, but there is a lot more that you can do to increase your chances of being viewed by ArtistForce users, including Venues, Promoters, Talent Buyers, Agents, Managers, and other performing artists. To do this, you will use the buttons either along the top of the Dashboard or next to your

profile photo. They are: Profile Manager, Media Manager, Tour Dates, and View Profile.

Charts

Total Offers and Volume tells you the dollar value of the offers you have received each month on ArtistForce. Since you have just started using ArtistForce, you will only see a value for the current month. As you continue to book shows over the coming months, you will be able to track your booking income with this one chart.

Booking Pipeline allows you to track the various stages of your offers until they are actually booked. You can see the number of offers for each stage funneling down to closure.

Confirmed Bookings YTD shows you the number of bookings that have been confirmed for the year to date.

Create New (jump menu)

By clicking on the drop down menu after Create New, you can choose “message” and send a message to any of your contacts on the ArtistForce platform.

Industry Headlines

Stay informed with Industry Headlines – the latest news, reports, and concepts coming out of the music industry. Click on any headline to go to the ArtistForce company blog and read the full article.

Mailbox

Your Mail is available from the Dashboard or by clicking on the **Mail** tab at the top of the screen. Your inbox shows how many new messages you have. You can also click on **Sent**, **Drafts**, and **Trash** to access those folders.

Recent Offers

Recent Offers shows you the newest offers that you have received. For each offer, you can see some basic information, including the venue, show date, location, offer amount, and status of the offer.

The status can be Unread, Artist Review, Booked, or Closed/Expired.

- Unread means that you have not yet viewed the offer.
- Artist Review means you have read the offer but have not yet responded to it.
- Booked means you have accepted the offer and converted it to a booking.
- Closed/Expired means you have already performed the show (closed) or you never responded to the offer and the date to accept or deny it has passed (expired).

Click on any offer to go to your Offers tab for more information. As a new user of ArtistForce, you will see offers listed from Demo Venue. These are not real offers. You can use these offers to practice using ArtistForce.

Recent Bookings

Recent Bookings shows you the newest bookings you have made. For each booking, you can see some basic information, including the venue, show date, location, offer amount, and status of the booking.

The status can be Open, Information Requested, Pending Contract, Contract Issued, Pending Signature, Pending Payment, Confirmed, Custom, and Closed.

- Open is a brand new booking that has not been updated yet.
- Information Requested means either the artist or the buyer has requested additional information before developing the contract.
- Pending Contract means all information has been received and the artist is waiting on the development of the contract.
- Contract Issued means the contract has been generated.
- Pending signature means a signature is still required from an involved party to complete the contract.
- Pending payment means the artist is still waiting on payment for the performance.
- Confirmed means the contract and payment have been completed.
- Custom allows you to build customized states of your own for the booking.
- Closed means the booking has been completed.

Click on any booking to go to your Bookings tab for more information. As a new user of ArtistForce, you will see one booking listed from Demo Venue. This is not a real booking. You can use this booking to get some practice with ArtistForce.

Tour Schedule

Tour Schedule lists all of your tour dates. Each date lists some basic information, including venue, city, and country.

When you first log in to ArtistForce, you do not have any tour dates listed. You may enter the dates you already booked before joining ArtistForce by clicking on [Tour Dates](#) at the top of the Dashboard.

Once you start using ArtistForce to book shows, your tour dates will appear in the Tour Schedule automatically.

ForceFeed RSS

Each profile on ArtistForce has a News section. You may subscribe to feed that news to your Dashboard to read each time you log in to ArtistForce. Instead of having to visit each profile you want to follow, the news will all be consolidated into a single list that you can see under the ForceFeed RSS section.

How to Change Password

Click on [Change Password](#) if you believe that you need to change the password for your ArtistForce account.

Complete your Artist Profile

Overview

Your Artist Profile showcases and promotes your act to other users on ArtistForce, including Venues, Promoters, Talent Buyers, Agents, Managers, and other performing artists. You also have a public version of your Artist profile that you can share with others outside of ArtistForce.

You have already begun the process of developing your Artist Profile. Now you have the chance to add more details to your profile to make it more informative, interesting, and attractive. You will need to complete each section in the Profile Manager, Media Manager, and Tour Dates sections to fully complete your profile. If you do not know the answer or your information changes, you can return to any of these areas at any time to update or change your profile.

Profile Manager

The Profile Manager contains seven tabs: Basic Info, Biography, Discography, Genre, Contacts, Upload Files, and Download Center.

Basic Info

In this section, you will need to fill out your basic information. This information will be on your profile and will be seen by other users (except for your email address – which will be kept private). You can go into as much detail as you find necessary. Remember – the more information you provide, the more other users will get to know you.

- Email Alerts – If you answer yes to Email Alerts, you will receive an email to the address you have provided each time anyone communicates with you on ArtistForce.com.
- Low Fee & High Fee – You may enter a fee range for your performance by entering a Low Fee and High Fee. This is the range of payment you require in order to perform. For example, you expect to be paid between \$500 and \$1,000 to play a gig. If you do not want to enter a fee range, it is not required. You can learn more about selecting an appropriate fee range at <http://blog.artistforce.com/2008/11/11/artistforce-tip-determining-an-artist-fee-quote/>
- Enable Reviews – Click yes on Enable Reviews to allow other users on ArtistForce to post reviews on your profile. Reviews could be about the music or videos you have on your profile, or a talent buyer could write a review about your performance at their venue.
- Public Profile URL – Fill in a name for your public profile. Your public profile will look just like your regular ArtistForce profile, but it removes some of the more confidential details, like your fee range, so that you can share the link with anyone interested in you – even those not currently using ArtistForce. Usually, it is best to use your artist or band name for your public profile URL. For example, if a band was named Bananas, the ArtistForce public profile URL could be: <http://www.artistforce.com/bananas>.

Biography

Every Venue, Promoter, Talent Buyer, Agent, and Manager that looks at your profile will expect to see a biography that gives details about your act. Biography includes two sections: Brief Description and Full Bio.

- In the Brief Description, provide only a few sentences that make an impact while describing your act. The Description will appear on your profile just below the Artist/Band Name.
- In the Full Bio section, you want to include the history of the band, its members, musical backgrounds, music philosophy, awards and accolades, etc. The more accurate information you provide, the more users will know about you as an artist. It is a good idea to write your biography in a word processing program first, so that you can complete a spell check. Simple spelling errors can give a bad first impression to professionals checking out your profile.

