



Business Policies

Empowered Assistance Division of VA with Spirit, LLC
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Office Hours

Our typical office hours are Monday thru Thursday 9 AM – 4 PM (EST time), Fridays by appointment only. If you need assistance outside of our normal business hours, please let us know and we will accommodate you as best we can.

I recognize that many of my clients are on the Pacific Coast or in Europe, please know that I am willing to accommodate the time differences for meetings with notice to plan a meeting.

Because I am an independent contractor I have multiple clients. Therefore to best serve all of my clients it is best if at least 36 hours notice can be given to request any new task be completed and 48 hours notice for any new project to be begun (not completed). I do my best to handle all requests in as short a time as possible without sacrificing accuracy or quality of work.

If you have an urgent off hours request, please feel free to send me an email and include as many details as possible and I will get back to you within 2 hours, as long as it is before 9 pm EST. Please note there is an additional fee of \$50.00 for urgent or off-hour requests that will be added to your invoice unless previous arrangements have been made.

Communication

Please email us for any task or project requests. We will respond to all requests within 24 hours, to confirm receipt and if needed, provide an estimate and timeline for completion for the task/project.

If the request is received during either a holiday or weekend, we will respond before the close of business the following workday.

Email address is carmen@empoweredassistance.com; phone number is 814-404-6755.

Status Meetings

I recommend we meet monthly via phone/Skype check-ins for a quick status meeting to discuss outstanding tasks, priorities and any issues.

You can schedule a meeting with me at any time either by using my online scheduling calendar ~ found [HERE](#) or by sending an email to carmen@empoweredassistance.com with available times.

On non-meeting weeks, we will have weekly progress check-ins on projects. We will set this up on our initial Kickoff Call.

Holiday Schedule & Vacation Time:

Our office observes the following holidays:

- *New Years*
- *President's Day*
- *Good Friday, Easter Monday*
- *Memorial Day*
- *July 1 through July 5 ~ Carmen's Birthday & Independence Day*
- *Grange Fair (last two weeks of August - morning office hours only, no new projects)*
- *Labor Day*
- *Thanksgiving, the day following and the Monday following*
- *Christmas Eve*
- *Christmas Day through New Year's Day*

If we are out of the office for more than 24 hours during a normal work week, we will notify you via email 72 hours before being unavailable.

Billing

We offer the following types of contracts:

- *Retainer – Payable by the 1st of the month that they are retaining the services for. All retainer hours expire within the month they are purchased unless arrangements are made otherwise.*
- *Hourly – we do not have a minimum number of hours to work together. But the hourly rate is considerably higher than the retainer fee.*
- *Project – 50% deposit required to begin a project with remaining 50% due upon completion before delivery. Each project will be estimated based on the work involved.*

Invoicing

- *Retainers are invoiced on the 1st of each month. (Special Arrangements can be made for the 15th of each month.)*
- *Hourly contracts are invoiced every other Friday, due upon receipt*
- *Projects require a 50% deposit and are invoiced upon project completion, before delivery.*

Payments

Payment methods we accept:

- *Company check*
- *Credit card*
- *PayPal*

Past due payments:

- *Services cease after 10 days past due.*
- *There is a 20% interest charge each month on the balance due at 30 days.*

Additional Information:

- *There is a \$35.00 insufficient funds check fee for returned checks in addition to the amount still due.*

Tasks & Projects

Turnaround Time: *We work with our clients to determine the estimated completion for their tasks or projects based on their needs and priorities and the requirements of the tasks/project. Our average turnaround time on tasks is a minimum of 48 business hours.*

Individual Projects (not on a retainer): *We estimate individual projects based on the work involved. All projects require a separate contract detailing the project specifics (costs, timeline, etc.)*

Status Reports: *Bi-Weekly status reports are available to each client by the close of business on Fridays. The report includes the following:*

- *Status of outstanding tasks*
- *Action Items*
- *Time remaining on retainer*

We use Basecamp for tracking all projects and tasks.

List of Services

Our services are always expanding, and I am always open to learning new software and processes to suit your business needs, so if you don't see what you are looking for send me an email or schedule a client call with me to discuss your needs. We also reserve the right to consult with a small group of professionals to offer you a broader range of services.

- Shopping Cart Setup via WooCommerce
- Paypal Integration
- Appointment Scheduling
- Spreadsheets & Word Processing
- Customer Service
- Research
- WordPress Setup & Administration
- Website Development
- Webinar & Teleseminar Support
- Product Launch Management
- Project Management
- Technology Training
- Data Entry
- Social Media Management
- Social Media Content Creation
- Email Marketing Templates
- Email Marketing Content Creation
- Brand Design
- Brand Implementation
- Keyword and Search Engine Optimization
- Local Marketing

Security

We want our clients to be comfortable and secure knowing their information is safe with us. Our servers and laptops use the McAfee suite of tools for anti-virus, anti-spyware and firewall protection. The virus and spyware software is updated on a monthly basis to ensure we have the latest available version. Our wireless router is encrypted and requires a password to access.

Our office has locking filing cabinets to store any confidential or proprietary printed information, and we use paper shredders to destroy information no longer needed.

We backup our systems on a weekly basis to external hard drives in case of a system failure; including all cloud-based applications.

Training & Tools

The first hour of training time for learning to use and of the collaborative tools is on us, any additional time after the first hour is billable time billed at your retainer rate.

Tools

We use the following tools in our business and will gladly provide training to you on any of them, up to 60 minutes of training at our expense.

- *Basecamp – this is our task management system, and we encourage clients to use it for communication on tasks and projects. To communicate within Basecamp respond to any communication that we send you from Basecamp.*
- *DropBox - sharing project/tasks files*
- *Evernote - sharing project files/notes*
- *Google Drive - Documents, Spreadsheets, Presentations*
- *Google Hangouts - chatting and training*
- *Skype – chatting and training*
- *HelloSign – electric signing contracts*

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Client Information

All confidential client information is stored in the client project folder in LastPass to keep all client information secure and confidential.

Ethics

- *We will maintain the highest ethics and honesty in all dealings with clients, colleagues and the general public.*
- *We will seek to deal with colleagues, suppliers and employees in a fair and equitable manner, and maintain the highest standards of personal conduct.*
- *We will only take on projects that are within my abilities. If a project is not within my ability, the client will be notified immediately.*
- *Client information will be held in the strictest of confidence and will not be shared with others or used for personal gain.*
- *We highly value each client relationship and will not place one client above another.*
- *We will make a commitment to possess and increase the required knowledge, skills and training to be proficient and relevant in the provision of services.*
- *We will be honest about my intentions and never misrepresent my skills, peers, or my profession as a whole, whether to networks or prospects, clients, and the community at large (virtual or otherwise).*
- *We will not knowingly be a part of any illegal or unethical activity.*
- *We will treat and care for your business as if it were my own.*

Referrals

If you refer a friend or colleague, and they sign a retainer contract, we will give you 10% off your next invoice or an equivalent amount on to your current retainer.

Moving On

We will give the client five business days to download their files if in a shared DropBox or Google Drive folder.

We offer 30 minutes of our time to make a smooth transition and answer any questions. Any time required beyond the complimentary 30 minutes will be billed at an hourly rate of \$80/hour in hourly increments.