

PRODUCER'S GUIDE

4 SIGNS YOU'RE ONBOARDING YOUR CREW WRONG

★ 4.9



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Member & Partner



Here's a **hard truth**

Your current onboarding process isn't as fast, accurate, or seamless as it could be.

And that brings up a good question: *Why not?*

As a producer, you onboard crew all the time. It's a fundamental practice for any production company. And it will be repeated dozens of times—on a project-by-project basis, every single year, year *after* year. **You'd think such a critical part of a production company's function would be optimized at all costs.** But that's rarely the case.

Current reality?

For a typical production team, “boots-on-the-ground” means repeatedly trudging through the same tasks, dealing with the same inefficiencies, and attempting to dodge the same problems that it always has.

When jumping from one job to the next, the work itself is often redundant. And even in the age of hyper-speed digital solutions, some “solutions” are still plagued by manual operations.

The good news?

Not all digital solutions are created equal. (Full disclosure: Yes, this will be content about our software. We hope you stay and skim.) We're digging into how Wrapbook helps producers rid themselves of duplicate work and eliminates costly onboarding mistakes to make wrap as seamless as possible.

But let's not get ahead of ourselves. The first step toward solving a problem is recognizing that you have one in the first place.

→ **Let's identify a few signs that you *might* be onboarding your crew wrong.**

① You're **hunting** for important documents

Let's be honest. Is there a single person working in production who hasn't had to scour their email or go on a wild goose (paper) chase at least once in their career? And while a misplaced document may not be a big deal on its own, it will bear consequences down the line.

Payments run the risk of delay, documents will almost certainly require resubmission, and deciphering it all will turn your wrap process into the world's most boring Sherlock Holmes novel. Worse yet—it could keep you from moving onto the *next job*. And *that* costs you money.

Gathering the right papers and putting them all into the right places, in *theory*, is straightforward. In *reality*, it often looks more like a rollercoaster—full of sudden turns, dips, loops, hills, screaming, and even a little crying every now and again.

Why? Because the intake of these papers is messy.

How documents typically get handled...

- ✗ **Some paperwork** will be sent digitally by email, while other paperwork will be physically turned in on set.
- ✗ **Some of the digital documents** will be filed right away, while others will be wrongly forwarded, mistakenly deleted, or simply forgotten in an inbox.
- ✗ **Some of the physical paperwork** will likewise be scanned, backed-up, and filed immediately, but other documents will inevitably languish in your coordinator's care, from which point it might be temporarily misfiled, permanently lost, mildly damaged, or completely destroyed.

It's the 21st Century, folks—we can do better. Instead of playing hide-and-seek with your onboarding documents, take control.

What you could be doing...

Use Wrapbook to create, track, send, and store all of these documents.

✓ Organize documents per job, per employee

Wrapbook's digital startwork feature automatically collects critical onboarding documents and associates them directly [with individual crew member profiles](#).

Crew's tax forms and crew memos stay saved so you don't have to keep asking again and again. The software's document storage tab then enables production teams to share, view, and manage that paperwork from one place, at any given time, on a project-by-project basis.

Everything associated with that crew member will be at your fingertips.

