***MAC Request Management***

**Start of your shift**

* Check & Organize the request shelf by priority and due date and time
* Check the MTR’s online to make sure nothing is missing
* If tapes are missing from an order, request them or research why they are not here.
* If a DA needs to be restored send the request and have a hold till date on the DA for the day after the request is due

**MTR**

* MTR must be checked out to you as you work on the order.
* MTRs should be completed by their due date and time.
* Work with colleagues for availability of Decks.
* Orders should be worked on in order of due date and time unless there are limited resources.
* Once an order is complete, wrap the MTR form around the completed dubs and send to the Client Pickup shelf in the VTL.
* If there is a question or issue with an MTR follow up with the requestor to make sure we are giving them what they need.
* If a request cannot be completed by the due date and time reach out to the requestor and let them know it will not be done, why, and let them know when it can be done.
* After the request is placed on the table for return to the VTL the request must be marked complete.
* Ingests to the FILEIO Servers will have a maximum hold date of 2 weeks.
* If you have an issue with syndication order, contact Fernanda Fonte or Zoe Rivera.

**Approving MTRs**

* If there is no MTR coordinator, make sure you are checking the MTRs that are incoming for approval. It is the responsibility of the person assigned to Request Management to approve MTRs.
* Do not approve any hold dates longer than 2 weeks for ingests in the MAC. If necessary, have the requester digitally archive their media.
* Approve orders up to 3 days out if possible

(See MTR Coordinator SOP for questions about approving)

**Shipping**

* If an MTR requires shipping it is expected that you ship it out via UPS or FedEx.
* The last mail pickup from the drop off shelf in the VTL is 5pm, or you can bring your package to the mail room if it needs to go out that day and the order will not be ready for 5pm pickup.
* The mail room needs UPS packages to be there by 6:45pm and FedEx needs to be there before 6:30pm

**Stock**

* There is raw stock inside the MAC that can be used for dubs. Once the stock runs out there is replacement stock located on a shelf outside the MAC. This stock is already checked out. It is expected that if you use the last piece of stock you refill it. If you need stock not on the checked-out shelves, you may take stock from the vault but you MUST e-mail Chris Thatcher and Phil Kulas to notify them. Let them know what type of stock you took and how many pieces/boxes.

2014-15 CFB Melt Workflow

**ESPN/ESPN2/ABC (Hand carried Melts back to Bristol)**

1. The melt will be delivered by PA to the MTC. They will be dropped off in the green incoming Melt box.
2. The PA will notify the MTC Request Operator they just dropped it off. Then send Madison an email it was dropped off.
   1. If no MTC Request Operator is there they will let another operator in that room know they put it in the box **(Box will be to the far left under the MTC Request Supports desk near the closet door)**
3. If a melt comes in on the weekend the MTC operator that is notified that it was dropped off should call central record wall operator to alert them a melt has arrived. (We don’t expect too many to come in on the weekend.)
4. Central Support operator should go to the MTC to pick up the melt and start the ingest process and assign to their room, as it will not already be assigned.
5. When the melt comes in during the day on the weekdays Madison will handle the ingesting of those tapes either in the MTC or in Central so they can be left in the box for her to ingest between 7a-5p Monday-Friday.

**Melts we receive in the mail**

1. We will receive melts in the mail between Tuesdays – Friday. These will either be handled by Madison or will be assigned to a room to complete the ingest.

**WorkFlow**

Each room will play a part in the CFB Melt workflow. The following functions will need to follow the workflow below; MAC Wall, MAC Request Management, Central Support and MTC Request Support Operator should follow this workflow.