Discography

This section lists all of the albums, singles, EPs, and compilations you have released. Other users on ArtistForce will be able to see this section, so double-check that all details are accurate.

- You will enter each Album, Single, EP or Compilation separately.
- For each release, fill in the year, name, and label. If you did not have a label, you may enter “No Label,” “Self-released,” or any other term that you believe fits.
- Choose from the drop-down list the appropriate release type: Album, Single/EP, or Compilation.
- After you have filled in all details, click **Add Album**. Continue to add each release until your full discography appears in the box on the right side of the screen.

Genre

Genre is the type of musical style you play.

- You can choose up to three genres to describe your act from the drop-down lists provided, but only one is required.
- In Type of Entertainment, select the types of shows you are available to perform. You may choose from: Appearances, Comedy, Music, Public Speakers, Theatrical, and Variety Acts.
- You may select more than one type by holding down the Ctrl key on your keyboard as you click on each type.

Contacts

The Contacts section holds the information you will provide to the contacts you make on ArtistForce. Except for your Website and Location, this information will NOT be displayed on your profile. If you do not have a website, you can enter your MySpace profile instead. We respect your privacy and will NEVER sell or rent your personal information.

Uploads

In this tab, you will only need to upload a single photo that will act as your main profile picture. It will appear on your profile page, in search results, and on your business card in ArtistForce.

- Click **Browse** to locate the photo you would like to use.
- Once your photo is uploaded, you should see the picture in the small screen on the right. Ensure that the photo is not stretched or distorted.

Download Center

You can upload additional files here that others can download from your profile.

- Examples include additional photos or reviews that you have received. Technical riders and hospitality riders are also very helpful for Talent Buyers to see.
- Do not worry about uploading songs or videos in this section. That is done in the Media Manager.
- For each file, click **Browse** and locate the file you would like to upload, provide a title, and give a brief description of the file. If you are uploading photos from a recent performance, your description could be: "Photos of Bananas' live performance at The Parish in Austin on March 20, 2009."

Media Manager

You may upload your audio and video content for your profile with the Media Manager. Ideally, you want to show video of your live performance. This is what Talent Buyers, Promoters, and Venues like to see most.

- If you do not have a live performance video, you could reach out to your network of friends and fellow artists to create one. Also, if you have good photos of your live performance, you can make a slideshow to your own music using many web-based services like Animoto.
- Click on **Upload New File**. You will need to give the file a title and a short description. Click **Browse** to locate the file on your computer. Once finished, click **Upload File**.

Tour Dates

The Tour Dates section allows you to add tour dates that you did not book through ArtistForce. If a show is booked through ArtistForce, the date will automatically appear, and you will not need to enter the information manually.

- Each date you enter in Tour Dates will appear in the order you have entered them, with the most recently added date at the top. Once on the Artist profile, the dates will appear in chronological order, with the closest date at the top.
- You may enter in the Talent Buyer, Exclusive Promoter, and Venue, or you can click on the buttons to the right of each to pull up ArtistForce's search feature. From there, you can search for their names and click to automatically fill in that information. By using the search feature, the tour date will also automatically appear on the Talent Buyer, Exclusive Promoters, or Venue's profile within ArtistForce.

- Once all information has been entered, click [Add Tour Date](#) and the date appears in the window below. Continue to add dates until you are finished.

View Your Profile

Click [View Profile](#) to see how your completed profile looks. Take a look at it to see if there are any errors that should be corrected. Remember – this is what industry professionals will see, so make sure there are no misspellings and that all information is accurate. If you need to make any changes to your profile, go back to the Profile Manager, Media Manager, and Tour Dates sections at the top of the Dashboard.

Profile Photo

In addition to your profile, this photo will appear in search results and on your business card. Make sure it is not stretched or distorted, and that it is a good representation of your act. Click on [Profile Manager](#) and go to the Upload tab to change your photo.

Artist Name

This is the name that you use as an artist or band (not your real name). Make sure it is correctly spelled so that you will appear in searches on ArtistForce. Click on [Profile Manager](#) and go to the Basic Info tab to change your artist name.

Brief Description

This is the headline under your Artist name. Because this section only allows for a few sentences, make sure that your entry is not cut off. If so, you may want to shorten it to fit. Review it also for any misspellings or mistakes. You do not want to make a bad impression to Venues, Promoters, Talent Buyers, Agents, and Managers with the first line on your profile. Click on [Profile Manager](#) and go to the Biography tab to change your brief description.

Genres

Make sure that all of the genres displayed are the ones you intended, and they are an accurate representation of your music. Click on [Profile Manager](#) and go to the Genre tab to change your genres.

Location

Make sure your city and state are correct. Click on [Profile Manager](#) and go to the Contact tab to change your location.

Last Login

This will automatically update each time you enter the site.

Forward to a Friend

The Forward to a Friend feature allows you to send a profile link to your contacts in ArtistForce.

Send Message

In addition to the Dashboard and Mail sections, you can also click [Send Message](#) to access your Mail and send a message to your contacts in ArtistForce.

News Section

Think of the News Section as your chance to update Venues, Promoters, Talent Buyers, Agents, Managers, and other performing artists about your activities. Let them know if you are working on new material, playing a special show, or recording. You can add a news article by clicking on [Post News](#). A new window opens for you. Enter a title and write out your message. Click [Post News](#) when you are finished.

Full Bio

The full biography appears here. Read through it to ensure there are no errors or misspellings. Click on [Profile Manager](#) and go to the Biography tab to change or update your full bio.

Tour Schedule

It is essential to show Talent Buyers, Promoters, and Venues your current tour schedule. The dates provide critical data for them, including when you might be in their area and how often you play shows. With that data, they can also research who you are playing with and the venues you typically play in. If you already entered them in, your tour dates now appear in chronological order with the closest date on top. There is no need to enter tour dates that you book on ArtistForce. They will appear automatically. If you ever schedule new tour dates outside of ArtistForce, click on the [Tour Dates](#) link at the top of the Dashboard to add them to your Tour Schedule.

Reviews

If you have enabled reviews, anyone on the ArtistForce platform should be able to add a review to your profile about your performance, music, etc. We encourage you to allow for reviews. Positive words about you posted on your profile only help you to get more offers.

