PTK Compliance for Productions

Contents
The compliance form........................................................................................................................................... 3
How to get access.................................................................................................................................................. 3
  Navigation.......................................................................................................................................................... 3
Create a new compliance form for a programme................................................................................................. 4
  UID not found...................................................................................................................................................... 6
  Invalid UID....................................................................................................................................................... 6
Open a programme.................................................................................................................................................. 6
  The Programme tab........................................................................................................................................... 7
  The Form tab.................................................................................................................................................... 8
  Form Status..................................................................................................................................................... 9
Transmissions........................................................................................................................................................ 10
  Allocate scheduled transmissions.................................................................................................................... 10
  Manually add and allocate new transmissions.............................................................................................. 11
Compliance events................................................................................................................................................... 13
  Change the Compliance Events view .................................................................................................................. 14
Referrals............................................................................................................................................................... 15
Sign Off................................................................................................................................................................. 16
Programmes........................................................................................................................................................ 18
Use filters to find a programme............................................................................................................................ 18
  Apply filters..................................................................................................................................................... 19
  Clear filter....................................................................................................................................................... 19
Sort...................................................................................................................................................................... 20
Per page................................................................................................................................................................. 20
Audit History of the compliance form.................................................................................................................. 20
Programme History.............................................................................................................................................. 21
Form History........................................................................................................................................................ 22
Archive Search.................................................................................................................................................... 22
Home.................................................................................................................................................................... 24
Help.................................................................................................................................................................... 24
FAQs ................................................................................................................................. 25
Repeat programmes ........................................................................................................ 25
View the form at one glance? ......................................................................................... 25
Print a report as a PDF .................................................................................................. 27
There are conflicts between the information stored in PTK Compliance and WhatsOn ... 27
Changes in the Allocated Transmission (in red text) ....................................................... 28
Glossary .......................................................................................................................... 29
The compliance form

In the BBC, compliance responsibility lies in output teams, alongside editorial responsibility. The Editorial Guidelines, referrals to, and advice from Editorial Policy, can inform the judgments that are essential to the editorial compliance of BBC output. Knowledge of the Guidelines is an essential professional skill and all makers of content for the BBC are contractually obliged to work within them.

Our compliance obligations require that all content that is NOT live is reviewed before broadcast or publication and the results of that review recorded and kept. PTK Compliance one of the systems provided for that purpose and holds records as ‘compliance forms’.

The BBC requires all Production Executives responsible for content to complete and sign the compliance form to confirm compliance with the Editorial Guidelines, both in order to demonstrate that it has a robust compliance process, and to ensure high ethical and editorial standards are being maintained.

It is therefore essential that the form itself is filled in by a senior member of the production team (Producer level or above) who is familiar with the content and who has viewed the final edit. It is a requirement that all forms (for both independent and in-house programmes) must be signed by the BBC Executive Producer.

More detailed information for the BBC Content Division can be found in the Compliance Policy document on the BBC Commissioning website.

To navigate to a specific section of this helpcard, please click on relevant heading within the Navigation section.

How to get access

To get access, please contact your Team Administrator for PTK Compliance. If you do not have, or do not know your Team Administrator, please contact BBC Compliance using this form.

Navigation

The options in the navigation will depend on your permissions.

When you open PTK Compliance, the landing page will automatically open. The navigation bar will be displayed on the left:

- **Programmes**: Create new compliance forms, or search for existing forms for a programme
- **Programme History**: See all forms alongside all transmissions for all versions of a given core UID
Form History: View all forms for all versions of a programme in the system for a given core UID

Archive Search: Displays information from BBC systems holding details of complaints (Ofcom and ECU, the Executive Complaints Unit (formerly the Editorial Complaints Unit), and legacy bodies), legal issues, and Archive restrictions. Visibility of the Archive Search will depend on your permissions.

Home: Opens the landing page

Help: For helpcards, an overview of compliance, help with compliance questions, details on archive search results and release notes. You can also contact the support team or log out of the system from here.

