



FOR COMMUNITY RADIO

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AIRIT – COMMUNITY RADIO

How do I order a CD of music?

You can preview all the tracks in full by clicking on the music note. If you hear a track you want to broadcast click the CD Order button. This will immediately add it to your playlist. Once you have added all the tracks you want to order to your playlist click View Playlist and Order. Review your playlist and click Checkout. You will be directed to a confirmation page and receive a confirmation email. [View the video guide.](#)

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How do I download tracks direct from the Internet rather than ordering a CD?

All Airt tracks have a CD order option and tracks available for download include a Download order button. Users can now build a playlist containing just download tracks or a mix of CD and Download files. Upon completing an order, an email is sent to you containing the download links. If the order has a mix of CD and download you also get all tracks on CD within three business days. See this video guide or this text guide to order download files. Airt digital download tracks are stereo 320 kbps MP3 files. To gain trust with the music industry, all tracks contain a special code so Amrap can trace the file should it be illegally shared online.

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Can I place an order than contains both CD and Download tracks?

Yes you can. Once you have placed your order you will receive an email with a link to your download tracks and your entire playlist (both CD tracks and download tracks) will arrive on a CD three business days later. If still stuck view the step by step guide or the video guide which directly addresses this type of order.

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How long does it take tracks I have ordered to get to me?

Orders are sent every business day. Australia Post willing, Metro and most regions will get CDs within 3 business days of ordering. Internet Download Orders placed anytime 24/7

Email with download link should usually arrive to you within 15 minutes of placing order. If you don't get the email check your spam/junk filter. If it was in there mark the email as 'not spam' to get more in the future. If the email hasn't arrived within 30 minutes email it@amrap.org with the name of your email service provider and we will research the issue within 1 business day.



CDs are addressed to you care of your station address (unless you and your station has authorised us to post CDs to your personal address).

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Do you tell the Artists that I have ordered their music?

Yes, but we do not give them your personal details. We give the Artist Representative who submitted the tracks to Airtl the name of your radio program and the station you broadcast on. We do NOT give them your email address or phone number.

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How do I see what tracks I have previously ordered?

Click the Orders History link on the Your Playlist menu box on the top left of Airtl.

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What is the Suggest to Broadcaster function?

If you do not want to order a track but you think it is good for another broadcaster click the Suggest to Broadcaster link. You can email track details and a track hyperlink to another broadcaster! View the [video guide](#).

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How can Station Admin & Music Directors let broadcasters know about music that is good for their program?

You can build a Suggested Playlist for your specific programs by clicking the Suggest to Broadcaster link next to a track name. This adds tracks to a list that you can view by clicking the Suggestions link on the Your Playlist Menu (top left of Airtl). When you have added all the tracks you think are good for a specific broadcaster enter their email address at bottom of the list. Click the Clear Suggestions button to build a fresh list for other broadcasters! By all means send lists to broadcasters who ARE NOT YET signed up to Airtl – it may encourage them to sign up!

View the [video guide](#) .

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Who do I speak to at Amrap about Airt?

The best thing to do is email airt@amrap.org and in the beginning of your email clearly state who you are (broadcaster, record label, unsigned artist etc) and your email will be passed on to the best person at Amrap who can help you.

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CD MAILOUT – COMMUNITY RADIO

How do we get Amrap to send us CDs for our music library?

Please email radio@amrap.org with your stations contact details and the types of genres played on your station.

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Why haven't we received any CDs for a while, even though we have provided Amrap with our stations details?

The material Amrap receives each month varies in genres, depending on what is supplied by artists. For example, one month we may have CDs in a range of different music styles, including jazz, blues, folk, country and electronica. The next month we may have only rock and jazz titles.

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How does Amrap source CDs for distribution in the monthly mailout to community radio?

- 1) Musicians and music representatives (record labels, distributors, managers, and publicists) can approach Amrap directly.
- 2) Community broadcasters suggest artists to Amrap they recommend. Amrap then approaches the artist regarding nationwide servicing.

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Can a station put in requests for any new CD releases?

No. However some mailout artists are available on Airt.

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Why do we have to provide feedback on the CDs received in the Monthly Mailout?

Your feedback is one of the most important parts of the process for both Amrap and the artist. Your feedback allows us to continue to improve our service. First and foremost, we need to know that a package has arrived. The easiest way to give us this feedback is to complete and fax the feedback fax that accompanies the CDs in the Amrap package.

Other information that is extremely valuable to Amrap and the artist includes whether a certain artist has received airplay and whether the supplied material was suitable for your station or program.

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What happens if stations don't provide feedback?

Without feedback it can be difficult for Amrap to know if the CDs we send are being received and aired. Amrap will continue to send CDs to a station if we are confident they are arriving safely.

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Should we tell Amrap if our programming has changed?

Yes. The more up to date we are with your programming details, the better positioned we are to send you appropriate and usable music for your station. You can update your details by emailing radio@amrap.org.

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I would like to contact Amrap, what should I do?

Please visit the Contact page at www.amrap.org

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