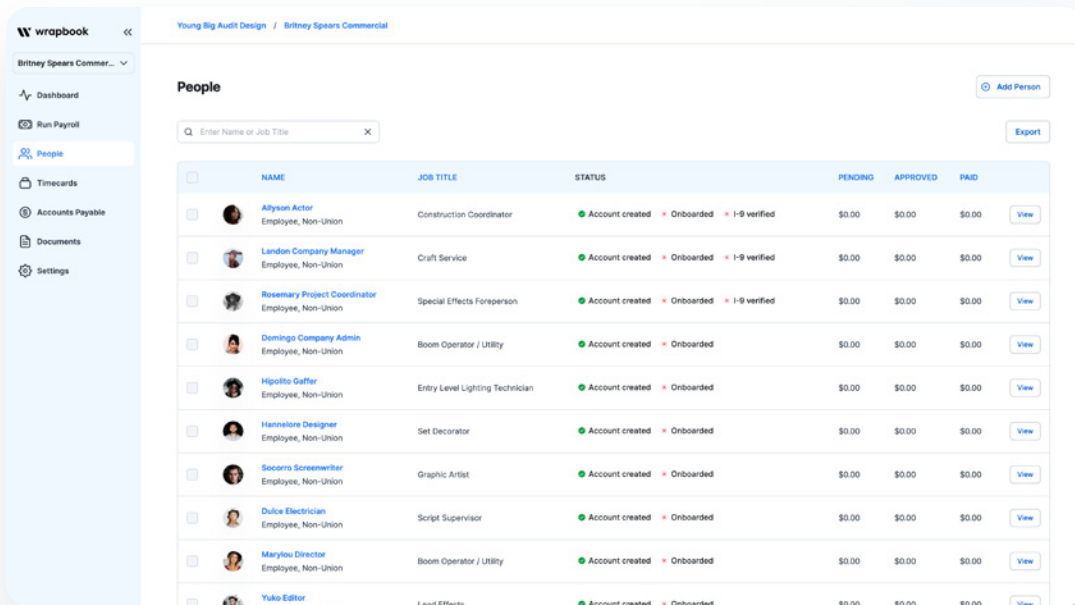
If you ever need to pull an I-9 or other important doc down the line—say for an audit—it's a click away.



The screenshot displays the Wrapbook interface for a worker named Adell Alessio. On the left is a navigation menu with options like 'Project dashboard', 'Run payroll', 'People on project', 'Timecards', 'Accounts Payable', 'Documents', and 'Settings'. The main profile area shows 'Adell Alessio' with her photo, title 'Employee, Producer, Teamsters Local 399: Drivers & Location Managers, Teamsters 399 Locations', and rate '\$600/13-hour-day'. Below this is a 'Worker details' section with a checklist of items: Position, Personal information, End of Year Tax Forms, Withholding information, Payment method, Account, I-9, Demographic Information, and Startwork. To the right, an 'Employment Eligibility Verification' form is shown, including fields for name, address, date of birth, and social security number, along with a section for attestation and document numbers.

Individualized profiles guarantee that crew documents are never lost or misfiled.

But when it comes to true organization, it’s not just about alleviating the “messy bed, messy head” idea. Because everything is unified within Wrapbook’s centralized dashboard, you’re working in a system designed to facilitate transparency and optimize organization.



Wrapbook’s centralized dashboard brings essential functions under one roof to maximize both transparency and control.

You can see what’s outstanding and nudge the few crew members who haven’t submitted their paperwork, all within the platform.

Wrapbook requires less work for better organization and more peace-of-mind.

And speaking of peace-of-mind...

② You're **missing** important documents

The only experience more frustrating than endlessly searching for an important document is the too-late realization that you simply do not have that important document. Missing documents amplify the inefficiencies, redundant work, and other symptomatic costs of a disorganized onboarding process as discussed above, but they can also pose a brand-new threat, one that's equally frustrating and ten times more dangerous...

We're talking about **compliance issues**.

In the dog-eat-dog world of legal beagles, tax compliance is a wide-ranging and complex subject. But, fortunately for all us regular mutts, its practical use boils down to one essential truth:

If you *aren't* tax compliant, you *are* in trouble.

Whether intentional or not, a compliance failure might open up your production company to steep fines, tax penalties, civil lawsuits, and even criminal charges under certain circumstances. And yes, all of that might stem from a little bit of missing paperwork.

