



Cast & Crew Project Onboarding

These following important topics will guide the payroll process with Cast & Crew.

Index

1. [Payroll Turnaround Times](#)
2. [Start/Close Forms](#)
3. [Social Security Numbers](#)
4. [I-9 Forms](#)
5. [Kit/Box Rental Policy](#)
6. [Non-Taxable Reimbursements](#)
7. [LLC Requirement](#)
8. [ACA Language and State Sick Leave](#)
9. [Payroll Edit Changes](#)
10. [Advance Payment](#)
11. [Direct Deposit](#)
12. [Large Checks Policy](#)
13. [Payroll Supplies](#)
14. [Labor Relations \(Union/Guild Information\)](#)
15. [Tax Incentives](#)
16. [Plus Products Support](#)
17. [PSL Support](#)
18. [Chart of Accounts](#)
19. [Payroll Was/Is Report](#)
20. [Adjustments/Coding](#)
21. [Tax Adjustments](#)
22. [On-Site Check Printing](#)
23. [Employee Concerns](#)

1. Payroll Turnaround Times

Completed payroll received before 10:00 a.m. on Tuesday will receive an edit on Wednesday by approximately noon, with checks made available on Thursday. Additionally, Cast & Crew will make every effort to provide edits for completed payroll received after that 10:00 a.m. (Tuesday) deadline in order to have checks ready for Wednesday, but turnaround may be impacted by volume and timeframe. Completed payroll received after 6:00 p.m. will be considered as having been received the next business day at 8:00 a.m.

2. Start/Close Forms

All Hollywood IATSE and Basic Crafts projects are required to have union occupation codes and schedule letters for union employees. OCC codes and schedule letters cannot be chosen by the payroll coordinators. OCC codes and schedule letters are imperative, as they generate a portion of the billings for Pension, Health, and Welfare. Start/Close forms require a job description and title to ensure that the employee is properly paid. If using alternate paperwork to Cast & Crew's supplied forms, please have the document(s) approved by Payroll management to ensure that all necessary information is covered.

3. Social Security Numbers

Cast & Crew requests that social security numbers and masked social security numbers be documented on timecards every week. Please be advised that researching social security numbers may delay the receipt of your payroll edits. Timecards submitted with the last four numbers properly documented can be processed as is.

4. I-9 Forms

An employee being paid as an individual needs to submit an I-9 form. Individuals who do not fully complete the form may be paid one time per Federal guidelines but will need a completed I-9 in order to receive additional payments. Please consult the I-9 guidelines to establish that the form has been properly completed.

5. Kit/Box Rental Policy

All Start/Close forms must be accompanied by a completed inventory list in order to accommodate a non-taxed kit rental. A kit/box rental form must accompany every timecard, each week, where a kit/box rental is paid.

6. Non-Taxable Reimbursements

Cast & Crew will process non-taxable reimbursements through payroll when indicated by production. Pursuant to applicable taxing authorities, all allowable and substantiated expenses are excluded from wages and are not subject to withholding, while all expenses without substantiation will be subject to all applicable employment taxes.

7. LLC Requirement

Please be aware that if Cast & Crew is requested to make a payment to an LLC, an IRS acceptance letter and W-9 must be submitted to your Payroll Coordinator prior to processing payments. We no longer accept LLC Letters of Indemnification. In addition, if your studio has any requirements regarding the paying of LLCs or foreign corporations, please communicate these requirements to your Payroll Coordinator.

8. ACA Language and State Sick Leave

Please make sure the ACA status, such as “FT” (Full-Time) or “V” (Variable), is noted on Start/Close forms for accurate reporting. If you are a member of Open Health, there is no need to indicate this on the Start/Close form. This information will be handled at the project level. Please note that some states (including CA, NY, OR, WA) may have Sick Leave mandates that apply to all employees working in those states. Please see your Finance Executive for any studio-specific guidelines. Cast & Crew will accrue based on minimum state requirements if no specific parameters are designated.

9. Payroll Edit Changes

All edit changes must be submitted in writing. Submit changes by either emailing or uploading edits to the appropriate project in Studio+ with changes indicated directly on the Payroll Edit Report. All changes being requested which do not reflect the original hours/days worked or money shown on the initial timecard must be backed up with a new timecard.

10. Advance Payment

Occasionally, productions submit special payments that require additional approvals. These include, but are not limited to, advance weekly pay cycle, salary advances, severance payments, special bonuses, etc. Please be advised that Cast & Crew will seek additional approvals for these types of payments.

