

FAQ's



Orchard Operations – Policies and Procedures

1. Production Contacts and Response times

- a. Please contact the point person over your production and give 24- 48 hours for a response.

2. Invoices

- a. All Invoices are due at the end of your contractor payment week. Please send all invoices to invoices@orchardoperations.com.

- b. All invoices must include your ACH Banking information.

- c. Address all invoices out to:

Orchard Operations Inc.

8889 W Olympic Blvd. #1011

Beverly Hills, CA 90211

“Show Name”

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Invoice and Payments

All payments are made via bill.com. In order to release a payment, all persons must fill out the vendor packet and have an account with bill.com. If you do not have an account, the accountant will e-mail you an invite.

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4. Payments

- a. All payments are net 30 from the end of the work week unless the agreement for services is based upon 100% completion of the work. At no point will Orchard Operations pay 100% of an agreement for uncompleted work.

5. Vendor Paperwork

- a. All contractors / vendors must sign all onboarding documents before performing services by going to orchardonboarding.com.

- i. Once a year all persons must fill out the full packet located under “New Hire”.

- ii. If a person does multiple jobs in the calendar year, they may fill out “Returning” for subsequent jobs after the first one.

- iii. Failure to fill out the paperwork will delay your payment.

6. Petty Cash and Reimbursements

- a. All persons receiving Petty Cash must use the Orchard Operations PC top sheet

and attach the receipts in the same .pdf document. Do not send receipts separately via email and expect production or accounting to total it up for you. Accounting can send you the PC top sheet when you receive your petty cash float.

b. All persons with Reimbursements must include those reimbursements on their invoice and attach the receipts to the invoice in one .pdf document

7. Who to Contact

a. Contractors - Use productions@orchardoperations.com for all Orchard Operations paperwork, and Contractor Resource needs.

b. (Production Supervisor) - Use email provided on contact for all Orchard Operations production needs.

c. (Post Production Supervisor) - Use post@orchardoperations.com) for all Orchard Operations post production and final delivery needs.

d. Michelle Farrelly (Accounting) - invoices@orchardoperations.com for all invoicing, PC/Reimbursement reports, and accounting questions.

e. Show Supervisor – Depends on who your supervisor is.

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f. Please reach out to one of the above Orchard emails or your show's producer before anyone else in the company with questions. If you send Orchard business to personal emails they will be ignored except in the case of a show producer.

8. Unwanted Harassment and Problems

a. If you are the recipient of unwanted harassment, sexual advances or are having a seemingly unsolvable problem with someone contracted with Orchard Operations in any capacity, please discreetly reach out to operations@orchardoperations.com who will discuss the complaint with you. After the discussion, you will be asked if you would like to make a formal complaint or not. William will advise you of next steps at that time. All complaints are taken seriously.



Jane Doe

123 Main Street
Los Angeles, CA 90010
Janedoe@gmail.com
(310)999-9999

INVOICE NO. 001

03/1/2024

ACH info:

Account No.: 000000000
Routing No.: 121000001

Bill To:

Orchard Operations
8889 W Olympic Blvd #1011
Beverly Hills, CA 90211

Name of Show

Post Supervisor

DESCRIPTION		AMOUNT
1 week work (2/26-3/1)	\$1,700/week	\$1,700.00

Total Due:

\$1,700.00

Thank you for your business!