Stop wasting time deciphering laws

✗ Multi-state shoot documentation can get complicated

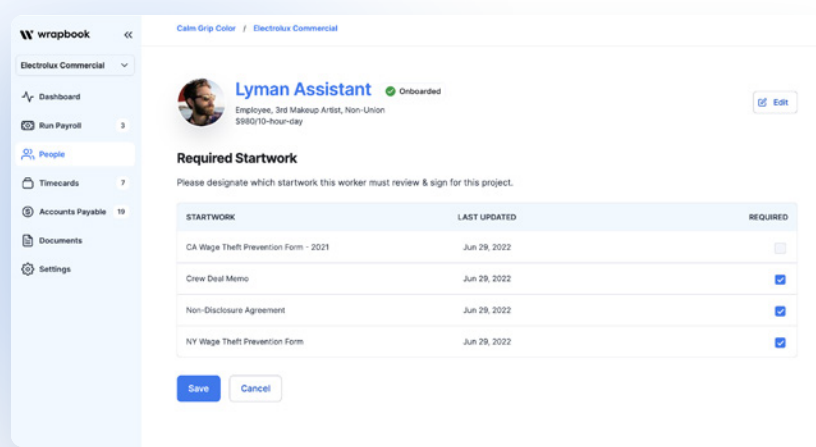
Every state follows its own tax code, but not every state is as production friendly as California, New York, and Georgia. Collecting the right forms and documentation might not be as simple as a quick web search or phone call, and incomplete information could quickly steer you down a one-way street to heavy fines.

If you aren't absolutely positive that your production is getting exactly what it needs during the crew onboarding process, you're risking what should be an avoidable compliance violation.

Let someone else deal with the legalese

✓ Use digital startwork that sets you up for success

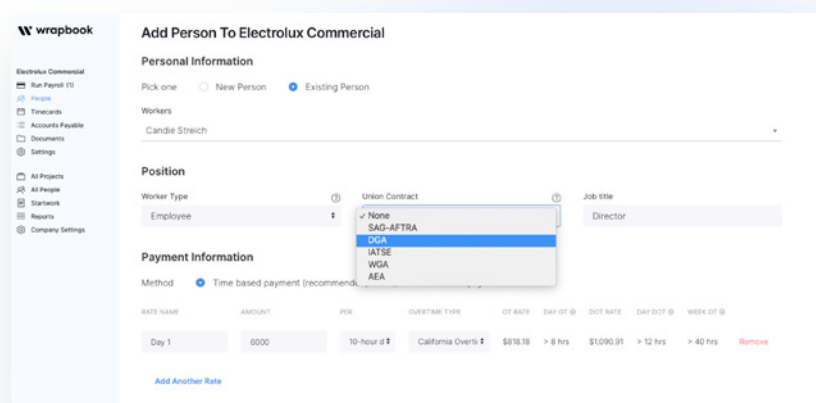
Wrapbook allows you to customize and select the necessary startwork ahead of time. Choose from existing standardized industry forms, or create your own on the fly. This prevents cast and crew from making mistakes on documentation.



Easily select the documents you need.

✓ Simplify compliance with drop-down menus for union and worker type

Once you select your production and worker type, the software generates the required tax filings, including [Coogan accounts](#).



In addition to smart fields, drop-down union or worker types prevent common onboarding and payment problems before they have the chance to happen.

Take advantage of simplified compliance features so you can get right into production, worry-free.

3 You're doing **duplicate** work for literally everything

From hiring crew to collecting paperwork to approving payroll, production companies do tons of repeat work before, during, and after cameras roll. And while approving payroll isn't necessarily part of onboarding - what happens in these initial stages affects how payroll is run.

But let's start with hiring. If you're running an active commercial production company, you're hiring crew for 20 to 30 jobs in a given year (maybe more).

If you've been at it a long time, chances are you know exactly who you do and do not like to work with, which means that you're probably hiring much of the same crew for the majority of those jobs. And that's great. Except for one problem.

If you're hiring the same person for multiple projects, why are you hiring them multiple times?

✗ Hiring over and over again kills time

Personally reaching out to the same people for each job via email is a time sink. Remembering who you worked with three shoots ago and tracking them down—equally time consuming.

✗ Why are you administering and collecting docs for every job?

