



ampa
events

**PRE-PRODUCTION
PROCEDURES
MANUAL**



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SIGNED CONTRACT - BILLING PROCEDURES

1. Forward all signed contracts to the bookkeeper.
2. Bookkeeper will invoice and convert event status to an active job in FileMaker.
3. Signed contract AND 50% deposit is required to convert to event status.
 - Schools/Universiities - we will accept a confirmed purchase order number in lieu of the 50% deposit.
 - Note PO number in FileMaker under the Notes section on the Client Job Record.
 - **Events booked less than 14 days in advance of event date will require full payment upon receipt of signed contract. Rush fees may apply.**

WORK ORDER REQUESTS

Work order requests are submitted once a contract is signed and the client has paid the 50% deposit for the event. NO EXCEPTIONS!

Submit work order requests immediately after payment has been received. Examples include linen orders, custom order items, custom fabrication items, additional inventory quantities needed for a specific event, or specific customization of an item that is already in inventory (i.e. paint a prop a new color).

Sales agent and/or assigned production manager must review, track, and ensure that all necessary work orders are processed for each event.

COMMODITY ORDERS - SUBCONTRACTING EVENT ELEMENTS

Ampa utilizes preferred vendor relationships to obtain competitive linen pricing for our clients on commodity items such as linens, tables, and chairs.

Preferred Vendors - (See FileMaker for additional vendor details)

Choice Linens - FileMaker Record # 12346

DC Rentals - FileMaker Record # 10406

Commodity orders are confirmed as soon as we receive a client payment deposit for the event. You will need to provide order quantity, size, and color information along with the



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event date and a return date when placing the order. The sales agent can confirm preorders with an email and assist with this process. Communicate accordingly.

Some orders are shipped directly to our office. Some orders are delivered directly to the event venue. Please note shipping/delivery instructions on the Client Job Record so the lead installer is aware of the item delivery location.

If commodity items are delivered to the event site, they typically will be picked up at the event site. For all commodity rental items returning to Ampa after the event, they must be returned in a timely manner to avoid late fees. For linens, typically, the linen supplier will provide a laundry bag or box with a return shipping label. Once the truck is unloaded, the linens must be boxed up and promptly returned. Call UPS to schedule a package pickup. **Time is of the essence as we incur late fees on commodity rental returns that arrive past the pre-arranged return dates.**

INTERIM CLIENT COMMUNICATION

In certain instances, client events will require additional planning and design time after the contract is signed. Ampa includes 3 hours of planning time for each client order. Additional planning time may be needed and will be billed at \$150/hour.

It is important to identify and set client expectations up front during initial discussions for the level of involvement needed for the time between the contract being signed and the event date so that this service can be billed on the initial contract. For example, if update calls will be scheduled regularly and Ampa needs to participate, we will need to plan for this and dedicate staffing resources to participate. If a request for additional service comes in after the initial contract is signed, Ampa will execute a change order and update the contract to reflect a reasonable charge for the additional planning and design time.

INVENTORY ASSESSMENT AND CONFLICTS

Thirty days prior to an event, all contracts are reviewed for missing inventory items or inventory conflicts.

ORANGE FLAG INVENTORY

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RED FLAG INVENTORY

Red flagged items are items that are not in inventory and need to be built, ordered, or repaired. Items to be built should already have a work order request completed and be on the schedule. Confirm that the item is on the shop work schedule. If any items must be ordered, a purchase order must be completed and approved by Ted prior to placing an order. Timely completion of purchase order forms is essential to avoid express shipping charges. Please allow 7-10 business days for shipping when placing inventory orders. Any items that are flagged for repair should be confirmed. Submit a work order request for repairs if the item is not currently on the active work schedule.

BLUE FLAG INVENTORY

Blue flagged inventory items are equipment that is scheduled out with an event date or time conflict with another event. Additional investigation is needed to determine whether additional quantities must be ordered or if another course of action is needed to resolve the inventory conflict.