Discography

Click on Main Albums, Singles & EPs, and Compilations to ensure that your entire discography is listed in the section and that all information is accurate. You can continue to add to this section as you release new material by clicking on [Profile Manager](#) at the top of the Dashboard.

Chart History

Unless you have already had hits that made it onto the charts, this section is blank. If this ever happens to you, this information will be automatically updated for you.

Ask a Talent Buyer in your network to write a review.

Mail

Overview

Mail works just like any email application that you already use. You will see your inbox when you open up the Mail tab and you can click on those messages to read them.

To see the messages you have already sent, click on Sent. To see those messages you have already deleted, click on Trash. If you have already started a message but you are not ready to send it, you may save it as a draft. Return to them later by clicking on Drafts.

You can only use Mail to send messages to your contacts within ArtistForce.

Create Message

To create a new message, you may click on Compose Message or Create New. You are only able to send messages here to the contacts you have made in ArtistForce.

Contacts

Overview

In the Contacts tab, you can view and manage all the contacts you make in ArtistForce. Each contact looks like a Business Card, with the ArtistForce profile photo and contact information on the card. If you prefer to see your contacts in a list format, then click on [List View](#).

Review Contact Requests

Each time you enter Contacts, your new contact requests appear. Click on the Business Card to go to the user's ArtistForce profile.

Accept or Decline Invitation

You may accept or decline the invitation by clicking on the icons on the business card. If you accept the invitation, you can choose how much contact information you wish to share with the contact.

- Click on [Limited Sharing](#) if you only want to share your email address with the contact.
- Click on [Full Sharing](#) if you want to provide your entire contact information, including phone number.

Take Notes

Once you have made existing contacts, new icons appear on the Business Cards, along with additional contact information. Click on the top icon to take notes. No one else can read these notes, so feel free to put whatever you need in here. It can be details on the person or the venue, memories on how you met, or contact preferences that you have discovered.

Send Message

The icon below Take Notes allows you to create a new message to send to the contact.

Contact Settings

Your contact settings are automatically set to Enabled to allow other artists to contact you and send requests to share contact information. If you are not interested in networking with other artists on ArtistForce, you may change your contact settings to Disabled.

Marketplace

Overview

The Marketplace shows you what is going on around ArtistForce. You can see some of the major players utilizing the platform, the most recent news coming from users, ArtistForce events, Industry Headlines, and more.

Featured Content

Featured Content appears in the slideshow and lets you see the latest and greatest happening on ArtistForce. It may be what we're doing at SXSW or other events. It may also be the newest feature on the site or recently added artists, venues, managers, talent buyers, etc.

ForceLines

ForceLines pulls the most recent news from ArtistForce profiles into a single place for you to read. It will also give you details on updates to the ArtistForce platform. Click **More** at the end of each news story to go to the profile and see more information.

Industry Headlines

Stay informed with Industry Headlines – the latest news, reports, and concepts coming out of the music industry. You can also find Industry headlines on the Dashboard. Click on any headline to go to the ArtistForce company blog and read the full article.

Tour Dates

See tour dates across the live entertainment industry and those booked within ArtistForce in the Tour Dates section.

ForceActive Artists

ForceActive Artists are some of the most active artists using the ArtistForce platform. Click on any of the ForceActive Artists to see their profiles, get more information, and to contact them.

ForceActive Industry

ForceActive Industry are some of the most active Managers and Booking Agents using the ArtistForce platform for their rosters of artists. Click on any of the ForceActive Industry players to see their profiles, get more information, and to contact them.

ForceActive Buyers

ForceActive Buyers are some of the most active Venues and Talent Buyers using the ArtistForce platform to discover talent and book shows. Click on any of the ForceActive Buyers to see their profiles, get more information, and to contact them.

ArtistForce Search

Overview

Search is where your touring journey begins. From the search tab, you may use ArtistForce Search to locate artists (talent), agents, agencies, managers, venues, promoters, and talent buyers. But as an artist, you will find the most value from a Venue Search.

You may also utilize the [Search ArtistForce](#) toolbar always at the top of the ArtistForce platform, but you may only search by name. For example, entering a location (i.e. Texas) will only provide results with Texas in the name of the Venue, Promoter, Agency, Artist Name, etc.

Venue Search

Start with a broad search that uses few features to locate venues. A good search often starts with location. If you receive too many results, narrow your search by adding more features. If you make a search too narrow from the beginning, you may miss venues that would work for you.

You may search by:

- Name – If you have a venue already in mind, you may type in the name to find its profile on ArtistForce.
- Availability – You can search by the dates of availability to find venues that are open to book you.
- Facility Type - You may narrow your search down to the type of venue you prefer to play. Types include Amphitheater, Arena, Assembly Hall, Auditorium/Theatre, Banquet Hall, Bar, Casino, Civic Organization, Club, Complex, Convention Center, Equestrian Center, Exhibition Hall, Facility Management, Fair, Fairgrounds, Festival, Hotel, Museum, and Other Venue. You can choose as many facility types as you prefer by holding down the Ctrl key as you click on different types.
- Distance/Radius From / Between a Zip Code – Many bookings include a radius clause that states you are not allowed to play shows within a certain distance or radius from the venue for a specified time frame.

Radius From a Zip Code

Greater than X miles but less than Y Miles

- City / State / Country – Search by the city, state, or country that you wish to play in.
- Capacity – Search by capacity of the venue to fit the audience size you generally attract.

Search Results

The results from an ArtistForce Search appear in two forms: a map and a list.

Reading the Map

The results from your venue search appear on the map as red push pins. Click on a pin on the map and a window pops up with basic venue information. Only ten results show on the map at one time. If you click to see the next page of results, the next ten venues will appear on the map. Click on the venue name in the pop up window to see the full ArtistForce profile.

Using the List

The list provides the same results of your venue search as the map and includes additional details, including venue location, capacity, and type. Click on the venue name to see the full ArtistForce profile.

Narrowing / Refining Results

If you received too many results to easily review, you can enter or change your search terms to narrow down the results.

Venue Profile

Overview

A Venue Profile provides you with all the information you need to determine whether you would like to perform at that venue. A venue should be a good fit for you. While all venues listed on ArtistForce have a profile, not all of them actively use ArtistForce at this time. We are constantly working to contact these venues and invite them to join the ArtistForce platform.

Basic Info

Every Venue Profile contains some basic information, including the profile photo, venue name, brief description, location, website address, and last time they logged in.

