



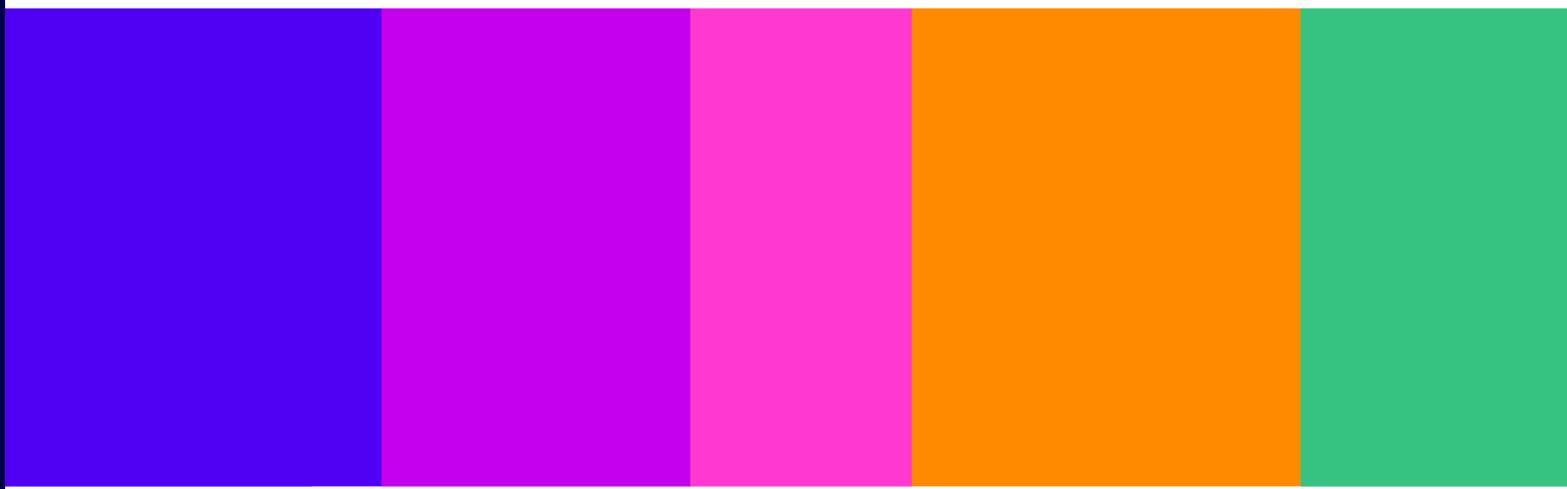
# Radio Relevant Turnover Return

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Radio Data Submission User Guide

**Ofcom Market Intelligence Database (MID)**

Published 23 January 2024



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# 1. Overview

This document provides you with a step-by-step guide for completing your Radio Relevant Turnover Return and maintaining contact information for your organisation. You do this online using the [Ofcom Online Services Portal Market Intelligence Database \(MID\)](#).<sup>1</sup> This version of the user guide replaces previous versions of the guide and takes account of enhancements which may have been made since the last data collection period.

All radio broadcasters holding commercial licences (whether or not the licensee is a commercial organisation or not) must complete the Radio Relevant Turnover Return every year for each licence they hold, unless specifically exempted. This return is for licensees that hold the following licence types:

Licence number beginning	Description
<b>AN or AL</b>	Commercial analogue radio licences
<b>DN or DP</b>	Digital Sound Programme licences
<b>RLCS</b>	Radio Licensable Content Service licences
<b>AS</b>	National radio Additional Services licence

**If you hold another type of licence (for example for a community radio service(s) with licence number beginning “CR” or “CDP”), you will be asked to provide data for that licence separately.** This guide does not provide information about community radio service licences.

The Radio Relevant Turnover Return is used by Ofcom to set the licence fees for some licence types. It is therefore imperative that this data is certified to be accurate and submitted by an authorised individual; this will usually be the Finance Director. We also use the data collected from all of the above licence types for market monitoring and for statistical purposes.

The Radio Relevant Turnover Return requires data on advertising and sponsorship revenue for the year, and also collects other relevant turnover which includes “Interactive” and “Other” revenues.

**Data should relate to the calendar year (i.e. 1 January to 31 December inclusive).**

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<sup>1</sup> Please note the new login URL for MID from early 2023: <https://ofcom.force.com/midloginpage>

