

August 7, 2020:

Our help content has moved! [Click here to visit our new, searchable help center for administrators.](#) Please note, this guide is no longer up to date.



## Frequently Asked Questions

**Table of Contents** - Click a question link below to be directed to the answer:

1	<a href="#">Why can't artists accept or purchase a booth?</a>
2	<a href="#">Why are my products "SOLD OUT" to artists?</a>
3	<a href="#">How do I create a coupon code?</a>
4	<a href="#">How do I allow artists to make changes to their application?</a>
5	<a href="#">What does the <i>Hide Current Artist Status</i> setting do?</a>
6	<a href="#">How do I refund an artist?</a>
7	<a href="#">Can artists apply after my application deadline?</a>
8	<a href="#">Where can I download reports / artist information?</a>
9	<a href="#">How do I email artists?</a>
10	<a href="#">When will I receive a check?</a>
11	<a href="#">Why can't my jurors log in?</a>
12	<a href="#">Where can I see emails I have sent to artists?</a>
13	<a href="#">How can I request a disc of artist images?</a>
14	<a href="#">How can I make my event published?</a>

15	How do I assign booth numbers to artists?
16	What size should my logo be?
17	How do I cancel or postpone my event?

## 1. Q. Why can't artists accept or purchase a booth?

A: Check the following settings under the **Jury Administration** tab and the **Event Editor**:

### Jury Administration tab

Current Jury Status must be set to Complete:

**Current Jury status:**

Complete

Hide Current Artist Status must be set to NO:

**Hide Current Artist Status:**

No

Only set to YES during your jury.

booths.

### Event Editor

Your Accept Invitation & Purchase Deadline will need to a future date:

**Jury End**

04 / 16 / 2019

**Accept Invitation & Purchase Deadline**

07 / 14 / 2019

**Event Start**

08 / 16 / 2019

Your Booth products must be marked Active in the Product Editor:

Product Type	Active
Jury Fee	<input checked="" type="checkbox"/>
Booth	<input checked="" type="checkbox"/>

**Delete**

### Application Statuses

[Back to Table of Contents](#)

These are the only statuses that allow artists to accept their invitation or purchase products.

- *Invited*
- *Accepted*
- *Exempt from Jury*

Click [here](#) to read more about status definitions.

## 2. Q. Why are my products “SOLD OUT” to artists?

A. Artists see a **SOLD OUT** message when the available quantity for a product has been met or when your available quantity is “0”:



Navigate to the *Event Editor > Product Editor* tab and check the *Sold of Quantity* column.

If your quantity is zero, input the number of products you have to available to sell and save your changes.

**Note:** Artists cannot see the quantity available, only if the product can be added or if it is sold out.

## 3. Q. How do I create a coupon code?

A. Create a coupon under the *Events > Coupons* menu:



Coupons are **not** visible to artists, so you will need to provide them with the coupon code you have created.

### Additional notes for creating coupons:

- You must input a number for maximum uses. If you are sharing a coupon with several artists, enter a maximum of “0”.
- You can choose one or multiple products that the coupon will apply to. If your coupon applies to multiple products, it is best to create a % discount rather than a dollar amount.
- ZAPP cannot process refunds if artists fail to use your coupon during checkout. You will need to refund artists from your end via check if they fail to use your coupon. Read more about our refund policy [here](#).

You may also want to watch our video that covers how to [Create Coupons for ZAPP Artists](#).

- Our artist help video [here](#) outlines where the coupon is used during checkout. Feel free to share this video with your artists.

#### 4. Q. How do I allow artists to make changes to their application?

**A:** Use the *Incomplete* and *Exception* statuses for application revisions.

**If your application deadline has *not* passed:**

Move the artist's application to the **Incomplete** status. Select “*Incomplete*” from the drop down menu and click “Update All” at the bottom of the page.

Remind the artist to re-submit their application before your deadline.

**If your application deadline *has* passed:**

Move the artist to the **Exception** status. The artist will need to notify you when they have made the necessary changes. You will then move their application back to *Received*.

**Note:** ZAPP does not send automated reminders to artists when their application is moved to another status. You will need to notify artists of their updated status and required changes to their application.

#### 5. Q. What does the *Hide Current Artist Status* setting do?

**A.** This setting is strictly for the jury process – it disables the checkout and prevents artists from seeing what status they are in until you are ready to release your jury results.

**This setting should only be set to “YES” while your jury is in progress.**

When the “*Hide Current Artist Status*” is set to:

- **“NO”:** This allows artists to view the current status they are in (e.g. *Received*, *Invited*, *Not Invited*, etc.) *This will not reveal jury scores or comments.*

In order for artists to see their invitation, accept, and make booth/product purchases, this setting must be set to *NO*.

- “**YES**”: This prevents artists from seeing the status of their application while the jury is in progress. When set to **YES**, this also prevents artists from checking out.

## 6. Q. How do I refund an artist?

**A:** You can refund an artist internally via check or send a refund request to the ZAPP team.

**To request a refund through ZAPP, email [zapphelp@westaf.org](mailto:zapphelp@westaf.org) with the following information:**

- Artist's name or Application ID
- Product to be refunded
- Amount to be refunded
- Reason for the refund

**If requesting a refund through ZAPP, please note:**

- Refunds must be emailed – ZAPP does not accept refund requests via phone.
- ZAPP cannot process partial refunds, refunds for application fees for an artist who has applied multiple times, check payments, or for a failure to use a coupon.
- ZAPP cannot process a refund if there are insufficient funds available for your event. Check your available funds for the current month through the [Income Breakdown Report](#) in ZAPP.
- Event revenue checks are cut on the **5th business day** of the month. If you are requesting a refund in the first week of the month, ZAPP may not be able to process the refund as your funds are being reconciled.

## 7. Q. Can artists apply after my application deadline?

**A.** If your application deadline has passed, you can change the deadline in the Event Editor:

Ensure you have updated any dates or text referencing the deadline in your Event Prospectus. Once you have saved your changes, this will immediately re-open your application.

Accept Applications	12  / 20  / 2016
Application Deadline	04  / 09  / 2017
Jury Start	05  / 22  / 2017

**Note:** If you have started your jury, artists cannot apply if the **Hide Current Artist Status** setting is set to "YES". Read more about this setting [here](#).

**Extending your deadline opens the application to ALL artists.** If you are extending for one or two artists, we recommend doing so for a small window of time and notifying the artists to apply during that window.

## 8. Q. Where can I download reports / artist information?

### A. Artist information:

On the Event Management page, choose a specific status or click to *View All* applicants under the *Applications by Status* grid.

At the bottom of your applicant list, you will find three report options:



Report	Includes	
Download Contacts	<ul style="list-style-type: none"> <li>Application ID</li> <li>Date Received</li> <li>Current status</li> <li>First and Last Name</li> <li>Collaborators and Associates</li> <li>Business Name</li> </ul>	<ul style="list-style-type: none"> <li>Email, phone number, and address</li> <li>Discipline</li> <li>Website</li> <li>Artist Message</li> <li>Comments (internal admin notes)</li> <li>Wait List Number</li> <li>Booth Number</li> </ul>
Download Answers	<ul style="list-style-type: none"> <li>Application ID</li> <li>Date Received</li> <li>First and Last Name</li> <li>Collaborators and Associates</li> <li>Email and Phone Number</li> </ul>	<ul style="list-style-type: none"> <li>Discipline</li> <li>Artist Statement</li> <li>Artist Message</li> <li>Comments (internal admin notes)</li> <li>Answers to your custom questions</li> </ul>
PDF Report	<p>Provides a PDF of the artist citation page, which cannot be edited or formatted as a spreadsheet.</p> <ul style="list-style-type: none"> <li>First and Last Name</li> <li>Collaborators and Associates</li> </ul>	<ul style="list-style-type: none"> <li>Application ID</li> <li>Email, phone number, and address</li> <li>Website</li> <li>Answers to custom questions</li> <li>Discipline</li> </ul>

- Current status

- Artist statement
- Thumbnails of artist images

## Revenue Reports:

Track your revenue through the *Income Breakdown Report*:



This report also can be useful to track products artists have purchased, which artists have paid by check or credit card, and artists that have used a coupon.

## 9. Q. How do I email artists?

1. Click on the *Events* tab and choose *Communication*:



2. Next, check the boxes next to each status that you would like to email and then click "Select." If you would like to send to or exclude flagged or tagged artists, you can use the drop down to filter your selection further.
3. You will then see an email tool with several options for formatting, merging data, and attaching a file. From here, you can preview your email and send.

You can also watch our video [Using the ZAPP Communication Tool](#).

## 10. Q: When will I receive a check?

**A: Checks are cut and sent on the **5th business day** of the month.**

Track your revenue through the *Income Breakdown Report* under the *Reports* tab:



You can also watch our walkthrough video for the Income Breakdown Report [here](#).

**Note:** If you chose to auto-deduct your ZAPP licensing fees, please note you may not receive a check until your fees have been paid in full.

Questions about your remittance check? Email the ZAPP team at [zapphelp@westaf.org](mailto:zapphelp@westaf.org)

## 11. Q. Why can't my jurors log in?

**A. First, be sure that your jurors are logging in to <http://admin.zapplication.org>**

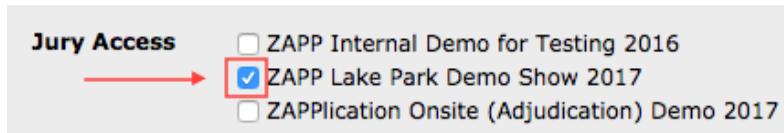
Next, check the following settings:

+ Your Current Jury Status is set to "*In Progress*":



+ **Jury Start and End dates** are current in the Event Editor.

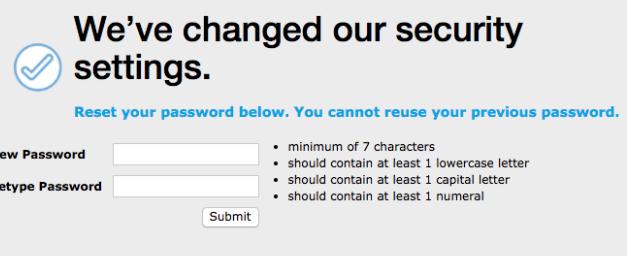
+ Check within the individual juror's profile to ensure he/she has been assigned to the show's jury:



You can check this from the Jury > Jurors tab in ZAPP.

**Note:** In April 2017, ZAPP updated password security requirements.

After logging in with the password you've provided, jurors may be prompted to reset it:



If prompted to reset, jurors will not be able to score until they reset their password.

## 12. Q. Where can I see emails I have sent to artists?

**A:** Communication history can be found under the artist citation page.

1. Search for a specific artist or choose a status of artists you wish to view.
2. Select the artist's Application ID in the left-hand column. This will direct you to the artist citation page.
3. Within the citation page, you will see a Communication section. This displays all emails you have sent to the artist through the ZAPP system for the current year. Click the blue lettering to view a specific email that was sent.

Communication history is available for current events and archived events.

## 13. Q. How can I request a link of artist images?

**A:** Contact us through the *Ticket* tab or email [zapphelp@westaf.org](mailto:zapphelp@westaf.org) with the following information:

- Name of your event
- Statuses you would like included (i.e. *Confirmed*, *Awaiting Payment by Check*)
  - + *Download links will be emailed to you by our team within 1-2 business days of them being requested. Please provide the email address you would like the link sent to.*

### **Please note:**

- Images will be organized in the following folder structure on your download:  
*Show Name > Status > Medium > Images*
- Multiple requests in your show cycle may incur a **\$20** fee.

## 14. Q. How can I publish my event?

[Back to Table of Contents](#)

A. After you have reviewed your event and application settings for accuracy, contact the ZAPP team at [zapphelp@westaf.org](mailto:zapphelp@westaf.org) or through the *Ticket* tab - we will publish your event so that you may start receiving applications.

**Your event is not published automatically and will not be listed until you have authorized us to do so.**

You may also want to take a look at our [Event Prospectus Checklist](#) while finalizing your application.

## 15. Q. How do I assign booth numbers to artists?

A. To add booth numbers, click on the “Table Editor” button on the right hand side of the screen.

15 applications   5 unique artists													Table Editor
Flag	ID	Status	Last Name	First Name	Username	City	State	Booth #	Category ↓	Payments	Received	Tag	

Within the Table Editor window, check the box next to Booth # for it to show up on the table itself. Only eight fields can be displayed at one time so you may need to deselect another field. Click “Save” to save your changes and display the Booth # column.

**Table Editor** X

Select application information you would like in the table. You may select a **maximum of 8 fields** to display at one time.

<input checked="" type="checkbox"/> Received	<input type="checkbox"/> Street Address	<input type="checkbox"/> Primary Phone Number
<input checked="" type="checkbox"/> Payments	<input type="checkbox"/> Street Address 2	<input type="checkbox"/> Alternate Phone Number
<input checked="" type="checkbox"/> Category	<input checked="" type="checkbox"/> City	<input type="checkbox"/> Collaborator First Name
<input type="checkbox"/> Waitlist #	<input checked="" type="checkbox"/> State	<input type="checkbox"/> Collaborator Last Name
<input checked="" type="checkbox"/> Booth #	<input type="checkbox"/> Zip Code	<input type="checkbox"/> Website
<input type="checkbox"/> Email Address	<input type="checkbox"/> Country	<input type="checkbox"/> Business/Studio Name
<input checked="" type="checkbox"/> Username	<input checked="" type="checkbox"/> Tag	

**Reset** **Cancel** **Save**

Booth numbers can be added for artists in the *Accepted* and *Confirmed* statuses. To allow artists to see their booth numbers, you will need to ensure the artists are in the *Confirmed* status and the “Show Booth Assignments to Artists” drop down on the Event Information page is set to Active.

**Show Booth Assignments  
to Artists**

Active 

## 17. Q. How do I cancel or postpone my event?

If you are cancelling or postponing your event, please fill out our form [HERE](#) or submit a help ticket.

ZAPP can process your refunds if the following criteria is met:

1. Your event is cancelled; and
2. You are refunding 100% of the amount paid for a specific fee(s) to all the artists who purchased it.

If you would like ZAPP to process your refunds, please tell us what product(s) you are refunding and confirm you intend to return the full amount back to artists. For step-by-step instructions and further resources, please check out the following:

- [Resources for Festival Administrators](#)
- [Webinar: How to Manage Your Cancelled or Postponed Event](#)