Contact Tools

Contact tools are available for you on the Venue Profile.

- Forward to a Friend allows you to forward the profile to a contact on ArtistForce
- Send Force Mail allows you to send a message to the venue inviting them to view your profile and consider your act for booking. Even if the venue is not

actively using ArtistForce, you may use this feature. Your message will be sent to the venue via email and a copy of the message will be sent to your email address automatically.

- **Research Request** - Use this feature when you're having trouble getting in touch with or contacting the venue.

Staff Matrix

The Staff Matrix gives you information on the Venue Manager, Exclusive Promoter, and Talent Buyer for the venue. Each venue operates differently, often due to capacity. If you are looking at smaller venues, like clubs and bars, you may only see one name listed under the three categories. If more are filled out, you probably want to start with the Talent Buyer as your first contact.

Download Center

The venue may upload documents into the Download Center for you to view. It may be venue photos, stage diagrams, or available backline. Click on the item to download and view it.

Facility Details

Facility Details should ultimately tell you if this is a venue you could feasibly play, from capacity of the venue, stage size, age requirements for the audience, alcohol served, and more.

Location Map

Use the Location Map to see the specific location of the venue. You can zoom in or out, change the view to satellite from street names, or a hybrid of both.

Event Schedule

See the list of upcoming events taking place at the venue on the Event Schedule. This can give you a better idea of whether your act will fit in there.

Reviews

In Reviews, you can read reviews from artists that have played at the venue, promoters that have used the venue, etc. If the venue has enabled reviews, you may also write reviews for venues after you play there.

News

The venue can post information in the News section to keep you informed. Examples include any expected or completed renovations or improvements, updates to shows on the schedule, or any nights where they are looking for talent.

About

The full biography of the venue appears in the About section. Learn the venue's history and philosophy. If the venue has not provided this info, you will not see this box.

Receive and Negotiate Offers

Overview

By receiving offers through ArtistForce, you can negotiate and accept bookings in real-time. This means you can always see the status of the offer and booking as it goes through the process. Start in your Offers tab to see all of your offers.

The Offers Tab

The Offers tab lists each offer that has been made for you to perform. You can see the show date, location, offer amount, status of the offer, and date the offer was created.

The status can be Unread, Artist Review, Booked, or Closed/Expired.

- Unread means that you have not yet viewed the offer.
- Artist Review means you have read the offer but have not yet responded to it.
- Booked means you have accepted the offer and converted it to a booking.
- Closed/Expired means you have already performed the show (closed) or you never responded to the offer and the date to accept or deny it has passed (expired).

Searching / Filtering Offers

As you continue to use the platform, you may have many offers listed at various stages in the booking process. You can search through the offers to find the one you are looking for.

- Real Time - Type a few letters and search updates with results
- Artist – If you are an independent artist representing yourself on the site, this search feature is not particularly relevant to you. It is meant for agents and managers that are representing multiple artists on the platform.
- Show Date – Search by the date of the show to locate offers for that date.
- City – Search by the city where the show will take place to locate offers in that city.
- State – Search by the state where the show will take place to locate offers in that state.

Booking Inquiry

Overview

As an emerging, independent artist, a Booking Inquiry is the type of offer you will typically receive. It is short and simple, since you are usually receiving a flat rate for the performance and few expenses are paid. If you are using the Booking Inquiry Widget, this is the type of offer you will receive from the venue.

When is a booking inquiry appropriate?

Typically, Booking Inquiries will work if you are playing locally and there is no need for a contract to protect your interests. Because there is no contract, though, the offer is generally not binding. The venue, promoter, buyer, or you can

usually back out of the deal at any time without legal ramifications.

Demo Offer - \$3500

When you first sign on to ArtistForce, you will see an offer from a Demo Venue for \$3500. This is not a real offer. It is a chance for you to practice the process of viewing and responding to an offer. Click on the offer to start practicing.

Basic Offer Details

At the top of a Booking Inquiry, you will see the basic offer details:

- Artist (You)
- Offer Amount
- Show Date
- Location
- Country

Offer Tools

In each offer, you can:

- Print – Click **Print** to print a copy of the offer.
- Report – If you believe the offer is actually spam, you can click **Report** to notify ArtistForce of the incident.
- Go Back – Click **Go Back** if you would rather go back to your Offers tab.
- Delete – Click **Delete** if you wish to delete the offer without responding to it.

Created Date

This is the date the venue created the offer in ArtistForce.

Expiration Date

This is the date the venue has chosen for the offer to expire. If you do not respond to the offer by the expiration date, it will no longer be available for you.

Action Buttons

You can respond to the offer using the following buttons:

- Send Message – You may send the venue a message if you have questions for them before deciding on the offer by clicking on **Send Message**.
- Edit Offer (Counter Offer) – If you are interested, but you think some of the terms should be negotiated, click **Edit Offer**.
- Accept Offer – Click **Accept Offer** to accept the offer as it is.
- Decline Offer – If you do not want to accept the offer, click **Decline Offer**.

Read the section titled **What to do when you receive an offer** for more details.

Who made the inquiry?

There is no need to search for the venue to learn more about it. All the information is provided within the offer.

- Buyer Information – You can see the name of the buyer along with full contact information, including address, telephone number, and email address. Next to the Buyer Information, you can click on the icons to send a message through Mail on ArtistForce or to add the Buyer as a Contact in ArtistForce. You can

also see if the Buyer is currently logged in to ArtistForce.

- Facility Details – Facility Details should ultimately tell you if this is a venue you could feasibly play, from capacity of the venue, stage size, age requirements for the audience, alcohol served, and more.
- Location Map – Use the map to see the specific location of the venue. You can zoom in or out, change the view to satellite from street names, or a hybrid of both.

Activity History

The history of a booking inquiry is recorded in real-time in the Activity History.

Two types of information are recorded in this section:

- Message History – Any messages sent between the venue and you will be recorded.
- Deal / Negotiation History – Any counter offers, acceptance, or decline made by the venue or you about the offer will be recorded.

Standard Offer

Overview

A standard offer will be used as your career grows. Not only will you be able to demand more from Talent Buyers, Venues, and Promoters, but you will also be touring outside of your local area frequently and will need more expenses covered. The details of payment for your performance and expenses must be recorded in the form of a standard offer.

When is a standard offer appropriate?