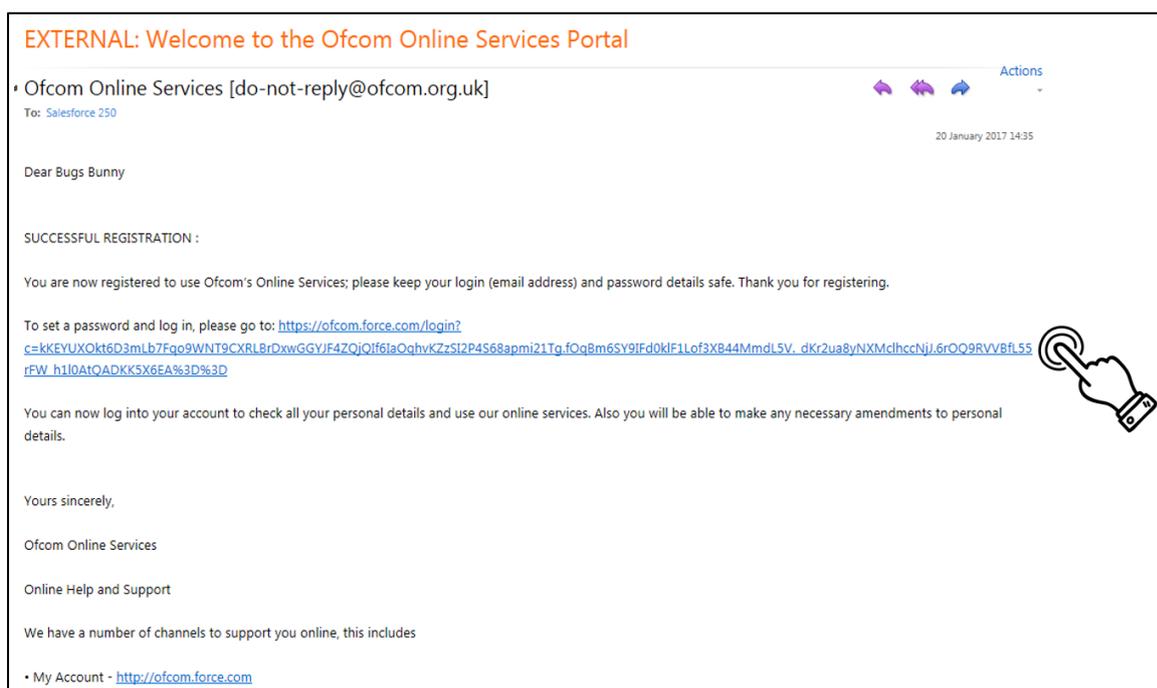
## 2. Getting started

### Logging in to the Ofcom Online Services Portal Market Intelligence Database (MID)

If you have not previously completed an Ofcom return using the [Ofcom Online Services Portal MID](#), please contact [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) requesting access to MID for your organisation. In your email, please ensure you provide the following:

- Full name;
- Organisation;
- Email address;
- Job title;
- Postal address; and
- Whether you are a data submitter or data provider (go to [page 6](#) for details on the difference).

Once Ofcom has verified your details you will receive an email with instructions to activate your [Ofcom Online Services Portal MID](#) account, as shown below.



When you next visit the [Ofcom Online Services Portal MID](#), in order to log in you will need your username which will be your email address and the password you set upon registration. Note that other Ofcom applications apart from MID may also use the Online Services Portal.

**Please note the URL web address and landing page for logging on to MID:**

<https://ofcom.force.com/midloginpage>

## Radio data submission user guide – Radio Relevant Turnover Return

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### Ofcom's Market Intelligence Database (MID)

**Login**  
Fields marked with \* are required

User ID:\*

Password:\*

[Forgotten your password?](#)

**Guidance and contacting the teams**  
The Market Intelligence Database (MID) is used by Ofcom's Research and Intelligence team for the programmatic collection of data from industry. For further information on data collection, or to request access to MID to submit data for your organisation, please contact the appropriate MID team below. Please note the MID teams are unable to assist with spectrum licensing queries.

**Post**  
Contact team: PostMID@ofcom.org.uk

**Radio**  
Guidance: Commercial radio industry data collection  
Contact team: RadioMID@ofcom.org.uk

**Telecoms**  
Contact team: MID@ofcom.org.uk

**TV**  
Guidance: TV Industry data collection  
Contact team: TVMID@ofcom.org.uk

**New user?** You cannot self-register to use MID. Please contact the MID team via the relevant email address to request a MID account.

## What you see when you first log in

Once you have logged in, you will reach the MID submissions dashboard.

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Jane Doe

Licensing MID Numbering/ECC

Home

### MID submissions dashboard

**Company details / submissions roles**

MID Radio Ltd  
2-512601  
Ofcom, Riverside House 2a Southwark Bridge Road  
London  
SE1 9HA  
UNITED KINGDOM

**Data Provider** Radio Relevant Turnover Return  
**Data Submitter** Radio Relevant Turnover Return

**Returns summary**

Not started Radio Relevant Turnover Return

[View returns](#)

**Contact details**

Jane Doe  
mid@ofcom.org.uk  
Ofcom, Riverside House 2a Southwark Bridge Road  
London  
SE1 9HA  
United Kingdom

[Update contact details](#)

**IMPORTANT:** If you are a TV or radio contact, please note that updating your details in MID will not update your Licensing information. To amend your contact information or your organisation's details, including where you or a colleague are one of the following:

- Licence contact
- Public contact
- Compliance contact
- Finance contact
- Technical or Emergency contact (where applicable)

...you need to update your contact details here in the Ofcom Online Services Portal [and](#) email [broadcast.licensing@ofcom.org.uk](mailto:broadcast.licensing@ofcom.org.uk).

You can do the following from the MID submissions dashboard:

1. View company details/submissions roles (see [page 6](#))
2. Review your contact details (see [page 6](#))
3. View returns summary (see [page 7](#))
4. Complete your return (see [page 9](#))

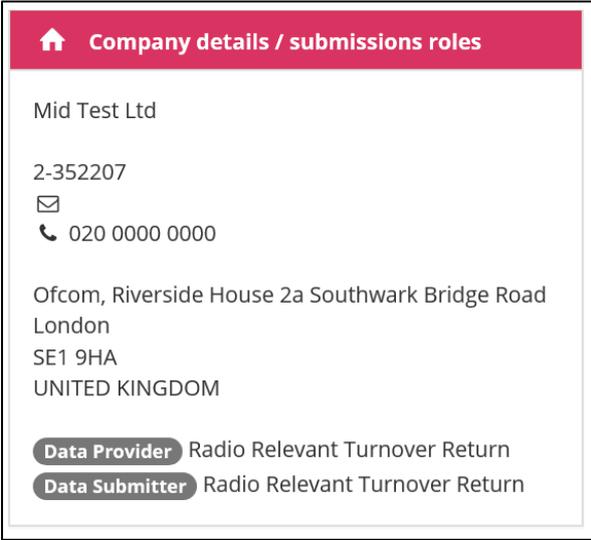
## Company details/submissions roles

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This box shows your company information and submission roles. Please ensure all the details are correct.

Here you can view your data submission roles. There are two roles for each return type:

- The **Data Provider** is able to input relevant data into the return, but cannot submit this to Ofcom.
- The **Data Submitter** is able to input relevant data into the return, review data entered by another member of the organisation and submit returns to Ofcom.



Company details / submissions roles

Mid Test Ltd

2-352207

✉

☎ 020 0000 0000

Ofcom, Riverside House 2a Southwark Bridge Road  
London  
SE1 9HA  
UNITED KINGDOM

**Data Provider** Radio Relevant Turnover Return

**Data Submitter** Radio Relevant Turnover Return

Please note if you will be submitting returns for more than one licence and these licences are owned by various related companies, only one company will be listed in the Company details box. The company listed will usually be the parent organisation for the other companies.

