

The background of the top half of the page is a photograph of the interior of a large, ornate church. The view is from the back of the sanctuary looking down the central aisle towards the altar. The aisle is carpeted with a patterned runner. Rows of dark wood pews are on either side. The church has high, vaulted ceilings with exposed wooden beams and arches. Light enters from windows on the sides and at the front. A large cross is visible on the wall at the far end of the aisle.

GROUP LICENSE GUIDE

DESIGNED FOR GROUP MANAGERS
AND THOSE INTERESTED IN PURSUING
A GROUP LICENSE WITH ONE LICENSE.



ONE LICENSE
Inspiring congregational song

NOTABLE ORGANIZATIONS PARTICIPATING IN OUR GROUP LICENSES:

AUSTRALIA & NEW ZEALAND

CATHOLIC EDUCATION OFFICE OF WESTERN AUSTRALIA
CATHOLIC DIOCESE OF ADELAIDE
AUCKLAND DIOCESAN - POMPALIER CENTER
CATHOLIC EDUCATION DIOCESE OF PARRAMATTA
CATHOLIC EDUCATION OFFICE OF PALMERSTON NORTH
CATHOLIC EDUCATION OFFICE OF SALE

CANADA

DUFFERIN-PEEL CATHOLIC
DISTRICT SCHOOL BOARD
RED DEER CATHOLIC SCHOOL DIVISION
CALGARY CATHOLIC SCHOOL DISTRICT
CHRIST THE REDEEMER CATHOLIC SCHOOLS DISTRICT

IRELAND, THE UK, AND EUROPE

CONVOCATION OF EPISCOPAL CHURCHES IN EUROPE
NORTH BEDFORDSHIRE METHODIST CIRCUIT
BENEFICE OF NORTHAMPTONSHIRE

UNITED STATES

ARCHDIOCESE OF LOS ANGELES
NORTH TEXAS UNITED METHODIST CHURCH
CATHOLIC DIOCESE OF COLUMBUS
ARCHDIOCESE OF WASHINGTON, D.C.
EPISCOPAL DIOCESE OF OHIO
ARCHDIOCESE OF ST. LOUIS
COMMUNITY OF CHRIST - MICHIGAN MISSION CENTER

“

OUR DIOCESAN OFFICE APPRECIATES THE PEACE OF MIND THAT THE ONE LICENSE GROUP LICENSE PROVIDES OUR 38 PARISHES BY ENSURING COPYRIGHT COMPLIANCE OF THEIR LITURGICAL MUSIC USE. WITH AN EXTENSIVE POOL OF MEMBER PUBLISHERS AND SONG TITLES TO SELECT FROM, THE GROUP LICENSE OFFERS A SUBSTANTIAL SAVING ON THE COST OF COPYRIGHT LICENSING. WE ARE WELL SUPPORTED BY THE CUSTOMER SERVICE TEAM AND THE REGULAR ONLINE UPDATES AND INFORMATION SESSIONS THAT ARE OFFERED. THROUGH THE ONE LICENSE GROUP LICENSE, OUR WIDE CHURCH COMMUNITY CAN CONTINUE TO RESPECT THE DIGNITY AND REMUNERATION OF MUSIC CREATORS.

”

-SHARON MURPHY, LITURGY ADMINISTRATION | CATHOLIC DIOCESE OF MAITLAND-NEWCASTLE,
NEW SOUTH WALES, AUSTRALIA



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“ WE ARE SO THANKFUL FOR THE GROUP LICENSING PROGRAM OFFERED BY ONE LICENSE. IN ADDITION TO THE DISCOUNTED LICENSE FEES OUR CONGREGATIONS RECEIVE, WHICH ARE SO APPRECIATED, PERHAPS THE BEST PART IS THAT HAVING A CENTRALIZED GROUP LICENSE SUCH AS THIS ALLOWS US TO ENSURE THAT OUR CONGREGATIONS ARE INDEED PURCHASING LICENSES AND ADHERING TO COPYRIGHT LAWS.

”

-DENA DEVORMER, FIELD SUPPORT MINISTER |
COMMUNITY OF CHRIST - MICHIGAN MISSION CENTER

“ THE GROUP LICENSE ALLOWS US TO HAVE A MEANS TO SUPPORT PARISHES IN THEIR EFFORTS TO HONOR THE COPYRIGHTS OF ARTISTS AND PUBLISHERS. THE SYSTEM ALLOWS OUR PARISHES TO HAVE THE SAME ACCESS THEY WOULD AS INDIVIDUAL SUBSCRIBERS, BUT THE GROUP DISCOUNT IS A GREAT INCENTIVE FOR THEM TO JOIN OUR GROUP LICENSE. THE NETWORKING BECOMES A VALUABLE BONUS FEATURE FOR THEM!

