

STENO POLICIES & PROCEDURES



BILLING AND INVOICING POLICIES

CANCELLATIONS :

- **Policy:** Steno considers a late cancellation to be any job that cancels after 4 pm, local time to the proceeding, the business day prior.
- **Jobs Canceled Day Before:** If the client cancels multiple jobs for the same day, Steno will pay at most one cancellation for the entire day, regardless of multiple jobs, in multiple sessions. Steno considers cancellations to be billed per day, not per job number/witness. If you are scheduled back-to-back jobs and at least one goes forward, we will not accept cancellations for the jobs that do not.
- **Remote Jobs Canceled Day Of Proceeding:** If multiple remote jobs are canceled the day of, Steno will pay one cancellation total for the day. If you are scheduled on back-to-back jobs and at least one goes forward, we will not accept cancellations for the jobs that do not.
- **In Person Jobs Canceled Day of Proceeding:** If multiple in-person jobs are canceled the day of, Steno will pay one cancellation per am/pm session for a total of two cancellations. We will only pay one cancellation for multiple jobs within the same session. If you are scheduled back-to-back jobs and at least one goes forward in a session, we will not accept cancellations for the jobs that do not in that session.
- **Wait Time:** If you are present for an in-person or a remote deposition and the client requests you wait, we will pay wait time from the scheduled start time to when you are released or when the job actually begins. Time in between jobs does not qualify as wait time. If a job is billed as a cancellation, we will not accept wait time charges in addition to the cancellation fee.

COPY ORDERS :

- All orders for certified copies must be confirmed on the record or in writing/email. Copy orders that are not on the record or in writing are subject to requesting return of payment if disputed.



APPEARANCE FEES:

- For regions where the appearance fee is paid as a per diem, Steno considers per diems to be billed per day, not per job number. Steno will pay at most one full day worth of per diems for multiple jobs that take place within the same day.
- For regions where the appearance fee is paid as an hourly fee, Steno pays in 15 minute increments. Hourly fees should be rounded up to the nearest 15 minute increment.

PAYMENT:

- We endeavor to pay as quickly as possible. While most payments are processed within a few business days of invoice submission, please allow 10 business days for payment.
- Our payments are processed through bill.com. Upon submitting your first invoice, you will receive an invitation from our accounts payable department to create and link an account through bill.com and submit your W9.

PRODUCTION AND TURN-IN POLICIES

TURN-IN:

- All files associated with the jobs you take for Steno (transcript, exhibits, invoice, worksheet, etc) should be sent to conciierge@steno.com.
- For depositions and hearings, files must be turned in no later than 10 business days from the date of the proceeding (or date of order, if ordered after the fact). For trials, files must be turned in no later than 30 calendar days after the transcript is ordered.
 - Steno does not count court holidays as business days when determining turn-in date.
- For any questions related to your jobs, including formatting, billing and payment, please contact conciierge@steno.com.

EXHIBITS:

- No matter the deposition platform, it is the reporter's responsibility to obtain the exhibits that were marked during the proceeding.
- If you have difficulty obtaining exhibits from counsel, please reach out to conciierge@steno.com for assistance.
- The exhibits that Steno provides to reporters after the proceeding must be verified and re-labeled if needed.
- Please stamp all exhibits, if possible.

AUDIO :

- If recorded, we provide audio of the proceeding as a *courtesy*.

WORKSHEET :

- Your worksheet must indicate how to process the job accurately. Please include the following information:
 - Read and Sign information
 - Witness's email
 - Copy Orders - including firm, ordering attorney and attorney contact information.
 - Notation on whether the job has been expedited, and if so, which firm has expedited and when it is due to the client.
 - Exhibit Status
- Any additional instructions from counsel as to special requests or needs that are communicated to the reporter.

STYLE GUIDE :

- Steno's official style guide can be accessed at the following link: <https://steno.com/sg>

