

Welcome!

Once you decide to work with Effective Office Services (EOS), our goal will be to make our association the beginning of a long and productive business relationship. The following is a detailed description of our business policies. It is for informational purposes only. It is not a contract. It is to help you better understand how EOS operates business and to help us establish our partnership effectively. Please read all this information and when ready... sign and date below. Your signature only verifies that you have read and understand these policies. Please do not hesitate to contact Cheryl or Liz with your questions. Thank you.

Position:

EOS is a sole proprietor business. We pay our own taxes, provide our own benefits, and work from our own office with our own equipment. We set our own hours and EOS bills you for services. We work independently; we are not your employees; we offer you professional services for a fee and we mutually agree about those services and about the continuity of our association. It is important that our business relationship is a 'good fit' for both of us. If at any time, during our business relationship, things change and it is no longer a 'good fit', one of us just needs to say so. As business owners, we know and understand that things change, people change and circumstances change. We want you, as a client, to always be happy with us, and the services we provide. Our goal will always be to assist you in the success of your business.

Our work:

We take pride in all work that we do. We try to be versatile and flexible. We look forward to developing partnerships that relate well to our skills and talents, but also welcome the opportunity to acquire new skills. We are constantly changing, growing and evolving with time and as needed.

We request that you are clear about assignments and with whom we are to work with directly in your business or organization. Effective communication is essential and receiving directions or instructions from more than one or two persons can sometimes complicate what would otherwise be a simple task. Please keep it simple by assigning only one or two persons to report to and work with directly.

We request your patience in the early stages of our partnership, as we acclimate to your work style and needs, and as we establish the best means of communication and completion of work for you, remotely. We expect open and honest communication. If either of us feels something is not working, it is important that we communicate the problem to each other, openly and honestly. It is important that over time, we learn to trust each other. We anticipate success in our business relationship and will strive to accomplish that.



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Effective Office Services for all Businesses, EVERYWHERE!

Deadlines:

It is very important that you inform us of your time requirements when submitting a project or task. This will help us to plan our schedule and organize our work to accommodate all clients. You must remember.... you are not our only client. We may have, at any given time, 10+ active clients. Therefore, we may not be available to you on a moment's notice. All projects need to be reviewed to determine time commitments and expectations. If, at any time, we feel we cannot complete a project on time, we will notify you as soon as possible.

*Projects with short notice deadlines may incur higher fees, (please see Fees).

Fees:

EOS fees are based on three simple rate plans: the 'Regular Hourly Plan', the 'Premium Plan' or the 'Premium Plus Plan'. (Payroll Services fees are according to number of employees. Please inquire.) (New Social Media Networking services *may* be quoted on a per project fee bases. Please inquire)

- The 'Regular Hourly Plan' has no minimum hours required. If we work 15 minutes for you one week, and 10 minutes the next week...25 minutes of time would be billed** at the Regular Hourly Plan rate.
- The 'Premium Plan' has a minimum time requirement of 5 hours per month and saves you almost 5% off the regular rate. On average, you would need to utilize approximately 1.25 hours of services each week to benefit from this plan.
- The 'Premium Plus Plan' has a minimum time of 20 hours per month and saves you almost 10%. If you utilize a minimum of 4.75 hours of services per week, this Premium Plus Plan would be a big savings.

You only pay for time actually worked; *however*, **the final monthly totals will be rounded up to the nearest 'quarter' hour. Please plan your time carefully, as you will want to take advantage of the best rate available. There is no need to preselect a plan; it will automatically kick in according to the amount of hours of services rendered, each month.

*Fees for 'last minute projects', 'after hours' or 'weekends' are significantly higher, regardless of fee plan in place, no exceptions. We only commit to these higher rate projects if we have the time available, and only with prior approval / commitment from you.

If you are interested in partnering with Effective Office Services and would like to inquire further regarding our fees, please contact Cheryl Almstrom at 508-987-0762 or go to the Contact Us page and complete the form. You will be contacted within 24 hours.