If any of the details relating to the following are incorrect:

- Company name
- Company address
- Returns that your organisation is required to submit
- Your data provider/submitter roles

Please contact us on [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) and we will update the information.

Please **DO NOT** submit any returns until this has been updated by Ofcom.

It is the organisation's responsibility to inform Ofcom if an individual is no longer responsible for providing the requested data. Please provide updated contact details to [broadcast.licensing@ofcom.org.uk](mailto:broadcast.licensing@ofcom.org.uk), cc. [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk).

## Review your contact details

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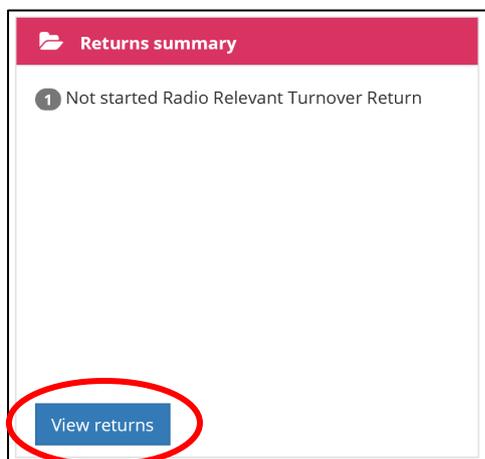
The contact details box shows your personal details for the role that you hold at the organisation.

If the details are incorrect, please contact [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) and we will be able to update this on your behalf. There is no need to update the contact details on the system yourself by clicking on the "Update contact details" button – please contact the Radio MID team instead.

## 3. Accessing a Return

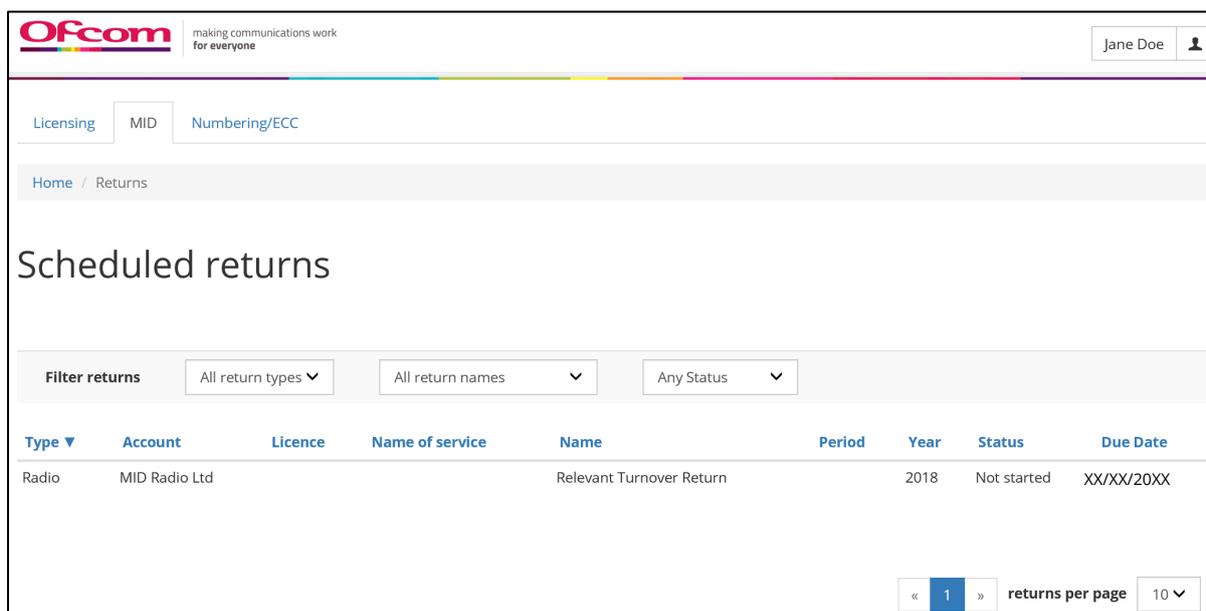
The **Returns summary** box holds a list of all your organisation’s returns as well as their status.

To complete your return, select “View returns”:



This will take you through to the **Scheduled returns** dashboard.

On the **Scheduled returns** dashboard, you will find the returns to be completed for your organisation or group of organisations.



If you complete returns for licences across more than one company, all the returns should be listed here. If there are any returns missing, please let us know immediately by sending an email to [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk).

Please note if you are not personally responsible for providing or submitting the data for all the licences listed you will still receive reminders and overdue notices until all outstanding Radio Relevant Turnover Returns have been completed. Please ensure all authorised individuals have completed their respective return by the deadline.

## Radio data submission user guide – Radio Relevant Turnover Return

You can select the headings in blue to list the returns in either alphabetical, numerical or status order.

If you hover over a return which has not yet been submitted, two buttons will appear: “View” and “Complete”.

Scheduled returns								
Filter returns								
All return types ▼			All return names ▼			Any Status ▼		
Type ▼	Account	Licence	Name of service	Name	Period	Year	Status	Due Date
Radio	MID Radio Ltd			Relevant Turnover Return		2018	Not started	XX/XX/20XX
				View	Complete			

If you select the “View” button, the return will be in view-only mode and **you will not be able to edit any of the fields**. This option is also available after you have submitted the return.

**To edit and/or complete a return, select the “Complete” button.** This will take you to your selected Radio Relevant Turnover Return to be populated.

If you are not able to see the “View” and “Complete” buttons, you may need to update your browser to the latest version.