Expand: Widens the navigation bar so you can see the headings in the navigation

Create a new compliance form for a programme

To create a new form:

- Click on New on the right

- Alternatively, click on Programmes and select New Programme;

Firstly you need to find your programme via the UID to confirm the programme details from the BBC’s commissioning system. If the UID is found, the high level details about the programme you are creating will be displayed so you can confirm it is the correct one.
In the **UID** box type the UID for your content including the version number of the programme you wish to create, for example ABCD123A/02, and click on **Find**

Click on **Create** to create a new form for the programme, or

Click on **Create From Existing** to copy details from a pre-existing compliance form to a new form; this is particularly useful if you are creating a new version of a programme which has been edited and has a new suffix /02

If a compliance form already exists for this programme, the details will be shown along with the current programme status:

Once a new compliance form has been created, the programme details for the new compliance form will display, and its status will automatically be set to **In Progress**.

For further details about the different statuses of compliance forms, please refer to the **Form Status** section of this helpcard.
UID not found
If the UID is correct but the programme cannot be located in the BBC’s commissioning and scheduling system, for example a programme with late delivery, the following message will display:

If you are certain this is the correct UID, you can still create a form.

⇒ Click on Create

Invalid UID
If the UID you entered is invalid for example it isn’t in the right format, you will receive the following message:

Open a programme
Now that the form has been created, you can open the form to view and complete it.

To open a programme:
⇒ From the Programmes page click on the relevant row
The programme is split into two sections:
- The programme – details about the programme, based on its UID
- The form – details of the current form for that programme

**The Programme tab**
The Programme tab displays the details of the programme.

The Series Name, Original Title, Published Title, Episode Number, Airing Order, Genre, Version Reason, Slot Duration, Supplier Name, Supplier Type and Delivery Date boxes are not editable as they will automatically be populated by the BBC’s commissioning and scheduling system.

Your permissions will depict what you will or won’t see in the Programme tab.

- In the **Programme Summary** box, type a short summary (not a full synopsis) for the programme
- In the **Alternative Title** box, type in your own title if the one shown isn't what you are expect. The Alternative Title does not feed through to any other part of the system. It is optional and is for your own use.
- In the **Original BBC Executive** box, type the name of the BBC Executive who was originally responsible for the programme
- In the **Current BBC Executive** box, type the name of the new BBC Executive responsible for the programme if it has changed from the original
- Click on **Pre-** or **Post-watershed** based on what your programme was commissioned for

Pre- or Post-watershed is mandatory; one option must be selected to move to the next part of the form.
In the **Programme Includes** box, indicate if any of the options available have been included in your programme; when a Programme Includes option is selected, a text box will display so you can enter further details.

On a new form, the **Restrictions** section will be blank. This section is Read Only, and is used when a programme is being considered for repeat; if you have the relevant permissions, it will display any restrictions on the content.

**Broadcasts** will display all the transmissions scheduled for the programme. This section may be Read Only depending on your permissions.

A red flag will display against any previous transmissions that have had a red flag complaint reported. Denton codes will be visible if they have been applied. Notes from compliance managers will also be displayed.

Once changes have been made, click on **Save**

To access the compliance form related to the programme:

**Click on Form**

**The Form tab**

The form is split into four main sections which are shown at the top of the form:

- **Transmissions**: Allows you to select or enter the transmissions you are aware of for the programme. Available transmission from the schedule are shown beneath, and can be selected.
- **Compliance Events**: Add compliance events for the programme to identify issues or concerns which should be flagged prior to TX

- **Referrals**: Add details of any referrals that have been made for specific compliance events, for example to the BBC’s Editorial Policy team or Legal department

- **Sign Off**: Production and Executive confirm the programme has been viewed, that the information in the form is full and accurate, and the programme has been made and delivered in compliance with the BBC Editorial Guidelines and is suitable for the TX slot(s) that have been allocated to the form

Each of these sections is explained in more detail later in this helpcard.

