

## Cream City Casting Payment FAQ

### **How do I get paid?**

You will need to submit your invoice and W9 to us

Invoice template (you are welcome to use your own) <https://invoice-generator.com/#/1>

W9 <https://www.irs.gov/pub/irs-pdf/fw9.pdf?portlet=103>

### **Where do I send the invoice and W9?**

Email your invoice and W9 to [billing@creamcitycasting.com](mailto:billing@creamcitycasting.com). Please email the invoice and W9 together as attachment not through the online service because it's not reliable. Use the download the invoice button. Subject line should be: Invoice and W9 + your full name. This will ensure we can pull it up easily.

### **What information I need to include on my invoice?**

Your name, email, physical address

Amount you get for the shoot.

Billing info for our company is

Cream City Casting

2018 S 1st St. Suite #503 Milwaukee, WI 53207

Job name - Depending on the job you did with us followed by the day, month and year of the shoot

Note: We won't accept invoices without all of the info above.

### **How quickly can I get paid?**

Our term is 60 days and the count starts a couple of days after the shoot. If we get paid sooner and it's within our 2 week billing cycle you will get your check before 60 days.

### **How do I get my check?**

Once we get paid you will get your check in your EMAIL( Not regular mail) you provided. It will come to you from the service called checks Deluxe and all you have to do is print and cash it

### **Can you pay through Paypal or regular check?**

No sorry our system is all setup with Deluxe and we need to keep it consistent.

### **Can I just get cash on the spot?**

No this is not a cash job situation. You will get a check in your email approximately 60-65 days after the shoot.

**What if it's taking over 60 days to get my check?**

Sometimes it happens that we don't get payment by the 60 day period. If you didn't get the email that the checks went out please check with us and we'll try to update you on the status. Be assured that we always stay on top of getting the payment so emailing us often if the payment is being delayed only adds more stress to our jobs. Please try to be patient in those situations.

**I emailed several times and didn't hear back should I contact the client/producer directly?**

Unless it was stated otherwise the payment goes through our company and we are the only people who you can contact about the payment. We are a staff of two and it's not always easy for us to answer emails that are not directly related to the current casting jobs. We will get back to you within a few days. You can also try calling and leaving us a voicemail. But generally if we got the payment we email everyone to let you know that the checks went out. So if you didn't get that email we still don't have the payment yet.