

Nielsen Business Media General Subscriber FAQs

Q: Can I renew or manage my account online?

A: Yes, just login to your account and you can renew. If you need any help with your online account, please contact customer service.

Q: How do I activate my online account?

A: If you have issues activating your account, please contact customer service. Have your Subscriber ID & Zip code handy.

Q: Can I cancel my subscription online?

A: We do not currently have this ability. Please call customer service and we're happy to help you.

Q: Why do the renewal notices say "your subscription will expire now," when it has months left on it?

A: We send notices out in advance, to ensure your continuous delivery when you renew.

Q: In the Terms and Conditions, it states NO REFUNDS. Can I cancel and get a full refund?

A: If you have received issues you will not be able to receive a full refund, instead you will get a refund based on the length of your remaining subscription

Q: Why am I getting an invoice I have to pay a higher price than before? What if I am a member or this organization and get a better rate?

A: Please note that subscription prices fluctuate and we aim to provide you the best value at a reasonable rate. If you belong to an association and regularly receive that rate, please use the link provided by your association to receive that rate.

Q: Where is my first issue?

A: Please note it may take up to 6 weeks for you to receive your first issue, based on the magazine's cycle.

Q: Where is my refund?

A: Please note it may take up to 75 days for you to receive a refund.

Q: My group wants to subscribe (5+ people). How do I do this?

A: please contact Nidia Augustin for all group inquiries at 646-654-5892 or nidia.augustin@nielsen.com Please note group pricing is only applicable where there are at least 5 people subscribing from your organization.

Q: Who do I contact with editorial questions?

A: Have editorial questions? Please contact the following people for assistance:

THR Elizabeth Guider, elizabeth.guider@nielsen.com

Adweek Mike Chapman, mchapman@adweek.com

Billboard Jessica Letkemann, Jessica.Letkemann@billboard.com

Brandweek Todd Wasserman, twasserman@brandweek.com

Backstage Jamie Painter Young, jpainter@backstage.com

Business Travel News David Meyer, dmeyer@btnonline.com

Contract Jennifer Busch, jbusch@contractmagazine.com

Commercial Property News Suzann D. Silverman, suzann.silverman@nielsen.com

Convenience Store News Don Longo, dlongo@csnews.com

Display & Design Ideas Alison Embrey Medina, aembrey@ddimagazine.com

Editor & Publisher Greg Mitchell, gmitchell@editorandpublisher.com
Film Journal Robert Sunshine, robert.sunshine@nielsen.com
Hospitality Design Michael Adams, madams@hdmag.com
Impressions Marcia Derryberry, mderryberry@impressionsmag.com
Incentive Vincent Alonzo, vince.alonzo@nielsen.com
Kitchen & Bath Alice Liao, aliao@kbbonline.com
Kirkus Mary-Kate Figur, Mary-Kate.Figur@nielsen.com
Multi-Housing News Diana Mosher, diana.mosher@nielsen.com
Meeting News David Meyer, dmeyer@btnonline.com
Mediaweek Michael Burgi, mburgi@mediaweek.com
National Jeweler Teresa Novellino, tnovellino@nationaljeweler.com
Photo District News Holly Stuart Hughes, hhughes@pdnonline.com
Progressive Grocer Michelle Moran, michelle.moran@nielsen.com
Successful Meetings Vincent Alonzo, vince.alonzo@nielsen.com
Call Sheet Jamie Painter Young, jpainter@backstage.com
Training Lorri Freifeld, lorri.freifeld@nielsen.com

Q: I did not receive my issue. What do I do?

A: First, confirm that your mailing address has not changed.

For weekly publications, you must wait 1-3 days after you typically receive your issue to see if it arrives. For monthly publications, you must wait 4-14 days. The mail could just be delayed. If after this wait time you have not received your issue, please call us for further assistance.

Q: Why isn't x working?

A: Please call us and we'll be happy to assist you and look into the problem

Q: I have other questions. Who can I contact?

A: Please use the following list of phone numbers and email addresses for contacts by publication.

