

Project Onboarding

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

Payroll Turnaround Times

- Payroll received prior to 10 a.m. on Tuesday will receive an edit on Wednesday by approximately noon, with checks available on Thursday.
- Cast & Crew will make its best efforts to provide edits for payroll received after Tuesday at 10 a.m. on Wednesday, but turnaround may be impacted due to volume and the timeframe received.
- Payroll received after 6 p.m. will be considered as having been received the following business day at 8 a.m.

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/schedule letters cannot be chosen by payroll coordinators.
- Occ. codes/schedule letters are imperative, as they generate a portion of the Pension, Health, and Welfare billings.

Start/Close forms require a job description/title to ensure that the employee is properly paid. If using alternate paperwork to Cast & Crew-supplied forms, please have the form approved by a payroll supervisor to ensure that all necessary information is covered.

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.

I-9 Forms

An employee being paid as an individual must submit an I-9. Individuals who did not fully complete the form may be paid once per federal guidelines but will need a complete I-9 in order to receive their checks. Please consult the I-9 guidelines to establish that the form has been correctly completed.

Social Security Numbers

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

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 every week when a kit/box rental is paid.

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 payment. We no longer accept LLC Letters of Indemnification.

In addition, if your studio has requirements regarding the paying of LLC or foreign corporations, please communicate these requirements to your payroll coordinator.

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.

Payroll Edit Changes

All edit changes must be submitted in writing. Submit changes either by emailing or by faxing the edit back with changes indicated directly on the Payroll Edit Report. All changes being requested that do not reflect the original hours/days worked or money shown on the initial timecard must be backed up with a new timecard.

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.

Direct Deposit

Cast & Crew now offers direct deposit on all projects for which Cast & Crew is the employer of record. Employees can go to my.castandcrew.com and sign up today. If you have an employee who must submit a paper copy of their direct deposit form, please have the employee reach out to employeehelpdesk@castandcrew.com.

Direct deposit transmissions occur at close of business on the day the employees' checks have been processed. Employees' accounts are typically funded the next business day but can take up to 48 hours from the time of transmission. Direct deposit deadlines should be considered the time payroll is submitted to Cast & Crew for processing.

Large Checks Policy

Any single check or deposit that exceeds \$150,000.00 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 and it may not process until the following business day when approved outside of normal business hours.

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 needs 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.

In an effort to ensure proper setup, you may receive an email from someone in Labor Relations confirming certain information, e.g., multi-camera vs. single camera, project length, Digital 24P vs. Film, etc.

Labor Relations Questions: laborrelations-questions@castandcrew.com

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.

PSL+ and Plus Product Support

Should you need assistance with our Plus suite of products, PSL+ Support and Plus Support are available 24 hours a day, seven days a week. Please contact our Technical Support department at 888.570.6180 (in the U.S.) or 818.450.2895 (outside the U.S.) between the hours of 8:30 a.m. (PT) and 6:30 p.m. (PT), Monday through Friday. PSL+ Support can be reached via email at support@castandcrew.com. Start+ and Hours+ can be reached at plus.support@castandcrew.com.

After-hours emergency support:

PSL+: [818.848.0999](tel:818.848.0999)

Start+ and Hours+: [818.860.7770](tel:818.860.7770)

Chart of Accounts

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

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.

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). For further questions, please contact Technical Support at 818.848.0999 or support@castandcrew.com.

Onsite Check Printing

For initiation, information, and guidelines regarding onsite check printing, please contact our Project Setup Department at setup@castandcrew.com. For troubleshooting issues with printing, contact support@castandcrew.com.

Payroll Supplies

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

Employee Concerns

Requests and updates from the 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.

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