11. Direct Deposit

Cast & Crew now offers direct deposit on all projects for which we are the employer of record. Employees can go to my.castandcrew.com and sign up today. If you have an employee who needs to submit a paper direct deposit form, please have the employee reach out to employeehelpdesk@castandcrew.com for a copy. Direct deposit transmissions occur at the close of business on the day the employees' checks have been processed. Employees' accounts are typically funded the next business day, but it can take up to 48 hours from the time of transmission. Direct deposit deadlines should be considered at the time payroll is submitted to Cast & Crew for processing.

12. Large Checks Policy

Any single check or deposit that exceeds \$150,000 will require finance approval before processing. Please keep this in mind when approving payroll, as there may be a slight delay during normal business hours. It may not be processed until the following business day when approved outside of normal business hours.

13. Payroll Supplies

For additional timecards, Start/Close forms, I-9s, on-site check print stock, and on-site check print envelopes, please email supplies@castandcrew.com. Please make sure to include your carrier and shipping account number in the request.

14. Labor Relations (Union/Guild Information)

Cast & Crew requires copies of the Collective Bargaining Agreements applicable to your production. The required documentation includes, but is not limited to, Project Agreements, Related/Affiliated Entity Forms, Memorandums of Agreement, Concessions, etc. If using a Project Agreement allowing you to use another entity's overall signatory status, Cast & Crew also requires a copy of the Agreement of Consent from the signatory entity's original agreement for the Hollywood IA. Any DGA and IA deposit information should go to laborrelations-questions@castandcrew.com for handling. To ensure proper set up, you may receive an email from someone in Labor Relations confirming specific information (e.g., multi-camera vs. single camera, project length, digital 24P vs. film, etc.) For Labor Relations questions, contact laborrelations-questions@castandcrew.com.

15. Tax Incentives

For information regarding production incentives, please contact Joe Bessacini in the Cast & Crew Financial Services department at 818-480-4427 or joe.bessacini@castandcrew.com. You may also visit our website at www.castandcrew.com/financial-services/. The Cast & Crew Financial Services department can also provide you with reports for your production incentive needs.

16. Plus Product Support

Should you need assistance with our Payroll Plus suite of products (Start+, Hours+, Studio+), Plus Support is available 24 hours a day, seven days a week. Please contact our Technical Support department at 818-860-7770 (in the U.S.) or 818-450-2895 (outside the U.S.) between the hours of 7:00 a.m. (PT) and 7:00 p.m. (PT) on Monday through Friday, and 7:00 a.m. (PT) to 4:00 p.m. (PT) on Saturday and Sunday.

- Start+ support can be reached at StartPlus.Support@castandcrew.com.
- Hours+ support can be reached at HoursPlus.Support@castandcrew.com.

After-hours emergency support for Start+ and Hours+: 818-860-7770.

17. PSL Support

Should you need assistance with PSL+, we are available 24 hours a day, seven days a week. Please contact our Technical Support department at 818-848-0999 (in the U.S.) or 818-450-2895 (outside the U.S.) between the hours of 7:00 a.m. (PT) and 7:00 p.m. (PT) on Monday through Friday.

- PSL+ Support can be reached via email at PSL.Support@castandcrew.com or by phone at 818-848-0999.

After-hours emergency support for PSL+: 818-860-7770.

18. Chart of Accounts

Please note that if you have not provided PSL Support your Chart of Accounts, any payroll invoices that are generated will not interface with PSL. Please make sure to email your Chart of Accounts, including payroll clearing accounts (labor clearing, fringe clearing, holiday accrual, and vacation accrual), to PSL.Support@castandcrew.com.

19. Payroll Was/Is Report

The Payroll Was/Is report can be used to track and report all changes made to a payroll interface file after being loaded into PSL. The report displays the “Was” (original data prior to loading into PSL) and “Is” (what the data is now). Questions? Please contact Technical Support at 818-848-0999 or PSL.Support@castandcrew.com.

20. Adjustments/Coding

Requests for adjustments, invoices, and edit reports can be sent to your Payroll Coordinator. Chart of Accounts and Tax Incentive Free Field Coding requests can be directed at the project’s inception to Client Services at clientservices@castandcrew.com. Client Services can also assist in data repairs required by auditors.

21. Tax Adjustments

Please be advised that we are unable to adjust or refund individual or loan-out taxes outside of the calendar tax quarter in which the payment was made. All tax adjustments must be completed within the applicable tax quarter.

22. On-Site Check Printing

For initiation, information, or guidelines regarding on-site check printing, please contact our Project Set-Up department at setup@castandcrew.com. For troubleshooting issues with printing, contact PSL.Support@castandcrew.com.

23. Employee Concerns

Requests or updates from production employees should be made through the production until the accounting team is off payroll or they can be directed to EmployeeHelpDesk@castandcrew.com. Employees under Cast & Crew's Employer of Record may update withholdings, address information, direct deposit information, and view paystubs at my.castandcrew.com.