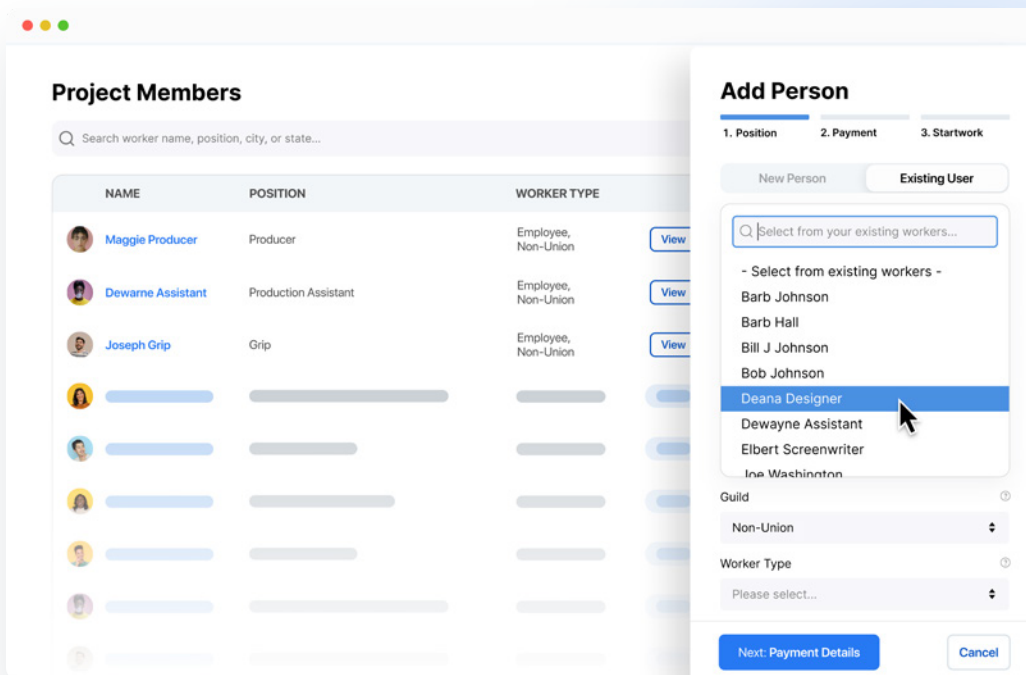
You're collecting the same startwork documents and submitting those documents to the same payroll company that already has them on file.

You're repeating every single onboarding step, over and over again. Why?!

Instead, you could be...

✓ Hiring crew once

Wrapbook leverages database management to demolish duplicate work. Rehire faster with a list of everyone you've ever worked with.



An integrated crew database cuts onboarding back-and-forth to a bare minimum.

An integrated, company-specific crew list database enables production teams to crew-up with a few clicks.

✓ Collecting paperwork once

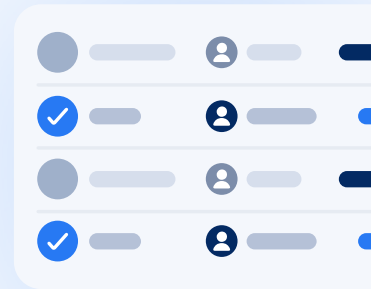
And as mentioned earlier, because crew have Wrapbook profiles that travel with them, their paperwork is stored automatically, negating the need for anyone involved to repeat the process.

✓ Logging in with one login

You, your crew, (and your accountants) can avoid the tedious confusion of multiple logins. Wrapbook gives you one easy place to log in and see everything with set permissions.

Wrapbook dramatically increases the speed and ease of repeat hiring processes, but its innovations in onboarding efficiency reap rewards far beyond its initial stage of use.

One great tool at the very beginning can lead you and your crew to a better experience throughout the entire production process...most notably, **paying people**. The duplicate work production companies engage in when it comes to paying their cast and crew *is* avoidable. But let's do a gut check.



Any of these sound familiar?