**Form Status**

In the top right, the form will display one of the following statuses:

- **In Progress**: The form has been started and someone is working on it. These forms can be edited

- **Ready for Submission**: Someone in the production has clicked Ready for Submission on the Sign Off section of the form. You can reject, sign off, or submit a form that is ready for submission

- **Submitted**: The BBC Executive has clicked Submit on the Sign Off section of the form and is happy with the compliance form. This form is locked preventing further changes. To make amendments, a new form must be created

- **Rejected**: There are errors within the compliance form and it has been rejected. As soon as a form is rejected, it can be edited

The form’s status will also be reflected in **Programmes**:

![Programmes Table](image-url)
If a form was migrated from the old Compliance Manager system, **Migrated** will appear next to the status:

Only forms which had an ‘In Progress’ status in the old Compliance Manager system will be editable in PTK Compliance:

---

**Transmissions**

The transmission page is for the person filling out the compliance form to state all transmissions of their programme that they are aware of.

There are two ways to allocate transmissions to a compliance form:

- Selecting a scheduled transmission, or
- Manually adding a transmission; this is useful if the programme has not yet been scheduled, or the production believes the programme is being scheduled at a time that isn’t in the Scheduled Transmissions list

When selecting the transmission for a form, please remember you are complying this programme for those specific slot(s).

---

**Allocate scheduled transmissions**

To allocate an existing transmission to the compliance form:

- In **Scheduled Transmissions**, click on the relevant transmission you wish to allocate or attach to the form
- Click on **Add to Current Form**
The transmission will then display in the **Allocated Transmissions**; click on **Compliance Events** to move to the next section of the form.

In Allocated Transmissions, the Form column shows which form has been linked to which transmission. For example, if Form 1 was created in January, it might be allocated against the first transmission. Then if a new form (Form 2) is created a year later due to it being repeated, this might be allocated against the new repeat transmissions; then a third form the year following, etc.

To view the various forms, click on the drop down menu on the top right; by default, the drop down menu will always display the form you are viewing:

**Manually add and allocate new transmissions**

You will need to create a new transmission for the compliance form if the programme has not yet been scheduled and the Scheduled Transmissions section is empty, or if the programme is being scheduled at a time that isn't displayed in the Scheduled Transmissions.
To allocate a new transmission to the compliance form:

- Click on **Add Transmission**
- From the **Channel** drop down list, select the relevant channel for the transmission
- In the **TX Date/Time** box, type the date of the transmission; alternatively, click on the calendar and select the date

![Add Transmission manually](image)

- In the **Time** boxes, state the time of the transmission slot; you will not be able to enter the time for the transmission until the transmission date has been completed
- Click on **Save**
- The manually added transmission will be displayed in the Allocated Transmissions; select the newly created transmission and click on **Compliance Events** to move to the next section of the form:

![Allocated Transmissions](image)
Compliance events

A Compliance Event has three elements: a timecode, the compliance issues and the compliance questions. The compliance questions are listed on the left:

To complete a new compliance event:

➤ In **Timecode**, type the timecode for the beginning of the event; press Tab to move to the next section of the timecode

Press Tab to quickly navigate through the all the Compliance event fields.

➤ In the **Comments** box, enter the details of the compliance event for that particular timecode

➤ In the **Questions** search box, begin to type the nature of the Compliance Question; as you type, the Compliance Questions that contain the typed characters will display

➤ Click on the relevant question or use the arrow keys to select it and press **Enter**

Sometimes, a number of compliance questions might apply to a single event; for example, in a gritty drama, a scene might contain Strong Language (2) and Violence (8).
You can either search for the additional Compliance Question, or drag and drop it from the left into a Compliance Event:

If a new event is created with the same timecode as an existing event, it will automatically merge with the existing event when the page is saved.

- To create a new Compliance Event, click on + New Event. If you know you have a lot of events, create multiple New Events at the outset and then simply press Tab to complete them all consecutively

- Once all the Compliance Events have been entered, click on Save
- Click on Referrals to continue to the next section of the form

For further details about compliance events, please refer to the Guidance Notes in Help.