## 4. Completing the Radio Relevant Turnover Return

### Key points to remember when submitting data

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- Please remember that the Relevant Turnover Return you are making relates to the **correct licence number**. The return relates to the licence, rather than to a service name, which may be shared between multiple licences and which may also vary over time. Please check you are entering against the correct licence number – you may wish to consult your organisation’s Licence or Compliance contact for guidance on this.
- **Data in the Relevant Turnover Return should relate to the relevant calendar year i.e. January – December**. Therefore as an example, data for the 2023 Relevant Turnover return concerns the period 1 January 2023 to 31 December 2023 inclusive. Please note that for reasons of comparability you are required to provide us data relating to the calendar year even if you use a different financial year for your accounts.
- Please submit financial data to the nearest whole Pound. For example, if you are reporting gross local advertising of £50,048.62, please enter “50049” in the appropriate box in the return.
- Wherever possible relevant turnover should be entered against the exact licence. However, please ensure that you **do not double-count relevant turnover across multiple licences**.
  - In the event your organisation holds more than one licence and you are unable to distinguish revenues between each licence separately, please ensure that you clearly label this in the Comments section of the return for the affected licence.
  - If entering relevant turnover for more than one licence against a single licence, please note this, and the licence numbers to which the relevant turnover relates in the Comments section.
  - For those licences whose revenues are recorded on another licence, please enter zero revenues, noting in the Comments section which licence the revenues have been recorded against.
- **In cases where you also hold a community radio licence from Ofcom:**
  - Please ensure that all income related to the community radio service(s) (licence number beginning “CR” or “CDP”) is reported in your Community Radio finance reports. This will be sent to you by the Broadcast Licensing team ([broadcast.licensing@ofcom.org.uk](mailto:broadcast.licensing@ofcom.org.uk)).
  - If your DAB or cable/satellite licence is a simulcast or corresponding service to the community radio service, you can apportion your income equally between the services. You may apportion this income differently, but you need a compelling reason to do this and must note the reasons for this in your explanation of your treatment of simulcast in the Comments section. Please note that you have done this in the **Comments** section, along with the licence number of the community radio service.

## Radio data submission user guide – Radio Relevant Turnover Return

- In the event a DAB licence includes both a community radio simulcast and non-simulcast services, relevant turnover relating to the non-simulcast service should be recorded against the DAB licence in the Relevant Turnover Return (ensuring that the revenues are not double-counted against other licences' Relevant Turnover returns).
- In any case where your organisation simulcasts a licensed Community Radio service on a commercial licence, it must use the Comments field in the MID return to explain how revenues have been treated (including in situations where all revenues are allocated to the Community Radio licence). You are required to provide an explanation in the Comments field even if you choose to allocate all revenues against the Community Radio licence. You must include in the comments box the Community Radio Licence number which is being simulcast.
- If you are unsure if your DAB or cable/satellite licence is a simulcast or corresponding service to the community radio service, please contact the Broadcast Licensing team ([broadcast.licensing@ofcom.org.uk](mailto:broadcast.licensing@ofcom.org.uk)), who can provide you with guidance on what this means.
- If audited data is not available by the deadline, please submit unaudited figures stating the figures are unaudited in the Comments section and, if necessary, notify the Radio MID team via email at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) for the submission to be reopened so you can restate the data once audited figures are available.
- Please remember to follow all the steps outlined in the user guide to ensure that your return is completed – simply entering data into the cells is not sufficient to submit the return. For more information on how to submit following completion of the return, please see [Section 5](#).

Below is an explanation of the various functions available on the return.

### Licence details

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At the first screen in the return you are required to state whether or not the licence was broadcasting, i.e. at any point during the return year in question.

Please note that the Licence Details section of the return must be completed before any other data can be entered into the return. The following shows what you need to complete in different situations:

#### If you broadcast throughout the return year

If the licence was being used throughout the return year select “Yes” to both “Licence was broadcasting during return year” and “Licence was broadcasting for the whole year”. You can then move on to the enter data into the rest of the Relevant Turnover Return by selecting the “Next page” button circled below.

## Radio data submission user guide – Radio Relevant Turnover Return

Radio Relevant Turnover Return  
Mid Test Ltd / Radio\_test11 / null / 2019

Step 1 Step 2 Step 3 Step 4  
Not started In progress Ready to submit Submitted

You are on page 1 of 4

Licence Details / Advertising / Sponsorship / Other

Fields marked with \* are required

Licence Details

Licence was broadcasting during return year\* Yes

Licence was broadcasting for the whole year\* Yes

Cancel Previous page Next page Save & exit

### If you used the licence to broadcast for only part of the year

If you used the licence to broadcast for only part of the year, answer “Yes” to the question “*Licence was broadcasting during the return year*” and then “No” to the question “*Licence was broadcasting for the whole year*”.

You will then be asked to submit a start and end date. If you ceased broadcasting before the end of the return year, enter 1 January in the start date, and the final date of broadcasting as the end date. If you started broadcasting during the year, enter the first date of broadcasting as the start date and enter 31 December as the end date.

You are on page 1 of 4 Ready to submit

Licence Details / Advertising / Sponsorship / Other

Fields marked with \* are required

Licence Details

Licence was broadcasting during return year\* Yes

Licence was broadcasting for the whole year\* No

Start Date\*

End Date\*

Cancel Previous page Next page Save & exit

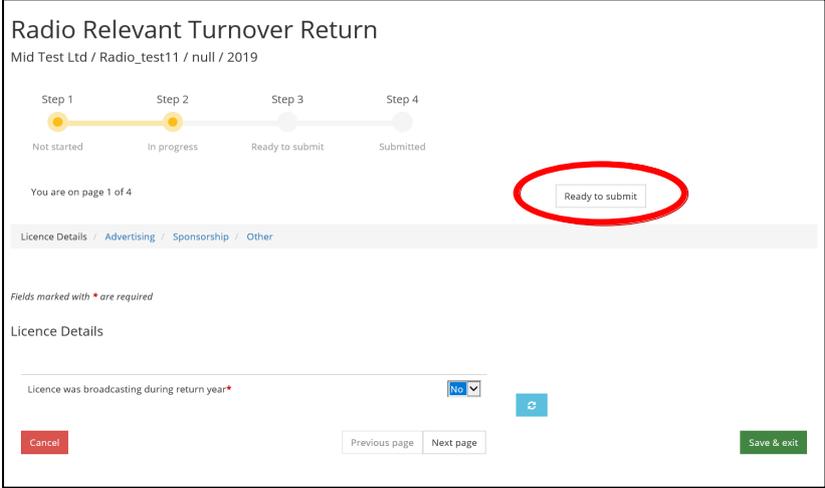
NB: For analogue local (AL) licences where the relicensing process has resulted in the existing licensee being awarded a new licence number for a continuing service, please enter data for the year for that service against the new licence number. In this case please also mark the licence as broadcasting for the entire year and note this and the old licence number in the Comments section on the “Other” tab.