The Hollywood Reporter:

866-525-2150 or 847-564-3047 or 847-572-9092

Adweek, Brandweek, Mediaweek, Editor & Publisher:

800-684-1873 or 847-559-7532

Billboard, Backstage, Film Journal, Kirkus, and Call Sheet:

800-658-8372 or 847-559-7531

Contract, Commercial Prop., Convenience Store, Display & Design, Hospitality Design, Impressions, Incentive, Kitchen & Bath, Multi Housing, Meeting News, National Jeweler, Photo District, Progressive Grocer, and Successful Meetings:

800-697-8859 or 847-559-7533

Adweek, E&P & Billboard Directories

800-562-2706 or 818-487-4582

Custserv@espcomp.com

Hollywood Creative Directory

800-815-0503

hcddcustomerservice@hcdonline.com

Customer Service Email addresses by publication:

THR = nthr@omeda.com

Adweek = naw@omeda.com
Billboard= nbb@omeda.com
Brandweek = nbrw@omeda.com
Backstage = nbs@omeda.com
Business Travel News = nbtn@omeda.com
Contract = ncon@omeda.com
Commercial Prop. = ncpn@omeda.com
Convenience Store = ncsn@omeda.com
Display & Design Ideas = nddi@omeda.com
Editor & publisher = nedp@omeda.com
Film Journal = nfj@omeda.com
Hospitality Design = nhd@omeda.com
Impressions = nimp@omeda.com
Incentive = ninc@omeda.com
Kitchen & Bath = nkb@omeda.com
Kirkus = nkk@omeda.com
Multi-Housing = nmhn@omeda.com
Meeting News = nmtg@omeda.com
Mediaweek = nmw@omeda.com
National Jeweler = nnj@omeda.com
Photo District News = npdn@omeda.com
Progressive Grocer = npg@omeda.com
Successful Meetings = nsm@omeda.com
Call Sheet = nrr@omeda.com
Training = ntrn@omeda.com

BACKSTAGE Specific FAQs

Q: Where is information on Ross Reports or Call Sheet?

A: Ross Reports was renamed Call Sheet. Same great publication, new name. Plus, the online version of Call Sheet now has expanded listings and resources. Visit <http://backstage.com/callsheet> to access Call Sheet today.

Q: How do I update my Ross Reports/Call Sheet listing?

A: Contact Laura Butler, Editor: 323-525-2117

Q: How do I list a casting notice with Back Stage?

A: Click on the "Post a Notice" option on BackStage.com, visit <http://backstage.com/FindTalent>, email casting@backstage.com, or call 646-654-5700 and press 1 for the Casting Department.

Q: I am having trouble viewing casting notices—or other things on BackStage.com just aren't working.

A: First check to make sure that your web browser is not blocking Pop-Ups, JavaScript, and/or Cookies. Also, try upgrading to the newer web-browser; we recommend only the newest versions of Firefox, Internet Explorer, Safari, Chrome, and Opera; older versions of these web browsers may cause problems. Do NOT use the AOL web browser. For more help, visit <http://backstage.blogs.com/the411faq/2008/06/problems-viewin.html>. After trying all of these options, please email us at CastingHelp@backstage.com with a detailed description of the problem you're experiencing.

Q: I am having trouble logging in to Back Stage or Call Sheet or Back Stage Casting.

A: First check to make sure that your web browser is not blocking Pop-Ups, JavaScript, and/or Cookies. Also, try upgrading to the newer web-browser; we recommend only the newest versions of Firefox, Internet Explorer, Safari, Chrome, and Opera; older versions of these web browsers may cause problems. Do NOT use the AOL web browser. For more help, visit <http://backstage.blogs.com/the411faq/2008/06/subscriber-log.html> . After trying all of these options, if you're still having trouble, please email us at [CastingHelp@backstage.com](mailto: CastingHelp@backstage.com) with a detailed description of the problem you're experiencing.

Q: I am having trouble logging in or viewing my resume

A: First make sure your subscription is active – if you have an inactive or expired subscription or there is an outstanding balance due, you will not be able to access the full Casting and Multimedia Resume areas of backstage.com.

A: Please do not create another account username if you cannot remember your login info or you need to renew your subscription. You will lose your saved resume and other information if you create a new account. If you cannot remember your login information, contact us 800-658-8372 (847-559-7531 outside the US) or email nbs@omeda.com and we'll be happy to assist you in recovering your log-in information and activating/renewing your subscription.

Q: How do I upgrade my subscription?

A: Please contact us 800-658-8372 (847-559-7531 outside the US) or email nbs@omeda.com and we'll be happy to assist you.

Q: I would like to cancel and be refunded my money

A: Unfortunately, as it states in the Terms and Conditions you agree to when you subscribe, that there are no refunds. However, to cancel your subscription, please contact us 800-658-8372 (847-559-7531 outside the US) or email nbs@omeda.com and we'll be happy to assist you.

Q: What do I get with a Back Stage subscription?