Change the Compliance Events view

Compliance events can be viewed in two ways:

- By Timecodes – this will order the timecodes and group all the events in that timecode; please see the above screenshot as an example
- By Question – this will order the events by question; please refer to the next screenshot as an example
To change the view:

➢ Click on **Timecodes** or **Questions** as required

---

**Referrals**

The PTK Compliance system is used to record whether the programme has been referred to anyone; it does not notify the referrer. This will assure the Compliance Managers that the production team has spoken to the correct people when they review the forms.

Please refer to the [BBC Editorial Guidelines](#) for more details about referrals.

➢ Click on the appropriate person or team shown at the top of the form

➢ In the **Issue** box, type details about the issue, and why you referred it

For legal issues, you should only indicate the subject of the legal issue, such as contempt or privacy; you must not type in details about the advice given. Full details are provided in the Guidance Notes in Help.

➢ In the **First** and **Last Name** boxes, type the name of the person you made the referral to

➢ In the **Role** box, type the role of the person you made the referral to

➢ In the **Date** box, type the date you discussed the referral with the person; alternatively you can click on the Calendar picker and select the date of the discussion

➢ Click on **Save**
Depending on the compliance question selected, a referral might be recommended; a yellow star will display to remind you to add the referral details. For example, if you select ‘Strong, most offensive’ language, a yellow star is added to Channel Controller to identify that this should have been referred:

- Once you have listed the details of each referral you made in relation to your content, click on **Sign Off** to move to the last stage of the form

**Sign Off**

The BBC production team should complete the Production section of the Sign Off so the BBC Executive can give the final sign off.

**Independent Production Companies**

For independent production companies, the **Executive Producer** is responsible for signing off the compliance form in the Production section.

To confirm the form is ready for submission, either manually complete the Production section. Alternatively, click on the Head icon which will autofill your details and you will only need to manually enter the Submission Date:

- In **Production**, in the **First** and **Last Name** boxes, type your name
- In the **Position** box, type your role within the production
- In the **Division/Company** box, type your division if you work for BBC Studios, or your Production Company if you work for an independent production
- In the **Phone Number** box, type your contact telephone number
- In the **Email Address** box, type your email address at the Production Company or at the BBC
- In the **Sign Off Date** box, type today’s date; alternatively, click on the Calendar picker 📅 and select today’s date
**Click on Save; you can return to any section of the form to alter it if required**

When the form is ready to be submitted, click on **Ready for Submission**

In the confirmation window, in the **Comments** box, type some comments if you wish to alert the BBC Executive to anything

Select the check box to confirm you have viewed the programme, and the information in the form is full and accurate

**Click on Ready for Submission**

The production now needs to contact the BBC Executive to advise them the form is ready for sign off. Independent production companies, excluding BBC Studios, need to contact the BBC Independent Delivery Unit (IDU) team.

**Copy the URL for the form or note the UID**

**Email the URL or the UID to the relevant BBC Executive or IDU contact person advising them it is ready for sign off**

There is no notification to the recipient by the system. It is essential you advise them when the form is ready for their sign off.
The BBC Executive will then submit the compliance form to confirm it is complete and correct; this will change the status of the form to Submitted. When the form is in this status, it cannot be edited.

There is no notification from the Executive Producer or IDU to the production either. If the form has been rejected, the form's status will change and the BBC Executive or IDU contact will email the production to inform them.

**Programmes**

The Programmes view shows the programmes with compliance forms. You will only see compliance forms relevant to your team.

The Programmes view will display the UID, Series Name and Episode Name of each form, and will also show the status of the form, and the date/time it was last edited:

<table>
<thead>
<tr>
<th>UID</th>
<th>Series Name</th>
<th>Episode Title</th>
<th>Programme Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bargain Hunt 46 Win 16/17</td>
<td>Bargain Hunt Windsor</td>
<td>Last edited: 10/04/2019 11:31</td>
</tr>
<tr>
<td></td>
<td>Homes Under the Hammer 20 Win 16/17</td>
<td>Homes Under the Hammer Homes Under the Hammer 20 Winchester</td>
<td>Last edited: 10/04/2019 10:32</td>
</tr>
<tr>
<td></td>
<td>A1/Highwayman 30' Cutdowns</td>
<td>A1: Britain's Longest Road</td>
<td>Last edited: 10/04/2019 10:03</td>
</tr>
</tbody>
</table>

**Use filters to find a programme**

You can use filters to display compliance forms for programmes that only meet the criteria you specify.