### If you did not use the licence to broadcast at any point during the return year

In the event you did not broadcast using the licence in question at any point during the year to which the return relates, select **No** at “*Licence was broadcasting during return year*”.

## Radio data submission user guide – Radio Relevant Turnover Return

You can then select “Ready to submit” at this point – trying to enter further data into the return will result in an error message being displayed as you are not required to enter more data to complete the return.



Radio Relevant Turnover Return

Mid Test Ltd / Radio\_test11 / null / 2019

Step 1 Not started   Step 2 In progress   Step 3 Ready to submit   Step 4 Submitted

You are on page 1 of 4

Ready to submit

Licence Details / Advertising / Sponsorship / Other

Fields marked with \* are required

Licence Details

Licence was broadcasting during return year\*

Please note that you are required to submit a Relevant Turnover Return if the licence was used at any point for broadcasting in the given year, even if the licence generated zero relevant turnover during the year. Note also that populating fields alone is not enough for Ofcom to consider the return submitted – please see [Section 5](#) for the final steps in how to submit the data to Ofcom.

### Navigating the Return

Below is an explanation of the basic functions available on the Radio Relevant Turnover Return.

The screenshot shows the 'Radio Relevant Turnover Return' interface for 'Mid Test Ltd / Radio\_test11 / null / 2019'. At the top, a progress bar indicates four steps: Step 1 (Not started), Step 2 (In progress), Step 3 (Ready to submit), and Step 4 (Submitted). Below the progress bar, it states 'You are on page 2 of 4' and features a 'Ready to submit' button with a circled '5' next to it. A breadcrumb trail shows 'Licence Details / Advertising / Sponsorship / Other'. A note states 'Fields marked with \* are required'. The 'Advertising' section contains two tables. The first table, for local advertising, has fields for 'Local advertising gross revenue', 'Local advertising agency commission', and 'Net local advertising', all with input boxes containing '0'. A blue refresh button with a circled '1' is next to the 'Net local advertising' field. The second table, for national advertising, has similar fields for 'National advertising gross revenue', 'National advertising agency commission', and 'Net national advertising', also with '0' in the input boxes. A blue refresh button is next to the 'Net national advertising' field. At the bottom, there are three buttons: a red 'Cancel' button with a circled '4', a 'Previous page' and 'Next page' button with a circled '2', and a green 'Save & exit' button with a circled '3'.

#### 1. Refresh button

Once you have entered the relevant figures in the boxes, select this button for the 'Totals' to be calculated.

#### 2. Previous/Next page

Select on Previous/Next Page to navigate between different return pages.

#### 3. Save and exit

You can save and exit the form without losing the data entered and return to it at a later time.

#### 4. Cancel

Note that if you select this you will lose data which have not previously been saved and be taken back to the Scheduled returns dashboard.

#### 5. Ready to submit

Select "Ready to submit" to submit the form when you have completed populating your figures. See [Section 5](#) for instructions on completing the submission process.

If a licence generated no revenue during the year, please submit the return entering "0" in the relevant return fields.

Below is a summary of details on the data required to complete the return. For full details on definitions please refer to [Ofcom's Statement of Charging Principles](#). If you require further information, please email [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk).

## Advertising

[Licence Details](#) / [Advertising](#) / [Sponsorship](#) / [Other](#)

Fields marked with \* are required

### Advertising

	(£)	
Local advertising gross revenue	<input type="text" value="0"/>	
Local advertising agency commission	<input type="text" value="0"/>	
Net local advertising	0	
<hr/>		
	(£)	
National advertising gross revenue	<input type="text" value="0"/>	
National advertising agency commission	<input type="text" value="0"/>	
Net national advertising	0	

Please submit financial data to the nearest whole pound. For example, £50,048.62 should be entered as 50049.

**Local advertising gross revenue:** advertising revenue generated by a station's own sales department. This is usually direct to brands, and includes the value of barter and contra deals. This category also usually comprises advertising revenue generated by agencies outside of London at a rural, small, medium and large town level; regional revenue is generally included in national revenue.

**Local advertising agency commission:** commission paid to the advertising agency.

**Net local advertising:** this will be the total of Local advertising gross revenue minus Local advertising agency commission. Select the refresh button for this figure to be calculated.



**National advertising gross revenue:** advertising sold on behalf of the station by an external national sales house (usually located in London) at a national and regional level.

**National advertising agency commission:** commission paid to the advertising agency.

**Net national advertising:** this will be the total of National advertising gross revenue *minus* National advertising agency commission. Select the refresh button for this figure to be calculated.

## Sponsorship

Licence Details / Advertising / Sponsorship / Other

Fields marked with \* are required

Sponsorship

	(£)	
Sponsorship gross revenue	<input type="text" value="0"/>	
Sponsorship agency commission	<input type="text" value="0"/>	
Net sponsorship		0

Please submit financial data to the nearest whole Pound. For example, £50,048.62 should be entered as 50049.

**Sponsorship gross revenue:** the amounts invoiced in respect of all sponsorship deals. It also includes co-production income.

**Sponsorship agency commission:** commission paid to the advertising agency.

**Net sponsorship:** this will be the total of Sponsorship gross revenue *minus* Sponsorship agency commission. Select the refresh button to calculate this figure.

## Other

You are on page 4 of 4

Licence Details / Advertising / Sponsorship / Other

Fields marked with \* are required

Other

	(£)	
Other relevant turnover	<input type="text" value="0"/>	
	(£)	
Total relevant turnover		0

	(£)	
Other revenue	<input type="text" value="0"/>	
	(£)	
Total revenue		0

Comments

## Radio data submission user guide – Radio Relevant Turnover Return

Please submit financial data to the nearest whole Pound. For example, £50,048.62 should be entered as 50049.

**Other relevant turnover:** includes any other relevant turnover, which does not fall into the categories above. For example this might include income which arises as a result of a direct “Call-to-Action” broadcast on a radio service operated by the relevant licensee e.g. income from competitions or votes. Please refer to [Ofcom’s Statement of Charging Principles](#) for a full description of what may fall within the scope of Other relevant turnover.