”

-HELEN OSMAN, DIRECTOR OF DIOCESAN
COMMUNICATIONS | DIOCESE OF JEFFERSON CITY

WELCOME

Welcome to ONE LICENSE, and thank you for your interest in our Group Licenses! Group Licenses are a great way for a regional area, diocesan office, school district, or other centralized administrative body to obtain copyright licensing. With 160,000+ titles from over 300 Member Publishers, ONE LICENSE is the premier licensing service for congregational song. Our Group Licenses allow each suborganization to maintain its own individual license types and numbers but centralizes the billing and account management.

Our top priorities are to support congregations while ensuring that authors, composers, and publishers receive the appropriate royalties for their work. Creating a Group License provides the Group Manager with additional tools for organization and accountability. A few highlights of our Group License include:

- Streamlined and centralized billing with one invoice for all suborganizations.
- Discounts between 20 and 30% depending on the number of suborganizations that join your Group.
- Ability to see in real-time all of the music reported by your suborganizations for accountability.
- World-class customer service based regionally for comprehensive support, including personalized webinars.

We have created this guide to walk you through the Group License process. If you ever have questions, please reach out to our ONE LICENSE team at info@onelicense.net. We are happy to help!

ONE LICENSE — Inspiring congregational song.

Sincerely,



A handwritten signature in cursive script that reads "Brenna C. Cronin".

Brenna C. Cronin
General Manager, ONE LICENSE

STAGE 1: GETTING STARTED

As you begin the process of considering whether a Group License is the right fit for your organization, we want to be sure you fully understand how our Group Licenses function and what your responsibilities will be moving forward. During this part of the process, consider all the questions and points listed below and begin talking with your suborganizations to determine whether they are interested in participating in a Group License.

Requirements

- Group Licenses must include at least 10 individual suborganizations. Suborganizations are the individual churches, schools, summer camps, etc., that will hold their own license type and number under the larger Group License.
- To qualify for a discount, you must bring on at least 10 new suborganizations to the ONE LICENSE system.
- Once a Group is established, we recommend making changes only once per year, so it is very important to determine whether all suborganizations are joining the Group or have expressly indicated not to.

Read more about our
Group License below!

Group Manager Role

Yearly Responsibilities:

- Update license types prior to the annual renewal.
- Update attendance categories prior to the annual renewal.
- Ensure the Group License invoice is paid in a timely manner.

Ongoing Responsibilities:

- Be the primary point person for questions from your individual suborganizations.
- Update demographic information as needed.
- Help suborganizations stay accountable in their music reporting.

Some questions to ask yourself when discerning whether a Group License is a good fit for you:

- Which staff members need to be a part of the initial conversation when considering a Group License?
- Who is going to be the Group Manager?
- Which other stakeholders will need to be involved?



STAGE 2: TEMPLATE BUILDING

When you are ready to move forward with a Group License, please contact info@onelicense.net. A template will be generated with Google Sheets, allowing both our team and yours to access and edit it as necessary.

You will need to communicate the following:

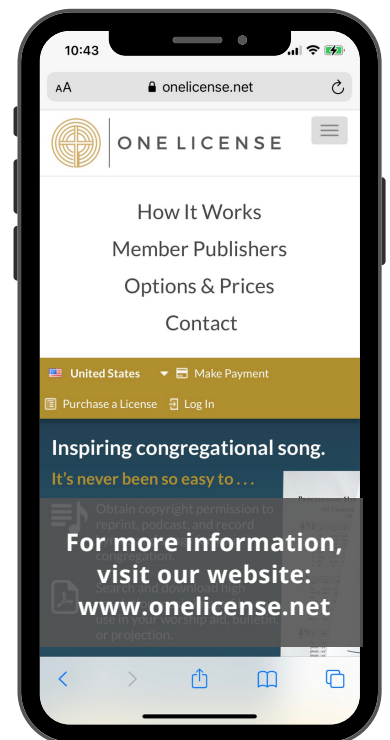
● Name of the Group (example: Archdiocese of City Name, School District Number, etc.)