To view the filter options available:

» Click on Filter
Apply filters

Filters can be applied using the following criterion:

- **Programme Details**
  By UID, Series Name, Original Title, Published Title, Alternative Title, Form Status, Programme Summary, Event Keyword, Supplier Name or Type

  The Event Keyword filter allows you to search for keywords for compliance events across all your forms; for example, an Event Keyword filter using the keywords Tower and Fire would return all programmes which contain these two words in the form.

- **People & Teams**
  By Production, BBC Executive or Team

- **Dates**
  By Linked TX Date, Last Edited Date or TX Channel

- **Migrated**
  By Programme Name, Working Title, Episode Title, or TX Date or Channel

Data will be migrated from the existing Compliance Manager system; your ability to see this data depends on your team’s permissions.

As you select data for your filters, an indicator will display over the relevant heading to show the number of criteria applied:

To minimise filters once they have been applied, click on Close

If you view a programme from the Programmes homepage with filters applied, they will still be applied when you return to the Programmes page.

Clear filter

To clear a filter:

- Click on the cross next to the specific filter
Alternatively, click on **Clear**

**Sort**
Programme compliance forms can be sorted either by Last Edited or Series Name

To sort your programmes:

- Click on **Sort**
- Click on **Last Edited** or **Series Name** as required
- Click on **Ascending** or **Descending** as required

**Per page**

- Click on **Per page** to specify how many results you wish to view per page

**Audit History of the compliance form**
An audit history is automatically tracked for a compliance form. It shows the audit details of the sign off and when a new form is created.

To view the audit history:

- Open the compliance form for the relevant programme
- Click on **Log** in the top right corner
The audit history will be displayed:

![Audit Log](image)

**Programme History**

The Programme History shows all forms alongside all transmissions for all versions of a given core UID; it gives you a snapshot of the programme and its history. Any linked red flags, Denton codes and other indicators are also displayed.

To quickly open the history of a programme from the schedule:

- Click on **History** for the relevant programme on the right of the schedule

![Programme History](image)

You can also search for the programme history of a UID using the main navigation:

A list of all transmissions for each version of the programme, and their associated forms will be returned:

![Programmes History](image)
Form History

The Form History displays all forms for all versions of a programme in the system for a given core UID; it gives you a quick snapshot of the forms and their current status (form status, last edited date, allocated transmissions). It also identifies whether the programme has any red flags, Denton codes, and if it is ready for TX.

To view all the forms in PTK Compliance for a programme:

- **Hover over History and click on Forms History**

- **In the Core UID box, type in the core number of the UID excluding the suffix, for example ABCD1234A, and click on Find**

To find all programmes within a series type in the first 6 digits of a UID only, instead of the full core number.

A list of versions of the programme, and the associated forms for each version will be returned:

### Archive Search

Visibility of the Archive Search will depend on your permissions.

If you have permissions to view the Archive Search, it will display content which was flagged in one of the following sources:

- **Legal – Litigation database**
- **Complaint – Complaints Database from legacy data feeds from old systems**
- **Ruling – Ofcom Fairness & Ofcom Standards rulings**
- Restriction – Archive Restrictions detail from Fabric and Digital Archive
- ECU – Executive Complaints Unit (formerly the Editorial Complaints Unit)

A summary is displayed by default. To view the details, click on the arrow to expand it:

<table>
<thead>
<tr>
<th>Type</th>
<th>Subject</th>
<th>Programme</th>
<th>Tx Channel</th>
<th>Tx Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ruling</td>
<td>Harm &amp; Offence</td>
<td>BBC</td>
<td>04/04/2015 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling</td>
<td>Harm &amp; Offence</td>
<td>BBC</td>
<td>06/08/2016 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling</td>
<td>Fairness &amp; Privacy</td>
<td>BBC1 East Midlands</td>
<td>16/11/2012 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling</td>
<td>Harm &amp; Offence</td>
<td>BBC2</td>
<td>09/05/2013 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling</td>
<td>Harm &amp; Offence</td>
<td>BBC1</td>
<td>15/03/2013 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling</td>
<td>Fairness &amp; Privacy</td>
<td>BBC1</td>
<td>23/09/2013 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling Notes:</td>
<td>Privacy</td>
<td>BBC3</td>
<td>10/05/2017 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling</td>
<td>Fairness &amp; Privacy</td>
<td>BBC (Scotland)</td>
<td>12/10/2016 00:00:00</td>
<td></td>
</tr>
<tr>
<td>Ruling</td>
<td>Fairness</td>
<td>BBC1 (West)</td>
<td>06/03/2017 00:00:00</td>
<td></td>
</tr>
</tbody>
</table>

The programmes listed in the Archive Search can be filtered by the following categories:

- Type of flag
- Programme Name
- Programme Number
- Series Title
- Case Number
- Channel
- TX Date

For more details about the Archive Search, please refer to Help within PTK Compliance.
Home

Home opens the landing page:

Help

Please refer to Help for the following:

- **Guidance Notes** for additional details of how to complete the compliance form editorially
- **Release Notes** for details of the latest changes to the system
- Helpcards to guide users through PTK Compliance
FAQs

Repeat programmes

If the programme is repeated shortly after, and is a straight repeat, you could create a new Compliance form:

❖ Click on Programmes and select New Programme;

❖ Search for the programme via the UID

❖ Click on Create From Existing to copy details from the pre-existing compliance form to a new form; this is particularly useful if you are creating a new version of a programme which has been edited and has a new suffix /02

All the details from the previous form will automatically be copied across to the new form and can then be edited and submitted as described earlier in this helpcard.

View the form at one glance?

Although the navigation for each of the sections are shown at the top of the form, the form can be viewed as a whole in one report.

The View Report option is also available in the Form and Programme History views.

❖ In the Form tab, click on the menu and select View Report in the top right corner
The report will open:

### Transmissions

<table>
<thead>
<tr>
<th>TX Date/Time</th>
<th>Status</th>
<th>Channel</th>
<th>Denton Codes</th>
<th>Red Flag Case</th>
<th>Broadcast Notes</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>18/04/2019 22:00:00</td>
<td>Manually Added</td>
<td>BBC2 Network</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

### Linear Programme Information

#### Main Details

- **Series Name**: 19/20
- **Original Title**: 19/20, 10
- **Published Title**: Night Time Review
- **Airing Order | Episode Number**: 10 | 10
- **BBC Executive**: Jane Doe
- **Delivery Date**: 10/04/2019
- **Supplier Name**: AMC - CURRENT AFFAIRS
- **Supplier Type**: In-House
- **Super Genre**: News & Weather
- **Genre**: News/news headlines

#### Programme Summary

Daily catch up on the goings on from around the world.

**Programme includes**

- [ ] Email

### Restrictions

1. **10 : 12 : 50**
   - George says “Fucking hell”

2. **10 : 16 : 16**
   - George says “Fuck”

3. Any other which may offend
   - **10 : 02 : 24**
     - Angie calls Nicola a “brat”
     - Nicola slaps Angie

4. **10 : 02 : 24**
   - Angie calls Nicola a “brat”
   - Nicola slaps Angie

5. **10 : 08 : 13**
   - George says “Fucking”
   - Tony points his gun at George’s chest at close range

6. **10 : 12 : 14**
   - Joe sniffs the line of cocaine

7. **10 : 10 : 53**
   - Smoking in vision

### Referrals

- **Issue**: Strong Language
- **Referral to**: Sam Jones (Compliance)
- **Date**: 10/04/2019

### Sign Off

- **Production**: Doris Smith (Producer)
- **BBC Executive**: Bob Doe (BBC Executive)
- **Repeats**: (Repeat)

### Migrated Data

- **No Data**
In the Compliance Events section of the report, you have the option to display the events either by **Timecode** or by **Question**.