**Total relevant turnover:** this will be the total of Net local advertising *plus* Net national advertising *plus* Net sponsorship *plus* other relevant turnover calculated in the previous tabs. Select the refresh button to calculate this figure.

**Other revenue:** includes subscription revenue, sale or assignment of programme rights, income generated from events, investment income, income from asset disposals, income from merchandising, non-broadcasting related revenues (e.g. website advertising revenues) and income from the hire of facilities.

**Total revenue:** this will be the total of Net local advertising *plus* Net national advertising *plus* Net sponsorship calculated in the previous tabs *plus* Other revenue. Select the refresh button to calculate this figure.

**Comments:** when submitting your revenue information please provide an explanation and commentary if:

- the revenues generated under a licence increased or decreased by more than £1m, or more than 10%, in comparison with the previous year; or
- you reported any “Other relevant turnover” or “Other revenue.” In this case please use the Comments section to note what these revenues relate to and provide detail where appropriate. These may include multiple revenue sources e.g. online revenues – please use the Comments section to provide a breakdown of these; and/or
- you have reported zero revenue against a particular licence because revenue for the licence is reported elsewhere (for example revenue for a digital simulcast is reported against the analogue licence). In this case please clearly state in the Comments section the licence number against which the revenues have been recorded;
- you have apportioned revenues between two or more licences (including a Ofcom Community Radio licence for which data has been submitted separately from MID via your Community Radio Finance Report) and/or
- there are any other issues you wish to draw our attention to e.g. revenues do not relate to the entire year.

To ensure completeness of our records it is critical that the Comments section is used if any of the circumstances above apply. This will help with our data verification process and will reduce the need for us to contact you with queries about your submission.

You can now follow the **Submitting the Return** process detailed in [Section 5](#) to complete your submission.

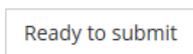
## 5. Submitting the Return and logging out

### Submitting the Return

Once you have populated the return, there are **three** more steps before the return reaches Ofcom. If you do not complete these steps, Ofcom will not consider the return submitted.

#### Step 1: Select “Ready to submit”

Once you have populated the return, you can click on “Ready to submit” at the top right of the page.



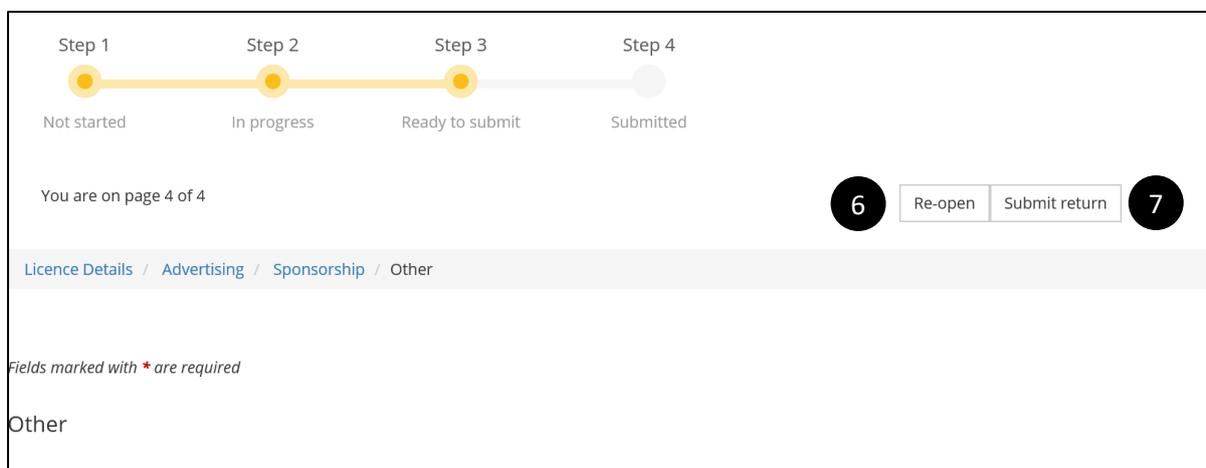
All your input data will now be locked. You will notice the boxes for your input data will now have turned grey. Please use this opportunity to check your data entry is correct before proceeding to Step 2.

On the following page, you also have the option to re-open the return. Selecting this button will re-open the form to make amendments.

#### Step 2: If you are a Data Submitter, select “Submit return”

**There are differences between the abilities of the Data Provider and Data Submitter roles.**

If you are a **Data Submitter**, once you select “Ready to submit” two options will be available at the top of the screen:



#### Re-open (6)

Selecting this button will re-open the form to make amendments. This button is available to both the Data Provider and Data Submitter before submission has been completed.

#### Submit return (7)

Select this button when all the information has been completed to your satisfaction.

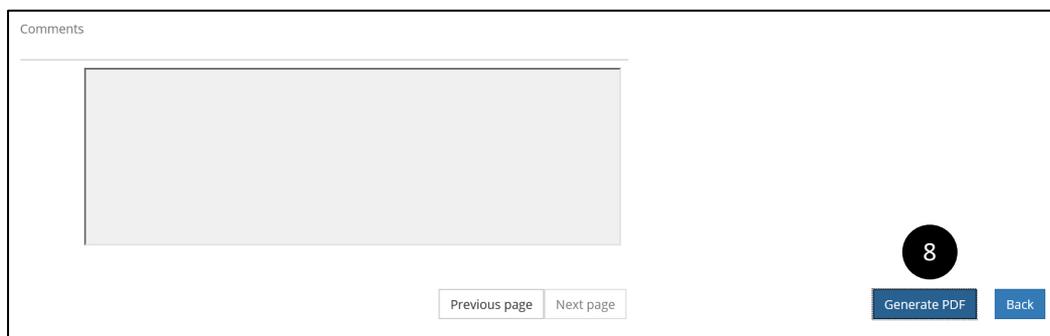
If you are a Data Provider, the input data will now be locked. You can **Re-open (6)**, but you will not be able to complete the next step of the submission process. Please advise your organisation's

## Radio data submission user guide – Radio Relevant Turnover Return

designated Data Submitter that they will now need to log into their MID account to complete the submission process. For larger organisations this will typically be a Finance Director or equivalent.

If you want a record of your data:

At the bottom of the screen, you will find the Generate PDF (8) button.