✗ Your batch is held up by endless edits

Once you submit your timecards, your payroll provider may send you back a series of edits. From there, you have to scan carefully for any data entry errors—these could include name, SSN, work times, and even pay rates.

✗ You're re-entering "back-up" timecard info

If it's a true digital solution, this should never be a thing. And yet, with some production payroll softwares, "back-ups" are required. What a waste of time.

What's available now?

✓ No timecard back-ups required

Plain and simple.

✓ Single timecard submissions, no more re-entering for each edit

Wrapbook includes flexible approval features, allowing you to edit, decline, or approve as many or as few timecards as you need whenever you need them.

4 You're separating onboarding from payroll

The point of onboarding crew is to get your production legally and logistically prepped to hire and pay crew members, so why treat onboarding and payroll as separate processes?

In the days of physical paperwork, the separation of onboarding and payroll made sense. The difficulties of working with tangible documents necessitated the use of dedicated third parties to ease the labor load, and separate processes helped production companies maintain a degree of control throughout the payroll pipeline without bogging down the actual work of production.

But now, in an age of digital solutions, the separation of onboarding and payroll is essentially an anachronism. The practice is a horse-and-buggy in a world full of spaceships.

What happens when onboarding is separate from payroll?

Typically, your production team collects startwork documents and sends them to your payroll company. The payroll company then rekeys that information into their system on their own schedule with essentially no oversight from you. There's the very real fear that they might mistype something. A rather expensive typo.

✗ Crew begins to wonder if they'll be paid on time

In some situations, if the payroll company is slow to add in crew's info, your crew could be trying to add in their times but will be unable to find themselves in the system. The joy of receiving *those* emails.

✗ Accuracy issues

Additionally, if there are any mistakes made in onboarding, you'll have to go back and forth adjusting edits in the paperwork to ensure payment will be accurate.

✗ Logins, logins, and more passwords

If the payroll company offers digital services, your crew will have to set up accounts and log into their system. And in most cases, you'll all have multiple logins for the separate programs you're all using.

✗ Lack of control and wasted time

If your crew comes to you with questions, you might be unable to provide them with sufficient answers—mainly because it's not your system. You have little visibility into what's actually going on. Instead, you'll have to seek answers from the payroll company via phone or email, usually in the middle of a busy workday during which your production has much bigger fish to fry.

It's a time-consuming, tedious, and oddly mysterious process for those who depend on it most.

What could be gained when onboarding and payroll come together?

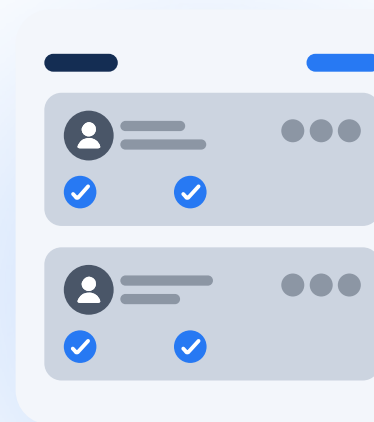
Instead of letting middlemen hold your production hostage, you could use Wrapbook to integrate onboarding and payroll.

✓ Accurate payments

Wrapbook boosts payroll accuracy by ensuring that your systems are connected from the beginning. Because digital startwork uses pre-populated fields with easy drop-down worker classifications options, payment errors are unlikely.

