



VIRTUALLY *Indispensable*

Works for YOU!

FAQ Page

What is a Virtual Assistant?

A Virtual Assistant (VA) is an independent contractor who provides various services such as administration and management. These services use advanced technology (software and internet) to communicate the delivery of data to their clients.

How does Virtually Indispensable communicate with you?

With the technology that we have today, there are many ways in which to communicate with each other. Virtually Indispensable is able to communicate with you by phone, e-mail, instant messenger, and text messaging.

How does Virtually Indispensable get your projects to you?

Virtually Indispensable can tailor your project to your needs. Whether you need a CD, DVD, e-mail, fax, file transfer (ftp sharing), remote access directly to your network, or even a bulk mailing, we can make it happen.

What are your office hours?

Virtually Indispensable's office hours are Monday through Friday from 9:00 a.m. to 6:00 p.m. EST excluding US holidays. Saturday and any hours outside the normal business hours are scheduled by appointment only. Any emergency or rush projects are available, but at an additional cost. This also includes weekends and holidays.

What if I can't find the service listed that I need?

Call or email Virtually Indispensable and we can discuss the project.

(315) 214-8258

P.O. Box 541 * Syracuse, NY 13209-0541

assist@VIPProfessional.com * www.VIPProfessional.com





VIRTUALLY *Indispensable*

What is the general process of working with Virtually Indispensable?

The first step would be to contact Virtually Indispensable for a free consultation. This free consultation will discuss the needs, projects, and organization of your business. Once you acquire the services of Virtually Indispensable, a step-by-step process begins. Let's use the scenario of preparing a Board Book for an upcoming Board Meeting for a customer with an established 20 hour retainer.

δ - Virtually Indispensable would schedule a time to communicate with you regarding your project. At that time, we will discuss your expectations of the Board Book (binder or spiral bound, font preferences, table of contents, and other materials you would like inserted into your Board Book). Virtually Indispensable recommends that the client is part of this process from beginning to end and can accept information in the following forms: CD, DVD, written (mailed), typed (mailed or e-mailed), faxed, ftp file sharing, or remote access to your network.

δ - Virtually Indispensable then starts to prepare your book. The key in making this project successful from start to finish is the communication between you and Virtually Indispensable. If questions arise on the part of Virtually Indispensable, the response time it takes for you to answer those questions is critical to meeting scheduled deadlines.

δ - Once Virtually Indispensable has the first draft prepared, we'll send this to you via e-mail, ftp file sharing, or by remote access to your network (your preference). In the event that you prefer not to use the ftp file sharing or the remote access to your network and the file is too big to send via e-mail, there are still ways to communicate. Virtually Indispensable will send your file via CD and you will be able to review and make corrections to your file that way. Just remember, there are always ways to communicate.

δ - You will review your information and make any corrections that you would like made and communicate those corrections to Virtually Indispensable. There are several ways you can communicate these; you can print out the draft, make written corrections, and fax them to Virtually Indispensable, you can contact Virtually Indispensable via telephone and we can discuss the changes page by page, or you can turn on the Track Changes and make your corrections that way, or you can make your corrections by listing them in an e-mail marking page number, paragraph, and sentence to be corrected to..... Whichever your preference, those corrections will be made and continue to be made until you are happy with the final product.

(315) 214-8258

P.O. Box 541 * Syracuse, NY 13209-0541

assist@VIPProfessional.com * www.VIPProfessional.com





VIRTUALLY *Indispensable*

δ - Once you have approved the final draft, the agreed upon number of Board Books will be made and sent to you before your Board Meeting. Keep in mind that you can choose to have Virtually Indispensable send each of the Board Books to the individual Board Members also. There are several ways to streamline processes so time is always on your side. Virtually Indispensable will keep it simple, yet professional at all times.

So, at what point does Virtually Indispensable get paid?

For business owners that have not established a retainer, Virtually Indispensable will provide you with an estimated quote which includes, but is not limited to, the number of hours to complete the project, the materials, supplies, postage, etc. based on our consultation. A 50% deposit of your estimated quote will be due before your project can begin. Once your project is complete, an invoice will be sent to you for the full amount of the project minus the 50% deposit. This invoice must be paid before your project can be released.

(315) 214-8258

P.O. Box 541 * Syracuse, NY 13209-0541

assist@VIProfessional.com * www.VIProfessional.com