● The types of licenses you would like to secure:

- Annual Reprint + Podcast / Streaming License Bundle
- Annual Reprint License only
- Limited Podcast / Streaming License only
- A mixture of license types

● Name of the Group Manager and their contact information

● Date you would like the Group License to begin (can be past or future)



Once the template is generated, the Group Manager will be responsible for adding the organization names, zip or postal codes, average weekly attendance numbers, and license types (if different from each other) to the template.

The ONE LICENSE team will then generate your quote and include the anticipated discount amount. Our options and prices are [available here](#), and Groups typically benefit from a 20% discount as long as they have a minimum of 10 new suborganizations joining our service. Larger groups of 100 or more have the opportunity to receive a 30% discount.

After our team completes the quote and it is approved by the Group Manager, we will move to the next stage.

STAGE 3: DEMOGRAPHIC BUILDING

Once the quote is approved, you and your team will need to populate the remaining demographic information for each suborganization on the spreadsheet. This information includes:

- 1 Current license number (if applicable)
- 2 Mailing address
- 3 Telephone number
- 4 Primary contact name
- 5 Primary contact email
- 6 Name and email of an additional sub-user (if desired)



If you have questions at any point, be sure to reach out to our team at info@onelicense.net. We are happy to help!

Note that while the Group Manager organizes the administrative elements, each suborganization has their own primary user. This person is responsible for using the license and reporting music usage. Group Managers are not responsible for reporting on behalf of the individual suborganizations.

Once the remaining demographic information is submitted, the ONE LICENSE team can begin their research on the individual accounts. At this point, you should notify your suborganizations that the Group “building” process is underway and they may experience temporary shifting in their account. This may or may not include:

- 1 Cancellation notices for accounts that are unpaid (prorated amounts will appear on the spreadsheet)
- 2 Being “locked out” of their account and needing to reset their password

STAGE 4: IMPLEMENTATION

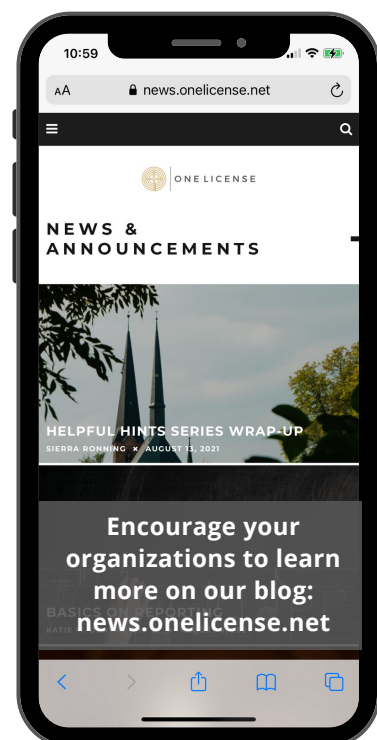
At this point, the Group License template spreadsheet is “locked” and no additional changes can be made. The ONE LICENSE team will research each individual account, including:

- 1 Researching by zip code to see if the suborganizations already exist in the system
- 2 Noting license coverage dates and license types
- 3 Adding proration / credit information to the spreadsheet so you are aware of any suborganizations that may need a prorated refund when the time comes

When prorations / credits are finalized, that number will appear at the bottom of the spreadsheet. That amount will be added to / deducted from the Group License invoice as appropriate once the invoice is generated. As the Group Manager, you are responsible for communicating prorations / credits to the individual suborganizations and handling any billing questions. Once the suborganization is a part of the “Group,” it has a new “identity,” which means we often need to line up existing licenses with the new Group License renewal date. At this point, we will send the anticipated final invoice amount to you.

Note that Stage 4 typically takes one week, though that can depend on the size of the group.

The spreadsheet template is then sent to our IT team who codes the Group in the system. This process typically takes an additional 7-10 days. Once our IT team has confirmed that the Group is all set, we will follow up with you.





STAGE 5: FINALIZATION

Once you have reached the fifth and final stage, we will warmly welcome you to the ONE LICENSE Group License Program! We will communicate via email once the Group is set and send you a copy of your Welcome Packet, which includes:

- 1 Welcome Letter
- 2 Group Invoice
- 3 Helpful Instructions
- 4 Terms of Agreement

The Welcome Packet is unique to each suborganization, so we invite you to visit your account on the customer website, click “Group Organizations” and “Send Welcome Packets to All Users” to ensure that everyone has a copy and receives notice that the Group is created. Each suborganization will now include a \$0.00 balance invoice moving forward, as all payments are handled through the administrative office / Group Manager.