CERTIFICATE OF INSURANCE (COI)

Upon a client's request, we will provide proof of insurance for a specific event. We typically receive these requests from schools, colleges, hotels, or other venues that require written documentation of proof of liability insurance. These certificate of insurance (COI) documents show the amount of liability insurance and the specific venue or client that will be covered for the duration of the client event.

In order to request the certificate of insurance (COI), please obtain the following information from the client:

1. Legal name of all groups to be covered by Ampa policy (typically the venue or client location where event will take place)
2. Full address of event location
3. Requestor name from the venue and/or client
4. Requestor's phone number and email address (or fax number)
5. Date(s) of the event



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6. Any other specific information needed for the COI request (i.e. a specific dollar amount of liability required, or a specific insurance rider that is needed for an event)

Once all information has been gathered, submit an email request to our insurance company:

Foundation Insurance Group - Mid-Atlantic
Email: certificates@figva.com

Allow 24 hours for the insurance company to process the request. Request that a copy of the COI be emailed (or faxed) to the client and also emailed to Ampa to put in the truck pack. Update the client event record in FileMaker in the "NOTES" section that COI was requested and the date it was sent to the venue/client.

TRAVEL ARRANGEMENTS

if an event requires an overnight stay for our staff, arranging for hotel rooms and parking in advance is important, especially in high season. If overnight travel is required for an event, please request administrative staff to make reservations as far in advance as possible to secure the most cost efficient rates. Ampa has preferred hotels in the DC area with reasonable rates and adequate truck parking available. Check for room availability at these locations first before searching for alternatives. Record all hotel reservation information on the Client Job Record, including the cancellation policy info. For additional hotel information, refer to FileMaker record numbers 13866 and 21784.

DC AREA - AMPA PREFERRED HOTELS:

Holiday Inn Ballston - Arlington - pay parking
Comfort Inn Ballston - Arlington - free parking
Comfort Inn Pentagon City - free parking Complimentary Breakfast
Best Western Pentagon City - free parking. Complimentary Breakfast
Best Western Rewards # 600663 7469266993

NOVA Hotels:
Courtyard Marriott - Springfield



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EVENT EXECUTION PLANNING

Thirty days prior to an event, operations staff will begin preliminary staffing and transportation planning. In peak season, there will be multiple events on many days. Coordinating staffing, transportation, and travel costs for multiple events whenever feasible is advantageous to us as a company in terms of both profitability and reducing our impact on the environment.

TRANSPORTATION CAPACITY

As dates begin to book, especially in peak season, there will be times when we will exceed our trucking capacity. Once we book more than two (2) events for one date, add rental truck rates to all quotes. If additional events will take us beyond our trucking fleet capacity, we must rent additional trucks to meet client needs. These costs are passed along to the client and need to be included in the original contract. Planning in advance so that all costs are included in the original contract. Adding these expenses later means unanticipated charges for our clients and can create customer service issues. A disciplined approach to scheduling events on our part helps to appropriately set expectations with our customers so that there are no misunderstandings when final billing is completed.

STAFFING

Scheduling will evaluate and plan for staffing needs for all events. On dates with multiple events, overhire staff will need to be utilized to meet client needs and to maintain efficiency in the warehouse with loading and unloading tasks. Ampa has a part-time staff list that is utilized first to fill staffing needs. Prior to peak season, administrative staff need to reach out to part-time staff and obtain scheduling availability from each individual. Once availability is confirmed, operations staff can then begin assigning staff to each event.

Plan vs. Actual dictates the number of hours needed for event execution. If temporary staff is needed, operations staff will need to place a labor order at least 10 days prior to the event. Administrative staff must have the following information to make arrangements for temporary staffing:

1. Date/location of event



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2. Report times for load in AND load out (4 hour minimum applies for LOAD IN and LOAD OUT)
3. Number of individuals needed at each location

Administrative staff will reach out to our preferred staffing companies and initiate staffing requests. Once temporary staff has been secured and assigned, the administrative employee will update the event information in FileMaker with the temporary employee names and contact information. All temporary employees for each event must also be added to the crew list that is included in the truck pack. If temporary staffing contact info is not provided by the staffing agency, remember to include the staffing agency and phone number in the truck pack so that the crew lead can follow-up if someone is a NO-SHOW the day of the event.