A standard offer is appropriate for more complex offers. For instance, you are performing out of town and need travel costs, hotel accommodations, etc. to be covered by the promoter, venue, or talent buyer.

Standard offers also include details about the performance itself. For example, if you are the headliner for a show, you usually will receive top billing on all advertisements.

Because these details and expenses are important to you, a contract will generally be created for any standard offers that you accept. Since a contract is generated, the offer is binding and there are consequences for parties that do not meet the terms of the arrangement.

Demo Offer - \$5000

When you first sign on to ArtistForce, you will see an offer from a Demo Venue for \$5000. This is not a real offer. It is a chance for you to practice the process of viewing and responding to an offer. Click on the offer to start practicing.

Offer Details

At the top of a Booking Inquiry, you will see the basic offer details:

- Artist (You)
- Show Date
- Number of Shows (for offers with multiple shows on the same day)
- Offer Amount – The Offer Amount is total amount you can expect to receive if you meet your performance obligations and tickets sales reach the anticipated goal. The Offer Amount can be much more complicated than the flat rate you receive when you are just starting out. Often, you will be offered a guaranteed amount plus an amount above that you may receive based on ticket sales.
- Type of Guarantee - The guarantee is the amount you would receive even if the show does not sell out. A guarantee can be flat or split.
 - Flat Guarantee – a specified flat dollar amount
 - Split Guarantee – a specified dollar amount plus a percentage of ticket sales
- Deposit Amount – The deposit is the amount you will receive upon contract agreement to ensure your performance. It's like the deposit you pay for equipment rental. It ensures that you will return the equipment on the agreed upon date.
- Payment Method (By) – Payment method tells you how you will receive payment. It could be by check, wire transfer, etc.
- Payment Date (No Later Than) – This is the last date that you should receive the deposit to ensure your performance.
- Location
- Country

Offer Tools

In each offer, you can:

- Print – Click **Print** to print a copy of the offer.
- Report – If you believe the offer is actually spam, you can click **Report** to notify ArtistForce of the incident.
- Go Back – Click **Go Back** if you would rather go back to your Offers tab.
- Delete – Click **Delete** if you wish to delete the offer without responding to it.

Created Date

This is the date the venue created the offer in ArtistForce.

Expiration Date

This is the date the venue has chosen for the offer to expire. If you do not respond to the offer by the expiration date, it will no longer be available for you.

Action Buttons

You can respond to the offer using the following buttons:

- Send Message – You may send the venue a message if you have questions for them before deciding on the offer by clicking on **Send Message**.
- Edit Offer (Counter Offer) – If you are interested, but you think some of the terms should be negotiated, click **Edit Offer**.
- Accept Offer – Click **Accept Offer** to accept the offer as it is.
- Decline Offer – If you do not want to accept the offer, click **Decline Offer**.

Read the section titled **What to do when you receive an offer** for more details.

Facility Details

Facility Details should ultimately tell you if this is a venue you could feasibly play, from capacity of the venue, stage size, age requirements for the audience, alcohol served, and more.

Location Map

Use the map to see the specific location of the venue. You can zoom in or out, change the view to satellite from street names, or a hybrid of both.

Deal Terms

In Deal Terms, you see the overall terms of the standard offer. Included in this section is the offer amount, type of guarantee, deposit amount, payment method, and payment date.

- Offer Amount – The Offer Amount is total amount you can expect to receive if you meet your performance obligations and tickets sales reach the anticipated goal. The Offer Amount can be much more complicated than the flat rate you receive when you are just starting out. Often, you will be offered a guaranteed amount plus an amount above that you may receive based on ticket sales.
- Type of Guarantee – The guarantee is the amount you would receive even if the show does not sell out. A guarantee can be flat or split.
 - Flat Guarantee – a specified flat dollar amount
 - Split Guarantee – a specified dollar amount plus a percentage of ticket sales
- Deposit Amount – The deposit is the amount you will receive upon contract agreement to ensure your performance. It's like the deposit you pay for equipment rental. It ensures that you will return the equipment on the agreed upon date.
- Payment Method (By) – Payment method tells you how you will receive payment. It could be by check, wire transfer, etc.
- Deposit Payment Date (No Later Than) – This is the last date that you should receive the deposit to ensure your performance.
- Click on the pink arrow next to Deal Terms to see more details in the offer concerning travel, hotel accommodations, and more:
 - Whether air travel is provided by the buyer
 - Number of first class, business class, and/or economy tickets
 - Whether hotel is provided by the buyer

- Hotel class
- Number of suite, double, and/or single rooms
- Whether ground travel is provided by the buyer
- Whether ground is provided to and from the airport/hotel/venue
- Whether meals are provided by the buyer
- Whether meals are covered at the airport/hotel/venue
- Customized terms specific to your contract under Custom 1 and Custom 2
- Additional details
- The rate the venue will take if the artist sells merchandise
- The rate the venue will take if the venue sells merchandise

Ticket Information

In Ticket Information, you can see the total capacity of the venue, average ticket price, and gross potential of the offer (the amount the performance would generate before expenses if the all tickets are sold). Click on the pink arrow next to Ticket Information to see:

- Quantity and price per ticket at up to five levels or tiers
- Whether seating is reserved or general admission
- Whether artist is receiving any tickets and the price for the tickets
- Whether the venue is receiving any tickets and the price for the tickets
- Type of tax applicable to the ticket sales and the tax rate
- Facility fees
- Box office fees
- Ticket outlet being used for the on-sale and its contact information

Additional Details

Additional Details will tell you if the show is indoors or outdoors, has a covered stage, is rain or shine, is for all ages, and the specific age restriction. Click on pink arrow for more information:

- Show line-up
- Event description

Promoter Information

You can see the name of the promoter along with full contact information, including address, telephone number, and email address. Next to the Promoter Information, you can click on the icons to send a message through Mail on ArtistForce or to add the promoter as a Contact in ArtistForce. You can also see if the promoter is currently logged in to ArtistForce.

Talent Buyer Information

You can see the name of the talent buyer along with full contact information, including address, telephone number, and email address. Next to the Talent Buyer Information, you can click on the icons to send a message through Mail on ArtistForce or to add the talent buyer as a Contact in ArtistForce. You can also see if the talent buyer is currently logged in to ArtistForce.

Production Details

Production Details provide you the production company and contact information for the show.