Following your on-boarding, our team will announce the name of your Group in the next newsletter. Additionally, we also strongly encourage you to set up Group-specific webinar training so each suborganization in your Group is able to have their questions about ONE LICENSE addressed. While many of your suborganizations may already have licenses with our service, Group Managers have found that the webinar brings a sense of cohesiveness to the Group moving forward. We typically host these Group webinars on Tuesdays between 11:00 am and 3:00 pm (CST), though other times are certainly available. Please connect with our team directly to schedule a time for your Group’s webinar.

Once the Group is generated, you will need to be actively involved in helping suborganizations with initial questions. Keep in mind the ONE LICENSE team is here to help you and your suborganizations at any point in the process.

“THE GREAT THING ABOUT ONE LICENSE IS THAT THERE IS EASY ACCESS TO QUALITY IMAGES OF ALMOST ANY SONG OR HYMN THAT YOU MIGHT WANT FOR A WORSHIP AID. THE MUSIC IS EASY TO FIND AND RETRIEVE IN A WORKABLE FORMAT. MEMBERS OF THE ASSEMBLY BENEFIT FROM ATTRACTIVE, HELPFUL, COMPLETE WORSHIP AIDS, AND THOSE WHO PREPARE THEM CAN DO IT WITH MUCH LESS HASSLE AND IN FAR LESS TIME. THIS VENTURE SPEAKS TO THE POSSIBILITIES OF COOPERATION AND COLLABORATION. THANKS TO THOSE WHO MAKE IT POSSIBLE.”

-FR. TOM LINDNER, PASTOR ST. ANNE PARISH | WAUSAU, WI

BEST PRACTICES & ONGOING MANAGEMENT

Ongoing management of the Group account is the responsibility of the Group Manager. The Group Manager will receive an automatic reminder before renewal each year, typically on the 1st and 15th of the month preceding. For example, if your license renews July 1, you will receive reminders on June 1 and June 15 to log into your account and update License Types and Categories. On July 1, the invoice is “locked” and cannot be changed. The Group Manager must update the Categories and License Types for any suborganizations that need these types of edits **before** the invoice is “locked,” otherwise the changes will not appear on the invoice.

Group Manager Recommendations for Annual Renewal:

We recommend that **1 month before your Group’s renewal date**, you begin reaching out to each suborganization to confirm that their License Type and Category size should remain the same for the coming license year. If changes need to be made, confirm what those changes are at this time.

No later than **2 weeks before your Group’s renewal date**, log into your Group Manager account and make all requested changes to each individual suborganization (as needed).



BEST PRACTICES & ONGOING MANAGEMENT

Group Manager Recommendations for Ongoing Management:

Below you will find step-by-step procedures for other common tasks you may need to complete throughout the license year in your role as Group Manager. It is a good idea to log into your Group Account frequently, at least every month or so, to check that your suborganizations are reporting their music usage.



How to Check Latest Reported Week:

- Log in to your Group Manager Account.
- Select My Account > My Profile.
- Click the “Group Organizations” tab.
- On the right-hand side of the screen, you will see the “Latest Reported Week” for each suborganization.



How to Download Reports:

- Log in to your Group Manager Account.
- Select My Account > My Profile.
- Click the “Downloads” tab.
- Click the blue download button next to the desired type of report.



How to Add a New Suborganization to the Group

- Log in to your Group Manager Account.
- Select My Account > My Profile.
- Click the “Group Organizations” tab.
- Scroll to the bottom of the page and click “+ Add Organization.”
- After adding the organization, reach out to ONE LICENSE to let us know what License Type and Category should be added to the account.



How to Edit Suborganizations and Their Users, or Change Renewal Information:

- Log in to your Group Manager Account.
- Select My Account > My Profile.
- Click the “Group Organizations” tab.
- Click the Green caret to the right of the suborganization you want to edit to display the drop-down menu.
- Select “Edit Organizations,” “Edit Users,” or “Change Renewal License” and enter the necessary information.

Remember:

Whenever you have questions, please reach out to our ONE LICENSE team.

We are happy to help!

Contact

ONE LICENSE

7343 S. Mason Ave

Chicago, IL 60638

1-800-663-1501

info@onelicense.net



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