



Frequently Asked Questions

Q: How can I review offers sent for a specific department?

A: On the **Offers** tab, click the **Show** button to filter the offers displayed by a specific department or condition. Hiring Managers can only see people who they have hired.

Q: I sent an offer in error, what do I do?

A: In the Offers to the crew member name, click the down arrow button. Then click Delete Offer. This action will send an email to the crew retracting the deal and will not allow this recipient to access the system.

Q: The wrong email address was entered for a crew member – how do I fix it?

A: Since a crew member’s *SmartStart* account is tied to their email address, the **Offer** with the incorrect email address must be removed, and the **Adding a Crew Member** workflow must be repeated. To remove an offer, in the **Offers** tab, click the down arrow next to a crew member’s name and select the option to **Delete**. Repeat the steps to add the crew member.

Q: How do I quickly see the offers pending the longest?

A: In the **Offers** tab, click the **Sort by** button and select **Date Added**. The oldest offer will appear at the top of the list.

Q: How do I review a crew member’s start date, work status, and other information from the Offer?

A: Clicking on a crew member’s name in the **Offers** tab will reveal a summary of their offer with all significant information.

Q: When will a crew member appear on the Hired tab?

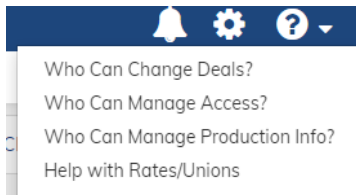
A: Once a crew member's start packet and supporting documents have been reviewed and approved by the designated Approvers, they will appear on the **Hired** tab.

Q: A crew member is reporting they did not receive the offer email – what do I do?

A: First, ask the crew member to check their junk folder. If you are sure you entered a crew member’s email address correctly, you can use the **Resend Offer** function. While in the **Offer** tab, click the down arrow button next to a crew member’s name. Then click **Resend Offer**.

Q: Why can I not see the Union or Job title of the person I am trying to hire?

A: Please click the ? icon, then choose Help with Rates to contact EP *SmartStart* Support





Frequently Asked Questions (cont.)

Q: Why do I not see Above-the-Line Unions?

A: *SmartStart* is currently only to be used with below-the-line crew members.

Q: For Allowances and Rentals, why am I only seeing certain options?

A: The Studio selects the production rules; therefore, you may see caps built in or certain allowances and rentals that do not match the screenshot in this guide

Q: If a crew member already has a *Scenchronize* account, are they able to use the same username and password for *SmartStart*?

A: Yes, as long as the email address from the *Scenchronize* account is the same one used to hire them in *SmartStart*, the username and password will be the same.

Q: How can I tell if I have given a crew member the permission to hire other crew members?

A: The individual on your production with Editor Permissions can add this permission if necessary, or, if the crew member is still listed on the Offers tab, anyone who can see the crew member can make the update.

Q: When updating the GL codes on a deal, does the deal then get resent to the hired crew?

A: No. Editing the GL code will not trigger an additional email since this information does not require their review

Q: Can we add additional documents to the list of PDFs contained in the crew member's Start Packet?

A: Yes. If you determine that additional documents are needed in the **Start Packet**, contact EP Service and Support to have them placed into the system.

Q: When deleting an offer sent to a crew member, is a cancellation email sent to the crew member?

A: If a deal has already been sent to the crew member, they will receive a delete offer email. If you have not sent the crew member an initial offer, the delete offer email will not be sent.

Q: Can I see a list of offers sent by other individuals on my production?

A: Currently, the **Offers** tab only shows you the you have sent, unless you are an Approver or have offers full crew permissions.