<table>
<thead>
<tr>
<th>Timecode</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>01:34:40</td>
<td>[Event Details]</td>
</tr>
<tr>
<td>01:45:40</td>
<td>[Event Details]</td>
</tr>
<tr>
<td>02:14:15</td>
<td>[Event Details]</td>
</tr>
<tr>
<td>02:00:00</td>
<td>[Event Details]</td>
</tr>
</tbody>
</table>

### Print a report as a PDF

To PDF a report:

- In the **Form** tab, click on the menu and select **View Report** in the top right corner
- When the report opens in the browser, right click and select **Print**
- From the printer menu, select **Print to PDF** as the printer option

The Resulting PDF can be saved or printed as required.

### There are conflicts between the information stored in PTK Compliance and WhatsOn

Periodically a banner may appear above the programme details when you open a programme:

This banner shows that the data in WhatsOn, the commissioning and scheduling system, has been updated. You can choose to bring the updated data into PTK Compliance.

As the individual data may conflict at different times as it gets updated in the WhatsOn, you may need to repeat the process.
To resolve this (it’s not mandatory):

1. Click on the text **Click Here to Fix**

2. A list of the data in PTK Compliance and WhatsOn will then be displayed. Select the data you wish to pull into PTK Compliance from WhatsOn; by default all the WhatsOn data will be selected and marked in green.

3. Click on **Save**

**Changes in the Allocated Transmission (in red text)**

If there is red text displayed next to an Allocated Transmission, this indicates a change in the scheduled transmission slot from the date it was originally allocated. In the example below, the transmission was originally selected as 10/07/2018 21:42:00, but now the slot has changed to 2 days earlier at 12:42:00:
Glossary

- **UID / suffix**
  The UID is an eight character combination of letters and numbers. The first version of a programme or piece of content is usually given the suffix 01 with subsequent versions or edits given 02, 03 etc. Other suffixes may be seen carrying other number sequences from legacy processes.

- **Denton**
  The Content Guidance Code (known as a Denton) and description, visible on some compliance forms and their report view, are for the use of Channel and Nations Compliance Managers only. They signal they need for on-air announcements (for linear) and guidance labelling (for iPlayer and online) which they will arrange.

- **Red Flag**
  The red flag icon indicates that a complaint, at Stage One of the BBC’s Complaints Procedures or above, or via Ofcom, has been received by the relevant Divisional team and this has been logged on the compliance form. A Red Flag can be added by Production or the Channel Compliance Managers, and may indicate a complaint at any stage – just received, in progress, or concluded. It may also indicate a legal issue. Only serious complaints, the outcome of which may affect the compliance status of the content as available, or for future repeats, will be noted in this way.

- **Linked TX date**
  This allows you to filter on any linked or allocated transmissions attached to a form.

- **Event Keyword**
  The event keyword filter allows you to search across all comments for compliance events across all your forms.

- **In Progress**
  The form has been created and is currently being worked on by someone. The form is editable.

- **Ready for Submission**
  The form has been completed and the production team have marked as ready for a BBC Executive to do the final submission. The form is locked down if you are in production, but is editable if you are a Compliance Manager/BBC Executive.

- **Submitted**
  This means that the form has been reviewed by the BBC Executive and has been submitted. This locks down the form and it can no longer be edited.

- **Rejected**
  This means that the form has been reviewed by the BBC Executive and has been rejected for a reason. This unlocks the form for Production to make the relevant changes and re-submit.

- **Broadcasts**
  This shows all published broadcasts for the programme.

- **Compliance Event**
  A compliance event is made up of three elements: a timecode, the compliance issue/description and the compliance question related.

- **Form reason**
  The reason why the new form was created.
- **Allocated Transmission**
  The transmissions that are known about, and therefore allocated (or linked) to the compliance form

- **Scheduled Transmission**
  A list of available scheduled transmissions, which can be used to allocate from. This is just a list of the transmissions – you will need to add them to the form in order to allocate them

- **Manual Transmission**
  This enables you to allocate a transmission which has not been scheduled yet

- **WhatsOn**
  This is the BBC’s commissioning and scheduling tool