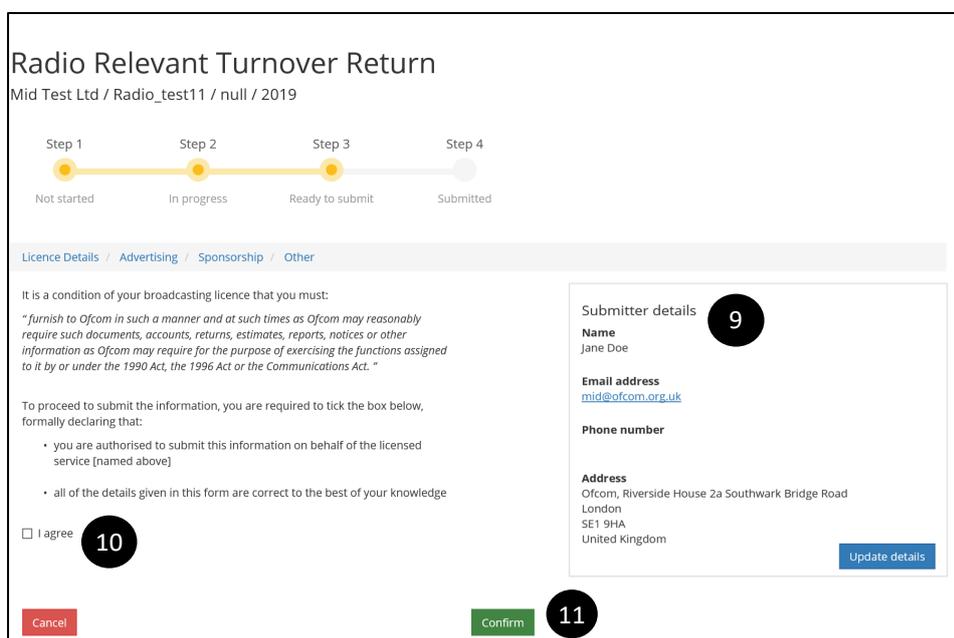


This example shows the bottom of page 4, but the button will also be visible from other pages once “Ready to submit” has been selected.

Selecting this button will open a new window with a printable version of your submission. You can create a PDF of your submission by selecting ‘print to PDF’ and saving the resulting PDF file that this generates. You are not required to do this to submit data to us.

### Step 3: Check declaration section and confirm

You will be taken to the final page before submission – the declaration page.

A screenshot of the 'Radio Relevant Turnover Return' declaration page. At the top, it says 'Radio Relevant Turnover Return' and 'Mid Test Ltd / Radio\_test11 / null / 2019'. Below this is a progress bar with four steps: Step 1 (Not started), Step 2 (In progress), Step 3 (Ready to submit), and Step 4 (Submitted). Step 3 is highlighted. Below the progress bar are links for 'Licence Details', 'Advertising', 'Sponsorship', and 'Other'. The main content area contains a declaration: 'It is a condition of your broadcasting licence that you must: "furnish to Ofcom in such a manner and at such times as Ofcom may reasonably require such documents, accounts, returns, estimates, reports, notices or other information as Ofcom may require for the purpose of exercising the functions assigned to it by or under the 1990 Act, the 1996 Act or the Communications Act."'. Below this is a checkbox labeled 'I agree' with a circular icon containing the number '10'. To the right is a 'Submitter details' section with a circular icon containing the number '9'. It includes fields for Name (Jane Doe), Email address (mid@ofcom.org.uk), Phone number, and Address (Ofcom, Riverside House 2a Southwark Bridge Road, London, SE1 9HA, United Kingdom). There is an 'Update details' button. At the bottom, there are 'Cancel' and 'Confirm' buttons, with a circular icon containing the number '11' next to the 'Confirm' button.

This step should be completed by the person authorised to submit this information on behalf of the service organisation. In the case of larger organisations, your data submitter (typically a Finance Director or equivalent) will need to log in and complete this step.

Please ensure all the details, including the **Submitter Details (9)**, on this page are correct. If they are not, please email [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) and we will update them for you.

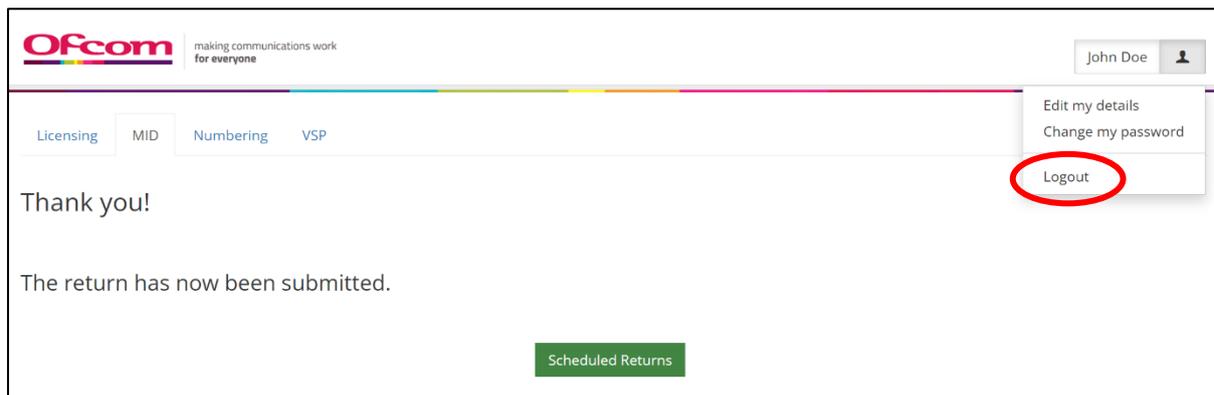
You must tick the **I agree (10)** box. Then select **Confirm (11)**.

## Radio data submission user guide – Radio Relevant Turnover Return

The return has now been submitted to Ofcom. Once you have submitted the return, you will not be able to amend the figures, unless you contact the Radio MID team at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) and request for the return to be re-opened.

### Logging out

To log out at any point, select the avatar by your name and choose 'Logout' in the drop-down. Please remember to save any unsubmitted data before logging out.