Expenses

A total of all expenses is shown in the Expenses section, but if you click on the pink arrow, a breakdown of the expenses related to the show appears for your review.

What to do when you receive an offer.

You've received an offer and its time to decide what to do with it. Review the details and decide if you are interested. Some questions to consider are:

- Is the money right? You probably need to make a profit from the show in order to play it. Consider other factors, though.
- Do you know the buyer? This can be a sketchy business. Make sure you can trust that the venue will pay you.
- What costs is the buyer offering to cover (hotel? air?) This can make the difference on whether the show is profitable for you.
- Do you agree with the ticket prices? You should know what your fans are willing to pay to come to see you. If they are accustomed to \$10, but the venue plans to charge \$20, it is likely you will not attract the same size audience. If they only plan to charge \$5, you will miss out on revenue that you reasonably know you could earn.
- Who else is playing at the show? The other bands should match your musical style and audience.
- What time slot are you being offered? Clearly, headliners should make more than supporting acts.
- What is the length of the performance requested? You should receive more for a 2 hour set than a 1 hour set.
- Do you have fans in the area? Will anyone come to the show? Do not demand more if you have never played an area before and do not know that you will draw a crowd.

Respond to the Offer

- If you have additional questions before making a decision on the offer, you can contact the buyer by:
 - Calling them on the phone
 - Sending them an email
 - Sending them a message in Mail by clicking on **Send Message**
- If you want know the terms need to be negotiated in order for you to accept it, you can:
 - Contact the buyer by calling, sending an email, or sending a Mail message in ArtistForce.
 - Click **Edit Offer** to change the terms and send the counter offer to the buyer. You will see any item you may potentially find in a deal listed for you to edit. The first page covers Terms & Location, second is Income &

- Taxes, and third is Associates & Other Expenses. Click [Update Booking](#) to save your changes in Deal Terms. The buyer will automatically receive a message to review the counter offer.
- If you would like to accept the offer, click [Accept](#). The buyer will receive a message that you have accepted the offer.
 - If you cannot accept the offer, click [Decline](#).

Manage Bookings

Overview

You have started to receive offers and you want to accept them. When you accept an offer, you want to change it from an offer to a booking. Once you do this, you will have another group of tools to help you manage them.

As you move closer to the show, you will be able to update and edit each stage and deal term to keep track of what has been accomplished and what still needs to be handled. While it is not necessary to put all these updates into ArtistForce, taking the time to do it will help you stay organized and ensure that you don't end up in a city without a place to stay or the payment you expected for performance.

Starting with an Offer

To view a booking, start with the \$5000 offer from Demo Venue. Click [Accept Offer](#) and then [Book!](#) to convert the \$5000 Demo Offer to a Booking. To view the booking, go to the Bookings tab.

The Bookings Tab

In the Bookings tab, you will see all offers that you have accepted and converted to a booking. Like the offers tab, you can search through your bookings by the show date, city, and state. Click on a booking to view it.

Understanding/Reviewing a Booking

Booking Details

- Artist (You)
- Guarantee Amount
- Show Date
- Location
- Country

Booking Tools

In each booking, you can:

- Print – Click [Print](#) to print a copy of the offer.
- Report – If you believe the offer is actually spam, you can click [Report](#) to notify ArtistForce of the incident.
- Go Back – Click [Go Back](#) if you would rather go back to your Offers tab.
- Delete – Click [Delete](#) if you wish to delete the offer without responding to it.

Created Date

This is the date the venue created the offer in ArtistForce.

Status Tracking

In this section, you will see the status of the contract, payment, lodging, transportation, and the rider. If you have never used a rider, it includes specifications on stage design, sound systems, lighting rigs, as well as an artist's wish list – from transportation and billing to dressing room accommodations and meals. Click on [Update](#) to make changes to the status of each of these categories.

Main Booking States

Click on the drop down menu to update the state of the booking. The status can be Open, Information Requested, Pending Contract, Contract Issued, Pending Signature, Pending Payment, Confirmed, Custom, and Closed.

- Open is a brand new booking that has not been updated yet.
- Information Requested means either the artist or the buyer has requested additional information before developing the contract.
- Pending Contract means all information has been received and the artist is waiting on the development of the contract.
- Contract Issued means the contract has been generated.
- Pending Signature means a signature is still required from an involved party to complete the contract.
- Pending Payment means the artist is still waiting on payment for the performance (deposit?).
- Confirmed means the contract and payment have been completed.
- Custom allows you to build customized states of your own for the booking.
- Closed means the booking has been completed.

Contract Status

Once the contract has been issued and the booking state is updated, you may also update the Contract Status.

- When the booking state is Contract Issued, you can the status can only be Generated-Issued Sent.
- When the booking state is Pending Signature, the status can be Generated-Out for Signature and Generated-Out for Counter Signature. Counter signature applies when multiple parties (manager, agent, promoter, buyer, etc.) must review and sign the contract.
- When the booking state is Pending Payment, the status can only be Generated-Signed Received.
- When the booking state is Confirmed, the status can be Generated-Counter Signed Received and Generated-Fully Executed.

Payment Status

Once the contract has been issued and the booking state is updated, you may also update the Payment Status. The deposit is the amount you will receive upon

contract agreement to ensure your performance. The balance is the remaining amount owed to you for the performance.

- When the booking state is Contract Issued, the status can be Deposit-Requested or Balance-Requested.
- When the booking state is Payment Received, the status can be Deposit-Received, Deposit-Pending, Deposit-Cleared, Deposit-Released, Balance-Received, Balance-Pending, Balance-Cleared, or Balance-Released.

Lodging Status

Once the booking state has been changed to Info Requested or beyond, you may also update the Lodging Status.

- Options for status include Hotel-Requested, Hotel-Received, Hotel-Verified, and Hotel-Confirmed.

Transportation Status

Once the booking state has been changed to Info Requested or beyond, you may also update the Transportation Status. You can update both air and ground travel.

- Options for status include Air-Requested, Air-Received, Air-Verified, Air-Confirmed, Ground-Requested, Ground-Received, Ground-Verified, and Ground-Confirmed.

Rider Status

Once the booking state has been changed to Info Requested or beyond, you may also update the Rider Status. If you have never used a rider, it includes specifications on stage design, sound systems, lighting rigs, as well as an artist's wish list – from transportation and billing to dressing room accommodations and meals.