1. Operator will open the CFB Master Google document at the start of their shift to see if there is anything assigned to their room (see Room column **M** in document)
2. If you have a melt assigned to your room which hasn’t been ingested then you should check the incoming box in the room (green box)
   1. **In the Google document, each room will have its own color when a melt is assigned to a room. The entire row will be highlighted with the following colors.  MAC –Yellow, CR – Orange, MTC - Blue**
3. Once you find the tape you will need to look in the spreadsheet to see what needs to be done. Ingest, make tape copies, send to ERT or LHN via emove (See notes below)
4. When ingested the hold date should be 5 days from the day you ingested and naming should be **CFB TRUCK MELT Liberty vs Kent St 8/29/13 HD** (See Tim Nickles naming convention document)
5. Once it is ingested you put your name in column J Ingested by (Kupchak, J).
6. Then you enter in what server it was ingested to. Please only use Ingest, CR or Restore. This will help the PA’s understand what server. They don’t know what MMSV51 is.
7. If Column **O or P** (ERT and LHN) has a need in the column then we need to send it to ERT or LHN (see workflow below for how to do that) Once you send it to them you can put sent then date and time (SENT 8/21 9:50a)
8. If there are no copies needed please put your name in column **N** (Tech). **Then grey out the entire row (use 5th grey box in the fill color)**
   1. Anything that needs a tape copy will be assigned to the MAC **or Central**.
   2. We no longer need a client name on the labels for tape copies.
   3. The MAC **or Central** will be making all tape copies off the server-matching time code is not necessary.
   4. Tape copies should be delivered to Madison’s desk (Near Fei’s desk) **or placed in the purple completed CFB box in the room**
9. Once ingested you will need to send an email to Media Technologies Request DL and Madison Way ([Madison.R.Way@espn.com](mailto:Madison.R.Way@espn.com)) asking for it to be archived. She will enter the DA number in the spreadsheet.
10. Place the ingested Master into the purple completed box, where Madison will then take the Master to Production. **DO NOT LET ANYONE ELSE TAKE ANY MELT OUT OF THIS BOX WITHOUT MADISON’S PERMISSION!!!!**

**Digital Workflow-Sending (EVS or Digital Media Operator):**

1. Madison will fill out an MTR for Digital Delivery. Special directions will include which Network/email to send the file to, Format, Media Source and Source Standard.
2. The operator will complete the MTR then send an email to Madison so she can update the spreadsheet.

**Notes**

**ERT:**

-Ingested files will need to be EMoved to MMSV183 Server

-Ingested files will now be “pushed” to Charlotte via the 2CLTQ or 2CLTA prefix

-ERT will access files from the MMSV183 server

-Full tape ingests will now be assigned DA numbers by MTC Archive Support

* **2CLTQ** will be used when clips need to be published to Charlotte to land on their Quantel.
* **2CLTA** is the path for when material needs to be published and transcoded to land on AVID.

**LHN:**

-Ingested files will need to be EMoved to MMSV181 Server

-Ingested files will now be “pushed” to Longhorn via the 2LHN prefix

-LHN will access files from the MMSV181 server (Watch folder 2LHN)

-Full tape ingests will now be assigned DA numbers by MTC Archive Support

Guide to Moving Files 2CLTQ or 2CLTA (Quantel)

1- Please ingest and DA the melt into Quantel. Add a 5 day hold date.

2- Send the melt to 2CLTQ via Quantel by publishing it to the BCI01 to LA zone

3- Wait for the clip to finish publishing to BCI01 via Arc 1

4- THEN rename the clip with " **2CLTQ**" or “**2CLTA**” in front of the title.

Example – **2CLTQ** CBB MELT Kansas vs Duke 11/21/13

Guide to Moving Files 2CLTQ or 2CLTA (Emove)

1- Please ingest and DA the melt into Quantel. Add a 5 day hold date.

2- Send the melt to ERT via Emove-Prodd. Find the melt and move it to BC101—MMSV181 or MMSV183

3- Wait for the clip to finish publishing to BCI01 in Quantel.

4- THEN rename the clip with " **2CLTQ**" or “**2CLTA**” in front of the title.

Example – **2CLTQ** CBB MELT Kansas vs Duke 11/21/13