## 6. Radio Relevant Turnover Return – frequently asked questions

### General questions

#### I am new to the Ofcom data collection process. How can I register myself on the Ofcom Online Services Portal Market Intelligence Database?

It is not possible to create a MID account for yourself.

Please email the Ofcom Radio MID team at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) providing your full name, the company for which you are providing data, phone number, email address and job title. The team will then provide an account for you once they have completed their verification checks.

Please note you will not be able to provide data for your organisation unless you have contacted the Ofcom Radio MID team first.

#### When is the deadline for completing returns?

The deadline for completing returns will be communicated to you by [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk). Alternatively, on the list of returns on your “Scheduled returns” dashboard, there is a “Due date” column which specifies the deadline for completing each return.

The screenshot displays the 'Scheduled returns' dashboard in the Ofcom Online Services Portal. The page features a navigation bar with the Ofcom logo and the tagline 'making communications work for everyone'. The user 'John Doe' is logged in. The dashboard includes a breadcrumb trail 'Home / Returns' and a section for 'Scheduled returns' with a light blue header and a tooltip that says 'Hover over or select a row to view available actions'. Below this is a 'Filter returns' section with several dropdown menus: 'All return types', 'All return names', 'Any Status', 'All Account', 'Any Name of Service', 'All Years', and 'All Period'. The main content is a table with the following data:

Type	Account	Licence	Name of service	Name	Period	Year	Status	Due Date
TV	Mid Test Ltd	Radio_test11		Radio Relevant Turnover Return		2022	In progress	XX/XX/20XX

At the bottom right, there is a pagination control showing '« 1 » returns per page 10'.

## Completing the Radio Relevant Turnover Return

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### **What if my financial figures are not audited until the end of the financial year?**

If audited data is not available by our deadline, please submit unaudited figures. Once final figures are available, please notify the Radio MID team via email at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) for the submission to be re-opened so you can update the figures.

### **Can I resubmit the data if I discover any errors?**

If you wish to make any changes to your return after the data has been submitted, please email the Ofcom Radio Market Intelligence Database team at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) and we will arrange for the submission to be re-opened.

### **Can I submit data for my financial year rather than the calendar year?**

You are required to submit data that relates to the relevant calendar year, i.e. January-December, even if your organisation has a different financial year. This is to ensure consistency across all licensees. If finalised data is not available for the entirety of the calendar year, provide the most complete and accurate data you can for the period, and note this (and any assumptions or estimates that have been used) in the Comments field of the return.

When finalised data is available, please contact the Ofcom Radio MID team at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) for advice.

## 7. Radio Relevant Turnover Return – troubleshooting

### I cannot input information into the return / the return is blank.

You may have selected “View” on the Scheduled Returns dashboard. You will need to return to the dashboard and select “Complete” instead.

Radio	Mid Test Ltd	Radio_test11	Relevant Turnover Return	2021	Not started
Radio	Mid Test Ltd	Radio_test22	Relevant Turnover Return	2021	In progress

View Complete

### I cannot change the status of my return to ‘Submitted to Ofcom’.

This may be because you are registered as a **Data Provider**, but not as a **Data Submitter**. The data submitter should be a Finance Director or an authorised member of your organisation. If this is you, please email [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) to update your status. If this is not you, please ask your **Data Submitter** to log into the [Ofcom Online Services Portal MID](#) to complete the submission. If your organisation’s designated data submitter has not received log in details, please email [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) and we will provide them with access.

### My return is not displayed. What should I do?

Once logged into the [Ofcom Online Services Portal MID](#), Radio Relevant Turnover Returns should appear on the Scheduled Returns dashboard for each broadcasting licence your organisation and its related organisations hold. If there are any returns missing from your Scheduled Returns dashboard, please contact the Ofcom Radio MID team at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk).

### I registered online, but I can’t create a new account.

It is not possible for you to set up a MID account yourself. If you are a new user of the website, email [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) to request a new account with the Ofcom Online Services Portal – the team must set it up for you. In your email, please ensure you provide the team with the following:

- Full name;
- Email address;
- Postal address;
- Organisation;
- Job title; and
- Whether you are a data provider or data submitter.

Once Ofcom has verified your details you will receive an email (“Welcome to the Ofcom Online Services Portal”) with instructions to activate your Ofcom Online Services Portal account. Please ensure you use the link in the email to set your password.

Please note you cannot use the ‘Forgotten your password?’ function in the portal unless we have already set up an account for you.

## **I am/my colleague is no longer responsible for providing this data. What do I do?**

It is your organisation's responsibility to inform Ofcom if an individual is no longer responsible for providing the requested data. Please provide this information, along with updated contact details of the correct contact, to [broadcast.licensing@ofcom.org.uk](mailto:broadcast.licensing@ofcom.org.uk) and cc [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk).

## **I haven't received my registration email to the Ofcom Online Services Portal. What should I do?**

Check your junk mailbox. The registration email will have the subject line: 'Welcome to the Ofcom Online Services Portal'. If you haven't received it, email the Ofcom Radio MID team at [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk) and we'll send you a new registration email.

## **I have forgotten my password. What should I do?**

On the [Ofcom Online Services Portal MID](#) login page please click 'Forgotten your password?' and follow the steps to reset your password. If you have forgotten your password within 24 hours of setting it, please allow 24 hours to pass before using the 'Forgotten your password?' link again.

## **All the returns for my organisation's channels have been completed. Why am I still receiving email reminders?**

Submitting the returns is a multi-stage process. It is possible that your returns have not yet been set to "Submitted to Ofcom", so we have not yet received them. Please refer to [Section 5](#) for more information.

If you believe this is not the case, it may be that there are outstanding returns still to complete. Refer to the Returns Summary on the dashboard page to check.

## **I am not responsible for providing or submitting the data for a licence. Why am I receiving emails about it?**

If your organisation submits for more than one licence, you may not be personally responsible for providing or submitting the data for all the licences listed in your account. However, you will still receive reminders and overdue notices until **all** your organisation's allotted Radio Relevant Turnover Returns have been completed. Please ensure that the responsible authorised individuals have completed their respective returns by the deadline.

If you have any problems while using the system that cannot be resolved by reference to this User Guide, please contact [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk).