

Delivery

From January 2024, unscripted commissions will need to be delivered **seamlessly**.

This means:

- Breaks or bumpers will not be included in the material
- Suggested part breaks will be set by the producers, aligned with existing guidance, and **added to the clock / slate**

TX Master Delivery, please ensure that you include the following:

High Definition, UHD-SDR and UHD-HDR, plus 5.1 and Dolby Atmos	As per Sky UK Technical Specification found here . Guidance around the on-boarding for file delivery to Sky UK will be provided by SkyFileDeliveryOnboarding@sky.uk . Specific question relating to the file delivery process can be sent to this team.
Auto QC Reports (from Post / Facility Houses)	via email to DL-QCSpecialists@sky.uk
Transmission Data	to Silvermouse, under 'Materials'.
Compliance Data	to Silvermouse, under 'Compliance'.
Post-Production Scripts	to DL-Access.Services@sky.uk and DL-SkyEntertainmentMasterMaterials@bskyb.com As soon as available and to Silvermouse, under 'Materials'.
Clocks	include the Commissioning Number, Series Title, specific Episode Title on the Clock (MID or UID optional), Part timecodes are mandatory

Electronic Paperwork Delivered No Later Than 2 Weeks After Master Delivery

Music Cue Sheets	to Soundmouse, via Clearance Forms. Please contact Musicreporting@sky.uk before you start to complete cue sheets.
Albert Certification	to Silvermouse, under 'Materials'. See credits
Diamond Diversity Reporting	to Silvermouse, via 'Diversity Perceived' and 'Diversity Actual' forms.
Remaining PASC Forms	within Silvermouse.
Diversity and Inclusion Tracker	to your production contact and on Silvermouse, under Materials
Planet Test Outcome Report	to your production contact, and upload to Silvermouse under Materials

Please see complete list of paperwork in the Silvermouse guidelines, available on the [Sky Production Website](#).

Synopsis, Credits, Promo Materials and Unit Photography	
Synopsis (not to exceed 200 words)	<p>Programme/Series synopsis (and episodic if applicable). Please send to DL-ProductionOpsAssistants@sky.uk at least three weeks before TX.</p> <p>To Silvermouse, on the Compliance Tab</p>
Credits	<p>Submit for approval</p> <p>The end credits require approval and should be submitted at least one week before your deadline to your Sky Production Contact. Please refer to the Credits section.</p>
Promo Materials & Unit Photography	<p>Please refer to the Photography delivery requirements here Merchandising Guidelines</p> <p>Late deliveries (i.e. within five working days of transmission) only if agreed in writing by Sky.</p> <p>For Unit Photography please see later section.</p>
Viewing Deliverables FTP login & access details	
Rough Cut versions	Please email your Commissioning Editor(s) & PA (unless requested otherwise) + DL-ProductionOpsAssistants@sky.uk
Fine Cut versions	Please email your Commissioning Editor(s) & PA (unless requested otherwise) + DL-ProductionOpsAssistants@sky.uk

Late Deliveries

Please discuss details specific to your commission with your assigned Sky Production Operations Assistant or Co-ordinator as a matter of urgency.

Redeliveries

Once delivered to Sky, production companies can only recall programmes in exceptional circumstances and at Sky's discretion. If redelivery is necessary, please liaise with both your assigned Sky Production Operations Assistant or Coordinator DL-ProductionOpsAssistants@sky.uk (for HD and UHD). All edits must be logged by time code and fully described in the email.

Redelivery Recharges: Each redelivery will incur the following processing costs chargeable to the production company:

- £1000 per file (to cover the QC and compliance costs).

Please note for UHD, SDR, HDR and Atmos are counted as separate files.