A: For more info on the services and tools offered by Back Stage, visit <http://backstage.blogs.com/the411faq/2009/06/a-video-overview-of-backstagecom.html> and <http://backstage.blogs.com/the411faq/2009/06/extensive-casting-and-job-tools-now-available.html>

Q: I'm having trouble uploading my photo or headshot or video or reel to Back Stage.

A: For help, visit http://backstage.blogs.com/the411faq/photoheadshot_help/

Q: I'm having trouble uploading or updating or creating my resume or CV on Back Stage.

A: For help, visit http://backstage.blogs.com/the411faq/resume_help/

Q: How do I update my email address?

A: For help, visit <http://backstage.blogs.com/the411faq/2008/12/how-to-update-your-email-address-on-backstagecom.html>

Q: Where are my Casting emails? I stopped getting Casting Alert emails! Emails are missing!

A: First, check your Spam/Junk folders in your email program; your casting emails are probably there. Mark them as being "Safe" or "Not spam" so that they won't go to your Spam/Junk folder in the future. To be extra safe, add info@backstage.com, castinginfo@backstage.com, and Castinghelp@backstage.com to your email

program's address book. If this does not resolve the problem, please visit <http://backstage.blogs.com/the411faq/2008/07/casting-alert-e.html>

Q: The casting notices I'm seeing aren't right for me.

A: For help, visit <http://backstage.blogs.com/the411faq/2009/05/search-help-im-seeing-casting-notices-that-dont-fit-my-profile.html>

Q: Please stop sending me emails!

A: Click on the "Unsubscribe" link at the bottom of whatever email newsletter or Alert you wish to stop receiving, and you will be unsubscribed from the mailing list.

Q:

I need answers to other Random Questions!

A: Please visit the following links to find answers to most problems:

<http://backstage.blogs.com/the411faq/>

http://backstage.blogs.com/the411faq/casting_faq/

<http://backstage.blogs.com/the411faq/2008/06/back-stage-faq.html>

<http://backstage.blogs.com/the411faq/2008/06/top-10-frequent.html>

A: If the above links do not answer your casting questions, please contact the Back Stage casting department using the following contact form:

<http://backstage.com/castinghelp>

HCD Directory Specific Questions

Q: How long will it take to get my username and password?

A: It can take 24-48 hours during weekdays and up to 72 hours for orders placed on the weekend and holidays. You will receive an email with your login information. If this email is not received within 72 hours, first check your spam emails, if the email cannot be found, please contact customer service.

Q: How can I cancel my HCD Monthly Subscription?

A: Canceling can be done at any time two ways. By email to hcdcustomerservice@hcdonline.com – please include your first name, last name, and login information. And also by phone to HCD Customer Service at 800-815-0503, if you leave a message please also send a follow up email to ensure your cancellation.

Q: How can I search by category and not by only company or person name?

A: Once logged in, click on the blue "Advanced Search" button. This will take you to a page that has a "Company Type" drop down menu. In this menu are all of the categories found in each directory. There are also additional search options depending on the category chosen.

Q: Can I change my username and password or billing information online?

A: To change your login or billing information, please contact HCD Customer Service. Account and login information is not currently available online. Contact by phone: 800-815-0503 or by email: hcdcustomerservice@hcdonline.com

Q: Can I download the database into an excel spreadsheet or mailing list?

A: The database is not downloadable or exportable. We do however offer mailing lists for each directory sold separately. For more information on these, please view product list in the Store.

Q: Are the listings able to be printed out or copy and pasted for my own personal use?

A: Listings can be printed one at a time or copy and pasted into your own files. The database is unable to be printed in a full layout such as in the book.

Q: How many email addresses are listed in the HCD Online Database?

A: Each company listed has the opportunity to list at least a contact email address. Not every company chooses to do so and it is not required to be listed. On average, roughly half of the companies will list at least a general email address.

Directory Ordering Problems and Questions:

Q: When ordering an online subscription, why must I select a shipping method?

A: Due to website defaults, all options and fields must be completed for your order to process. You will not have anything shipped to you or be charged a shipping fee, please note the zero dollar amount next to each shipping option. If you select an option and the problem persists, please contact Customer Service at 800-815-0503.

Q: Are books available to pick up from the office location?

A: All of our books are shipped from our warehouse and are not available for any pick ups at our office. For possible store locations in your area, please contact Customer Service by phone or email.

Q: What is the layout like? Can I view a sample page?

A: please contact Customer Service at 800-815-0503. (We will provide PDFs on websites when they become available)