EVENT CONFIRMATION

CLIENT CONFIRMATION

Seven to fourteen days before the event, the sales agent or production manager will call the client to confirm all event details listed on the contract as well as the additional details that are listed in FileMaker under the notes section. If any information is missing, ensure that this information is gathered and documented in FileMaker. This is also a good time to upsell and pick up any last minute requests.

Items to confirm:

1. Date/time of event
2. Load In / Load Out times
3. Contact name and cell phone number for onsite contact and venue for the day of the event.
4. Loading dock information (if applicable)
5. Detailed parking information for venue
6. Confirm that floor plans and any special assembly directions have been provided by the client.
7. Confirm all items listed in the contract (review room by room if applicable) to ensure the client is aware of all items/services that we are providing.
8. Confirm final payment details - get check # and date mailed or send credit card authorization form to client for payment processing.



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Note: With some clients, we will accept check payment the day of the event. This option must be approved and arranged in advance. In this case, make a note in the truck pack so the lead installer knows to collect payment at installation.

INTERNAL CONFIRMATION

1. Confirm scheduling and ensure that crew list is updated in FileMaker.
2. Confirm temporary staffing arrangements if needed for the event.
3. Ensure all inventory conflicts have been resolved.
4. If there were any work order requests submitted for the job, ensure that work is either completed or on track to be completed prior to the event date.
5. Compile crew list with contact information for the truck pack.
6. Generate maps/directions as required so they can be included in the truck pack.
7. If there are multiple events/stops, create a timeline for the delivery route that includes event locations, phone numbers and delivery times.

TRUCK PACK

Truck packs provide detailed information needed for the installation and delivery of an event. A truck pack should only be generated once all event information has been gathered and confirmed. Since event information can change in the days prior to an event, the truck pack should be generated and assembled the day prior to an event installation.

The truck pack contains the following information:

1. Copy of contract - printed with suppressed pricing information (from FileMaker)
2. Delivery report - inserted in the front pocket of the binder (from FileMaker)
 - The delivery report contains all the contract information for the client and the venue, call/departure/delivery and load times, crew list, directions, and other notes. Because we offer have several drop-offs or pick ups on a single trip, ensure that there are point-to-point directions for the entire delivery route.
3. Floor plans, assembly directions, drawings, electrical order forms, etc...
4. Plan vs. Actual report form to be completed for each event (blank copy)



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5. Event schedule (Load In/Load out)
6. Client contact and venue contact information
7. Backpack number and camera number assigned to the event
8. Inventory damage report forms and toe tags (blank copies)
9. Pick list (from FileMaker)
10. Crew contact information (hard copy).
 - Include production manager, crew lead, and all crew members. Ensure a sales contact is listed for unexpected issues/questions on day of the event.
11. Camera
12. Directions TO and FROM the venue (Google Maps or Mapquest with Ampa as start/end point)
 - If multiple events, ensure that directions are provided for event to event
13. Certificate of Insurance (COI) for general liability
 - Many clients request additional insured requirements for their events. While we do provide this information in advance to the venue, sometimes it is needed onsite in the case the regional documentation is missing at the time of the event.
14. Automobile Incident Forms
 - In case of a vehicle accident, this form will help to gather all necessary information to be reported to the insurance company. Driver needs to notify the office manager ASAP of any incident. We must report vehicle damages to our insurance company within 24 hours of the incident. Administrative staff will handle the insurance claim; the driver must gather the facts and complete the form.
15. Vehicle condition report (blank copy)

Important: Administrative staff need to ensure that a backpack and camera is assigned and provided to the installation staff for every event. Once all information is assembled in the event binder, leave the binder, backpack with camera inside on the break room table for the installation crew to take with them in the truck.