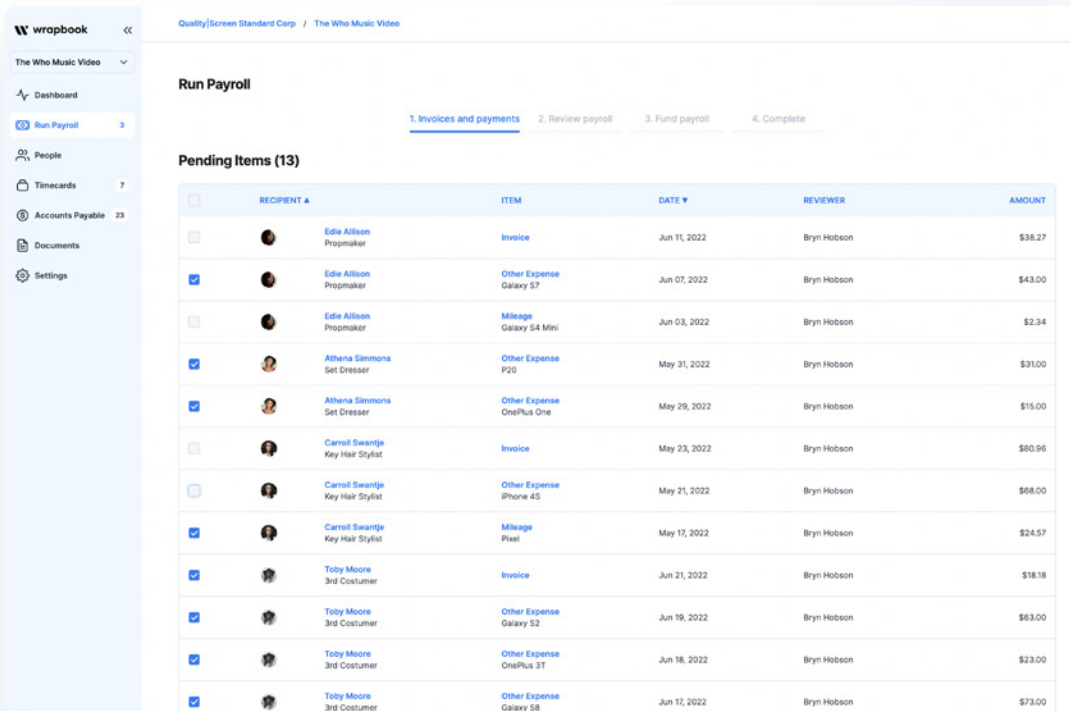
✓ Easy to make timecard corrections

If an onboarding error does slip through the cracks, it's easier to fix when all of the relevant info is in one place.



✓ Integrated onboarding leads to swift submissions and timecard approvals

With Wrapbook, timecard approval and submission tasks are directly connected to onboarding documents and procedures, making it easier than ever to pay crew fast.



Edit individual timecards without holding up the batch. Select just the timecards that are ready with the check of a box.

While traditional onboarding and payroll forces production teams to re-enter employee info and resubmit timecards to correct a single error, Wrapbook’s integration of onboarding and timecard management ensures that you never have to start over from scratch.

✓ Transparent pay eliminates the “where’s my check” conversation

Crew members can access their payment details through a single point of contact (now with a mobile app), and your production team can shepherd payroll each step of the way, with every payment visible to both accountants and individual crew as soon as it’s made.

✓ **One login**

Everything is connected. You only need one!

✓ **Faster to wrap**

Wrapbook centralizes information storage to increase transparency and make it easy for your team to compile all the crew documentation your wrap needs.

Wrapbook also features integration with production budgeting software, creating a direct data pipeline to help you actualize budgets with more speed and accuracy.

Intuitive onboarding design can streamline your next wrap process.



Wrapping Up



These are just a few ways that a well-designed onboarding process can streamline the big picture of production management. A connected onboarding process sets the tone for crew relations and document organization from the beginning of a production through its end.

Ready to bring some peace to your process?

[Learn more about Wrapbook →](#)



Wrapbook is a one-stop solution for entertainment payroll and production insurance. Using its state-of-the-art platform, you can onboard your cast and crew, collect timecards, expenses, and kit fees, and run payroll from a single streamlined interface.

Wrapbook's competitive pricing puts more money back into your projects. And since Wrapbook's design draws from the latest union regulations and labor laws, compliance is top of mind for no additional cost.

If you found this e-book helpful, check out our other resources at the [Wrapbook blog](#).