- Since a rider is entirely customized for you, options for status include Custom-Requested, Custom-Received, Custom-Verified, and Custom-Confirmed.

Adding New Options

If you have additional details in the booking that you wish to track, you may add another category to Status Tracking. Click on [Add New Option](#) to do this.

Adding New Sub States

If you wish add new options into the categories of Contract, Payment, Lodging, Transportation, or your own, click on Add New Sub State.

Deal Terms

In this section you can see the offer amount, deposit amount, type of guarantee, payment method (by), and payment date (just like in the offer). If you click the pink arrow, you can expand the section to see the full deal terms.

- If you need to update or edit any of the deal terms, click on [Edit](#).
- You will see any item you may potentially find in a deal listed for you to edit. The first page covers Terms & Location, second is Income & Taxes, and third is Associates & Other Expenses. Click [Update Booking](#) to save your changes

in Deal Terms.

Settlement

This section will be incomplete until you have performed or if you're lucky enough for the show to sell out.

- After the show, you or the venue may enter these details. Click [Settle This Show](#).
- Enter the number of tickets sold in each price level and the price at each level, then the total tickets sold and the gross actual (the total dollar amount made on ticket sales without considering expenses). When you are finished, click [Save](#).

Ticket Information

Like the Offers section, Ticket Information shows you the Total Capacity, Average Ticket Price, and Gross Potential. If you click on the pink arrow, you will see the complete breakdown of tickets and the ticket seller contact info. You cannot edit this information once the offer is converted to a booking.

Documents

In Documents, you can see a list of any documents that have been used for this booking. Possible documents could be the contract, stage schematic, flight confirmation, etc.

- You can create a new document by clicking on [Create New Document](#). You will be taken to the Documents tab to go through the process of creating the document you need.
- Go to the Documents section for more information on creating documents.

Facility Details

Facility Details are the same as those given on the Venue profile and in the offer. It includes the capacity of the venue, stage size, age requirements for the audience, whether alcohol is served, and more.

Location Map

Use the map to see the specific location of the venue. You can zoom in or out, change the view to satellite from street names, or a hybrid of both.

Expenses

Just like in the offer section, you can see a total breakdown of expenses by clicking the pink arrow. You are not able to edit the expenses once the offer has been converted to a booking.

Additional Details

Just like in the offer section, you can see details by clicking on the pink arrow. You are not able to edit this section once the offer has been converted to a booking.

Activity History

As you make changes in the tracking status, edit deal terms, and send messages back and forth, all activity will be tracked and recorded in the Activity History section. No more lost emails or arguments over settlement. You will be able to track the entire history of the offer and booking here.

Create and Manage Documents

Overview

For your typical small, local show, documents are probably unnecessary, but as you begin touring, this section will probably get a lot of use. Already in the documents section, you will find some basic contracts that you can utilize, but you may find that venues and promoters have their own.

You can also upload your own documents to send to the venue. Maybe you have special needs for backstage due to food allergies, maybe you require a unique stage, lighting, or sound set-up and you have a prepared schematic or map.

My Documents

In My Documents, there are four folders in which your documents (files) will be stored.

Folders

- Uploaded – Any documents that you have uploaded will be under this tab.
- Generated – Any documents you have generated from a template for a specific show will show up here.
- Received – Any documents that you have received from a venue, buyer, or promoter will show up here.
- Packages – A package is a group of documents that you have placed together into one PDF file. For example, a contract, rider, and stage schematic are put together in a package for an upcoming performance. We will show you how to do this later.

Files

Each document is a file and has a file name, file type, and contents.

- File Name – File Name is the Title of the Document.
- File Type – File Type is the kind of document you have created or generated. Types include Contracts, Memos, Offers, Riders, Expense Sheets, and Other.
- Contents –
For generated documents - Template and Source Info

Adding Notes

You can add reminder notes to any document that only you can see.

Tagging Files

Tagging uses keywords to organize data. You can give tags to each of your

documents to organize them and help you search for them. For example, you are planning a tour of the Southeast US at 10 venues and 5 festivals. You can tag each contract with the city, venue name, or festival name. When you try to search for the contract for a certain performance, you will then be able to search by city, venue, or festival to find that specific contract.

Uploading Files

Click the upload button. The document needs to be in PDF format already. If it is not, you can locate and download many free PDF creators from the Internet. Select your file type from the list of Contracts, Memos, Offers, Riders, Expense Sheets, and Other. Click browse to locate the specific file you are uploading. Click **Upload** to add it to My Documents Uploaded tab.

Searching Documents

You can locate documents by searching for them. You are able to search by file name, file type, notes, and tags.

Creating a Document - Create Document

When you click on Create Document, templates are already available for you from ArtistForce: a basic contract developed by ArtistForce and a contract and rider from the American Federation of Musicians. You can also upload your own templates to use over and over again in the Upload section.

Selecting a Document Template

- Standard Templates – Select a provided template by clicking on it. It will appear in the center screen. Click on it again to see a description on the right screen. Click Use this Template to start creating your document.
- Searching Templates – If you have multiple templates to choose from, it may be easier to search than browse through all of them for the correct one. You can search by template name, type of document, tags on the document, or notes that you entered.

Selecting a Source

Once you have selected the template, you must choose the source (or booking) that relates to the document you are creating.

- If you are creating a document for an existing booking in ArtistForce, click on that booking. All of the deal terms, ticketing information, etc. will be automatically filled in for you within the template.
- If you did not book this performance on ArtistForce, you can create a new booking and contract at the same time. Click **New** to do this.
- If you have multiple bookings, you may search by show date, city, and state to find the booking you are looking for. Once you have located the correct booking, click on it to start creating the document.

The Document Wizard

The template is now in the Document Wizard. If you selected an existing booking, the majority of fields are already filled in for you. If you selected to

create a new booking, you will need to fill in all of the fields.

- To make changes to a static field (one that does not have a drop down menu or open space to type in), go back – the booking record must be changed within the Booking tab.
- The arbitration location is where arbitration will occur if there is any disagreement among you and the other parties. Arbitration is a form of alternative dispute resolution. It allows for disputes to be resolved outside of a courtroom.
- By entering a state within the governing law state, you are choosing the state whose laws will apply to your contract.
- Company info
- Once all information has been entered, click Preview.

Previewing the Document

*You need to make sure Adobe Reader is completely updated in order to preview a document. *Viewing inline PDF on MacOS Requires Safari. Firefox does not support inline PDFs. Click **Preview**. The document should appear in the window for your review.

