



# VIRTUALLY *Indispensable*

## *Works for YOU*

### *Types of Services:*

- δ Office Communications
- δ Business & Office Management
- δ Travel Arrangements
- δ Employee Recruitment & Management
- δ Event Management & Customer Relations
- δ-Quickbooks® Setup

### *Payment Plans*

Payment plans can be arranged by the hour, by the project, or on a monthly retainer plan. Monthly retainer plans have discounted rates and build a long-term relationship based on trust and performance; Virtually Indispensable becomes your virtual partner with a strong understanding of your needs and a stake in the success of your business.

Retainer plans are listed below and based upon the hourly service rate alone. Other expenses such as supplies are billed at cost.

<b>Payment Plans</b>		
<b>Plan</b>	<b>Hours</b>	<b>Discount</b>
Hourly	1 or more	0%
<b>Monthly Retainer Plans</b>		
Level 1	20 hours	5%
Level 2	40 hours	7.5%
Level 3	60+ hours	10%

Monthly retainer plans will be governed by a written agreement to protect both parties and payment is due in advance. You can terminate a retainer plan with a 30-day written notice. Unused retainer hours are non-refundable and are not carried over to the following month. Work performed past the retainer hours agreed upon will be billed at the regular hourly rate.

(315) 214-8258

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## ***Billing / Invoicing***

Work will be charged at the hourly rate plus materials and/or supplies which will be billed at actual cost. Billable hours will also include, but are not limited to: virtual and any local on-site meetings, conference calls, any travel time, and time spent researching information on your project.

## ***Payment Options***

Virtually Indispensable will accept the following payment options:

- Business, cashiers, and personal checks
- Major Credit Cards (i.e. Visa, Mastercard, American Express and Discover) via Paypal

**Note:** For clients making payments by manual check, work will not begin until funds have cleared.

## ***Payment Terms***

- Billed Hourly Clients
  - New clients will have their invoices generated when their project is complete. In order for Virtually Indispensable to ensure a prompt and timely delivery of your project, the invoice must be paid prior to submission.
  - Established clients will have their invoices generated when project is completed with payment terms of net 15 days. Projects are delivered upon completion.
  - It is the practice of Virtually Indispensable to require a 50% deposit on all hourly work prior to work beginning. This deposit is based on the estimated number of hours quoted for each project.
- Retainer Plans
  - Invoices will be generated and sent out on the 10<sup>th</sup> of each month for the upcoming month with payment terms of net 15 days. Payment for retained hours must be received by the due date before work will commence the next month.
- A \$30.00 fee will be charged for all returned checks and a 10% late fee will be charged for late payments every billing cycle.

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