

SOP Outside Vendors & Releasing Materials to Outside Sources

Outside Vendors: If an outside vendor or service worker shows up to the theatre to perform work, they must be preapproved by OPS. MOD must ask to see their ID, and if an email does not already exist with request for work, call GM or OPS for approval. This applies to any special vendor request, e.g. plumber, roofer, electrician. Any vendor headed to the roof must sign a Roof Log stored on site – recommend keeping this log in the manager’s office so MOD can get a signature with date and reason as the vendor is checking in.

- Examples of vendors which may not be approved:
 - o Annual inspections not scheduled/approved by theatre.
 - o Individuals stating they work for insurance companies/investment group – we should have confirmation before these types of individuals arrive. Contact OPS asap.
- Examples of vendors which may be approved without email to ops:
 - o Theatre checker/trailer checker – must have distribution company letter with current date to give to on site management to gain access. Follow “SOP- In Theater Trailer Checkers” for how to handle
 - o Promo materials installer – must have letter/email to issue to manager to show they are with a company approved to build standees, hang banners, etc.
 - o PM Contract Companies – HVAC pms occur quarterly, though you do not need to request approval from ops, roof log signature is needed and it is recommend to log their days/hours worked.
 - o Booth PM/Repairs – Only approved booth techs may gain access to booth, any tech not with NCM or with our Booth Service company may not be allowed in until OPS approves.

CRU Hard Drives: The following MUST occur before a drive can be released, no steps can be missed, and if any of the below is not done, drive can not be issued. CRUs should be retained on site until a movie is dropped from run, and is to be shipped out the day after the final show. If a request is made for alternate courier to transfer the CRU to a different location, the following needs to occur.

1. An Email from the distribution company must be sent to the theatre, e.g. from Deluxe, Cinevision, or our internal bookers stating which feature and to where it is going.
2. Ops must be contacted once the email is received for approval to release feature. The following must then occur before the drive is issued:
3. Drive Print Number Recorded (listed on the label of the CRU drive).
4. UPS Return Label Tracking Number (not the original tracking # to the theatre, but the return Tracking).
5. Reply email from on site MOD to distributor releasing Xscape from responsibility from that drive – respond to the original received email from booker/distributor with request for release with the information from numbers 3 & 4.
6. Once release response is received, print off the email to retain with your return tracking binder.
7. Once the courier arrives to pick up to transfer the product, a copy must be made of either the courier’s badge or if not with a courier service, a copy of the driver’s license. Place this copy with the email in the return tracking binder.

Stock/Inventory: Issuing items to another theatre or as a return to company.

- Any time stock is transferred between sites, an email must be sent from requesting theatre to the other theatre with OPS copied. Subject line must be Theatre, Transfer Request, Date (e.g. **BB16, Transfer Request, 1.10.20**) Ops must approve transfer request. Once approved, management must transfer stock and properly fill out ‘Received Concessions Log’ located on

WGS. Submit report with concessions docs on week ending email and place in weekly packet with period inventory reports.

- If a return request is made for stock mistakenly received from vendor or incorrect delivery, an email must be sent to vendor within 24 hours of receipt with OPS cc'd. Subject line must be Theatre, Return Request, Vendor, Date (e.g. **BB16, Return Request, Vistar, 1.10.20**). Request must have the following:
 - o Item Requesting to be Returned (e.g. *SPREES CHEWY, LINE NUMBER 6 on Invoice*)
 - o Amount of item requesting to be returned.
 - o Copy of Invoice Attached (If item received was not listed, note that in the email but still attach copy of invoice/packing slip)
 - o Reason for return request (not carried in inventory, mistakenly delivered by vendor, etc).

Documentation & Camera Footage: Issuing documentation and footage to guests is prohibited, unless approved by OPS.

- Incident reports are not to be issued to guests unless approved by OPS to release.
- Any request for camera footage or reports must be sent to OPS via email to approve (e.g. police investigation requesting camera footage for an incident, any insurance company request including our own, etc). Subject line should be Theatre, Documentation Request, Vendor, Date (e.g. **BB16, Documentation Request, LMPD, 1.10.20**)
- An exception is theatre reporting from theatre checkers: however before a box office attendance report is issued, checker needs to issue the MOD a Distributor memo regarding their approved presence on site to check specific films and trailers. That letter should be given to MOD before access is granted to the theatre. In the case of no printed letter present, checker must email the letter to the theater, once received you may proceed with request. If checker is unable to email a letter, they must email a screen shot from their phone