Review the Document Preview

Review your document to ensure all fields are correct. You may Edit or Finalize the document.

- Edit – Click **Edit** to go back to the Document Wizard and make changes.
- Finalize – Click **Finalize** to turn the document into a PDF. Once finalized, you will no longer be able to make any changes to the document.
 - PDF Tools – Within the PDF toolbar, you can click on icons to print, email, and save the document to your computer.

Finalize the Document

Once finalized, you may download, package, and distribute your document.

- Download – You may download the document and save it to your computer. When you click on **Download**, a new box appears that will allow you to either open the folder with Adobe Reader or save the file. You do not have the ability to change the file name or choose the folder. It will be saved to your Temporary Internet files, so make sure to resave it to a new folder on your computer if you wish to keep it. ArtistForce will also save the document in My Documents under the Generated tab.
- Package – You may package the document with others you have created. Click **Create Package**. Go the **Create Package** section for more details.
- Distribute – Click **Distribute** to send the document to others on ArtistForce. Click any contacts you would like to add to the email and click **Attach**. Your Mail message will open with those contacts listed and your document attached. You may provide a title for the email and a message to send along with it. You cannot enter additional email addresses not already in your Contacts because this message will only be sent out through Mail. To send the package to users outside of ArtistForce, download the package to your computer and send it through your regular email. Click **Send** to send your

Mail message and document.

Create Package

A package is a group of documents that you have placed together into one PDF file. For example, a contract, rider, and stage diagram are put together in a package for an upcoming performance. You can create a package of documents when you finalize a new document or you can create a package at any time by clicking on the **Create Package** tab.

Selecting Documents to Package

Use the Uploaded, Generated, and Received Folder tabs to find the documents you wish to package. Click on each document to move it to the box on the right. All documents on the right will be included in your package.

Organizing/Ordering the Documents

Drag and Drop – Your documents must be in the order you desire before you move forward. If you need to re-order the documents you have chosen, drag and drop the documents until they are in the desired order (click and hold down the mouse over the document you wish to move, drag the cursor to the desired place and let go of the mouse).

Previewing the Packaged Document

*You need to make sure your Adobe Reader is completely updated in order to preview a document. *Viewing inline PDF on MacOS Requires Safari. Firefox does not support inline PDFs. Click **Preview**. The package should appear in the window for your review.

Review the Package Preview

Review your package to ensure all fields are correct. You may Edit or Finalize the document.

- **Edit** – Click **Edit** to go back to the Document Wizard and make changes.
- **Finalize** – Click **Finalize** to turn the package into a PDF. Once finalized, you will no longer be able to make any changes to the package.
 - **PDF Tools** – Within the PDF toolbar, you can click on icons to print, email, and save the package to your computer.

Finalize the Package

Once finalized, you may download, package, and distribute the package as a single PDF document.

- **Download** – You may download the package and save it to your computer. When you click on **Download**, a new box appears that will allow you to either open the folder with Adobe Reader or save the file. You do not have the ability to change the file name or choose the folder. It will be saved to your Temporary Internet files, so make sure to resave it to a new folder on your computer if you wish to keep it. ArtistForce will also save the document in My Documents under the Generated tab.
- **Package** – If additional documents should have been included in this

package, you can click **Package** to go through the Create Package process again.

- **Distribute** – Click **Distribute** to send the package to others on ArtistForce. Click any contacts you would like to add to the email and click **Attach**. Your Mail message will open with those contacts listed and your document attached. You may provide a title for the email and a message to send along with it. You cannot enter additional email addresses not already in your Contacts because this message will only be sent out through Mail. To send the package to users outside of ArtistForce, download the package to your computer and send it through your regular email. Click **Send** to send your Mail message and package.

Distribute Documents

Documents can be sent to others on ArtistForce at any time by clicking on **Distribute Documents**.

- Use the Uploaded, Generated, and Received tabs to find the documents you wish to send. Click on each document to move it to the box on the right. All documents on the right will be attached to your message. Click **Attach**.
- Your Mail message will open. Enter the contacts that you want to send the message to. You may click **Select** to find artists, managers, venues, buyers, agents, and promoters on the ArtistForce platform.
- You may provide a title for the email and a message to send along with it. Ensure that your documents are attached. Click **Send** to send the message.
- You cannot send this message or document to others outside of ArtistForce. Instead, you need to save the document to your computer and attach it using your regular email.

Using the Booking Inquiry Widget

Overview

Venues search for artists in many places. To help you receive offers outside of the ArtistForce platform, you can grab our Booking Inquiry Widget and put it on your website, MySpace, Facebook, blog, or any other place on the Internet you use to promote your act. The widget allows a venue to enter the basic details of a Booking Inquiry and the offer is sent to your ArtistForce Offers tab for you to review.

Grabbing/Installing the Widget

You can grab the Booking Inquiry Widget on the Dashboard by clicking on **Grab Booking Widget** at the top of the screen under the tabs. The widget appears on the screen. Click on **Get Widget** and a new screen appears with the optional sites you may install the widget on. Choices include:

- MySpace
- Facebook
- iGoogle
- Friendster

- Windows Live
- MyYearbook
- Hi5
- Blogger
- All of the sites above

You may also click on [Email](#) to email the widget to others or copy the code at the bottom of the screen to install it on your own website, blog, or any other place that you use to promote your act.

Receiving an Offer

A buyer, venue, or promoter can fill in the basic form with the offer amount, show date, and location and click Make Offer. That offer will be sent to your Offers page on ArtistForce for you to review and respond.

How to get help – Help & Support

Overview

If you have any problems that pop up while using ArtistForce, click Help & Support.

Solution Knowledgebase

The Solution Knowledgebase is a collection of answers to the most common problems encountered when using ArtistForce. Solutions to those problems are documented step-by-step for you to follow. Enter search terms into the online help database to see if the issue has already been covered. If your issue is listed, click on it and follow the directions to resolve your problem.

Technical Support

If you have searched the Solution Knowledgebase but could not locate a solution to your issue, you can get additional support online from a technician. Click on “Click here to submit a support request.” A new screen will open with your message. You should see your name and email. You can provide a phone number but it is not required. Enter a title for your message that describes your issue. Provide additional information about your issue in the “Enter Details” box. Click [Send Support Ticket](#) to send your message.