

## How does this work?

If the concept of working with someone “virtually” is new to you, this is probably your first question. I’m thrilled to tell you technology makes this work seamlessly no matter what your time zone or geographical location. If you are unfamiliar with technology, don’t let that stop you from pursuing this opportunity. I will walk you through every step and ensure you have absolute peace of mind before we begin. Here are the basics:

- √ **Communication** -Communication is the most important key to the success of a virtual business relationship. Communication will be via a combination of phone and e-mail. The method and frequency will be dependent upon the topic of discussion. It will be important to get voice to voice on a regular basis since email alone can be impersonal or misleading since tone can be misinterpreted. The flow of information *must* be consistent **to and from** for this kind of support to be effective.
- √ **Availability** – Availability in the context of this document means when I am available to take your phone call or answer your e-mail. While you have access to me during business hours, for extended phone time (20 minutes or more) it is best to schedule an appointment. This is to ensure good time management. **Modus operandi:** You will need to respect that I am working with multiple clients. Therefore, you should not expect *instant* availability every time you call. Typically I respond to email and phone calls (depending on the urgency) within 15 minutes up to 2 hours. The only time this varies is if you call when I am away from my office. I usually send a notice if I’m going to unavailable for an extended period of time.
- √ **Turnaround Time and Deadlines** – Because I am running a business, just like you, I will determine how to manage my work load *and* when tasks will be completed **taking into consideration your desired deadline**. Most tasks can be turned around in 1 – 2 business days. Of course the type of task will influence turnaround requirements. More complex tasks will require more time. I will keep you informed of the expected turnaround time. Undoubtedly, there will be times when you need same day turnaround. I strive to be flexible with this, as *long as it is not abused*. If you find yourself continually operating in “crisis” mode, I will work with you to improve your time management.
- √ **File Sharing** - If you want to share a large volume of files and work with on-going projects, meeting planning, share a calendar, etc. AND keep the files synchronized in real-time; a secure and convenient solution is a private, shared workspace on the Internet. I have been working with [www.groove.net](http://www.groove.net) and [www.hyperoffice.com](http://www.hyperoffice.com) for this purpose. There are many similar programs and I am open to using what works best for you. For small files, sending via e-mail is convenient or services like [www.swapdrive.com](http://www.swapdrive.com) for large files.
- √ **Paper Documents** – Thanks to the growth of speedy and convenient courier services, what you have in your hands today can literally be in my hands tomorrow. Of course, you may also fax documents or scan your document and send it as an attachment in an e-mail. Federal Express Saver is fast and for as low as \$13.00. This would be a tax deductible expense.
- √ **Remote Computer Operation** - Using Internet based software with top notch security I can work at your computer via [www.GoToMyPC.com](http://www.GoToMyPC.com). This is a great tool if you have a special software program or need help troubleshooting a computer problem.
- √ **Phone, Voice Mail or E-mail Support** – You have several options for getting assistance with answering your phone and managing email. One such service for phone assistance is [www.freedomvoice.com](http://www.freedomvoice.com). Assistance with email is as simple as sharing the web access login or setting up an address forward as needed. Communicating on your behalf is as easy as adding an email address to your account so we maintain a seamless appearance.
- √ **Time Tracking** – While not all VAs provide time reporting, we use a computer-based, time tracking software called [TimeSlice®](#). Every task is tracked using this software. Time reports accompany billing but are for informational purposes only and my providing this report does not indicate you have the right to manage my time.
- √ **Billing** – Executive Virtual Assistance® offers a Retainer program. This mean you will pre-pay for a set number of hours on or before the first of each month. I do not allow carryover of unused hours but will be flexible during the first two months of working together to enable you to get used to delegating tasks. Once in a while a special situation arises for which I make an exception but one exception doesn’t negate this policy going forward.
- √ **Flexibility** – I am willing to work with any program, software or system you have in place. I will also make recommendations for ways of using technology to work smarter not harder. It is in your best interest to be flexible as I share ideas I believe will improve efficiencies but you remain the decision maker at all times in this respect.