Preferred Method of Payment for Services:

EOS offers a credit card payment option. This is the preferred method of payment, but you may also pay by check. Once we have established a business relationship, EOS will request your credit card information for automatic payment processing *within* five days following your invoice submission by us. See 'invoicing' below.

If paying by check....Please Mail checks to: 9 Malden Street, Oxford, MA 01540.

All payments by check should be made payable to: Effective Office Services

Invoicing:

EOS will invoice you on the 1st, the 15th, or the 1st & 15th of each month for services rendered in prior month. It is your choice of how often and when you would like to be invoiced, from the selection above. Your credit card payment will be due and processed *within* 5 days of invoicing. When paying by check: All payments by check are due Net 10 days, no exceptions. If your payment is late, you will be billed at the 'Regular Hourly Plan' rate. Late payments are not acceptable and may result in termination of services. We allow a five-day grace period for all payments by check. Invoices are sent by means of e-mail, unless requested otherwise, in advance. Other invoicing options are available upon request to Cheryl Almstrom. Exceptions to these invoicing policies must be discussed, in advance, with Cheryl Almstrom.

Expenses:

At times there may be additional expenses incurred during the course of our work together. For example: postage, paper, envelopes and special office supplies needed to complete your projects, binder, portfolios or filing supplies, etc. Invoices will reflect the hourly fees, credits and expenses.

Effective Office Services will absorb all domestic long distance phone charges on calls made from our office, on behalf of all clients. This means, you will not be charged for any domestic long distance phone calls. The only exception to this rule is if you decide to implement your own telephone line in our office or add telephone features not already in place. We recently added long distance calling to Canada as well.

Promotion:

New clients receive the first hour of office services free, for a period of two months, *provided* they utilize a minimum of 5 hours per month. EOS will occasionally offer other promotions and will notify clients as they happen.

Referrals can be beneficial to both our businesses. For every business that you refer to EOS, that participates in the 'Premium Plan' for a minimum of 3 months, you are rewarded with a credit of \$100.00 towards your next invoice.*



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Confidentiality:

All services provided by Effective Office Services (EOS) and any shared information pertaining to your business will be kept strictly confidential. We are happy to sign a confidentiality agreement prior to commencing work. A written agreement will help protect you from anyone selling or disclosing your proprietary information or using information obtained during the course of business for personal gain.

Amendments & Conclusions:

We hope you will always be happy with the services EOS provides to you. And at the same time, we hope that we will be happy providing services for you. However, if there should come a time that either of us should need to change the way we work together, there are steps that we request be followed. First, we must communicate that a change is needed. Cheryl Almstrom, owner of Effective Office Services is always willing to work with any client to make every attempt to resolve any issues or discuss any changes. If there is a solution, we can work together to find it. If a solution cannot be found, then it may mean that the partnership should come to a conclusion. At that time, Cheryl will gladly refer a client to another Virtual Assistant (VA), if they request it. Cheryl or Liz will gladly assist in any necessary transition with chosen VA for a period of up to 2 months, as part of our services. During this transition time, EOS will charge your normal rate plan fee. Any and all documentation or files, kept for the client, will be transferred back to the client for their continued use.

Holidays, Vacations & Family:

Also, it is important to note that while both of us love our work, our families and personal time are extremely important. During the course of the year, we take most holidays OFF, and we may take up to five weeks vacation time. We will always notify you in advance, and try to do so at least 3 months ahead. We also send email reminders just prior to any vacation or closed status. We cover each other during vacation and time off hours. Working with Effective Office Services means your work will continue even during vacation time, yours or ours. Holidays in which EOS is closed, will be sent to you at the beginning of each New Year. You will be notified as quickly as possible for any last minute or emergency closings, such as family funerals, or weather interruptions.

These policies are subject to change without notice and were last updated on 04/05/2011.

Once you have decided to partner with EOS, please print, sign and fax back a copy of these policies to 508-987-1481, at your convenience. Thank you. We look forward to working with you.

CLIENT SIGNATURE:

TODAY'S DATE:

CLIENT ADDRESS:
