

About Virtual Assistance and VAs

Small businesses, local organizations, and individuals, are turning towards outsourcing a wide variety of administrative jobs to minimize their costs, save time, and receive quality work in a timely manner.



- ✓ Is your to-do list out of control? Do you have a task called "Clean up to do list"?
- ✓ Is your desk accumulating so much paper that your office has been confused for the local recycling plant?
- ✓ Are your email inbox pages and pages long? What about your desk's inbox?
- ✓ Are you frustrated because no matter how hard you work, you seem like you're getting nowhere and everything is still incomplete?

Let Out of the Office Virtual Assistance help you!

Out of the Office Virtual Assistance (OOFVA, for short) offers competitive Virtual Assistant (or "VA") pricing and is located in the United States. Why outsource overseas, when you can find a cost-effective, reliable virtual professional in the US?

What is a Virtual Assistant?

"A Virtual Assistant (VA) is a highly-trained independent entrepreneur who provides a myriad of business support services virtually via phone, fax and internet based technology to support and meet the growing needs of businesses worldwide.

Partnering with a VA reduces stress, protects cash flow, eliminates administrative hassles, and enables business people to find the success they originally set out to achieve. A VA is your right hand person helping you to succeed in your business. The irony is you may never meet your VA as odds are they live nowhere near you!"

*Source: Virtual Assistant Networking Association Virtual Assistant Definition
The Largest Global Meeting Place Online for Aspiring and Successful Virtual Assistants

Can you afford a Virtual Assistant? Yes!

Here is a basic comparison between hiring an employee vs. contracting a Virtual Assistant:

	Full Time Employee	Virtual Assistant
Hourly Rate of Pay	\$15.00	\$35.00
Benefits Package: 35% Medical Insurance 401(k) etc.	\$5.25	\$0.00
Overhead: 50% Office Space Equipment & supplies Worker's Comp OT Pay etc.	\$7.50	\$0.00
Total Effective Rate of Pay	\$27.75	\$35.00
Annual Hours:	2,080	480
Annual Labor Cost	\$57,720	\$16,800

When contracting a Virtual Assistant, you only pay for the hours worked which is generally a fraction of a traditional full time employee. VA's are independent administrative professionals. Just like a contractor, there are no benefit package costs, no unproductive hour costs, and no overhead costs to incur.

Bottom line ... you save both time and money!

About Virtual Assistance and VA's

About Out of the Office Virtual Assistance

Out of the Office Virtual Assistance is owned by Denise Dukette, a former marketing director and self-taught PC whiz. Dead set against conformity, Denise maintains a strong work ethic and produces excellent work while maintaining a relaxed home office atmosphere.



Being traditional in a non-traditional business

The best way to stay in business is to develop relationships with our clients. The best way to create, develop and maintain a relationship is to be personable, funny, creative, upbeat and even a bit *quirky*. It's all about the relationship - we get to know you, your needs, how business life runs you ragged, what your life is *really* like and in return, you get to know who we are, how we work and how we can help.

Short list of Services:

- ✓ Word processing
- ✓ Word form creation
- ✓ Word formatting for publication
- ✓ Mail merges (document, labels or email)
- ✓ Proofreading and editing
- ✓ PDF form creation
- ✓ Spreadsheet and macro creation
- ✓ Data Entry
- ✓ Database cleanup & re-formatting
- ✓ Data Extraction | Web Scraping
- ✓ Newsletter creation & maintenance
- ✓ Email inbox management
- ✓ General correspondence
- ✓ Transcription (non-medical)
- ✓ Online directory submissions
- ✓ Resume re-design
- ✓ Scheduling & calendar maintenance
- ✓ Handwritten notes & cards
- ✓ Follow-up & reminder email service
- ✓ Travel arrangements
- ✓ Concierge Services
- ✓ Web research
- ✓ WordPress updates
- ✓ High speed scanning
- ✓ Expense reporting with receipt scanning
- ✓ Graphic touch-ups
- ✓ Audio cassette to MP3 conversion

Software List:

- ✓ Microsoft Office [v. 2013]: Word, Excel, Outlook, OneNote, Access, InfoPath, PowerPoint, Publisher
- ✓ Microsoft Office [v. 2007 or earlier]: Expression Web, Visio, Project
- ✓ Adobe Professional XI
- ✓ Adobe Photoshop
- ✓ Google Apps
- ✓ Open Office
- ✓ Social Media [Google+, Facebook, Twitter, LinkedIn, Pinterest, etc.]
- ✓ All around tech savvy
- ✓ Printer, scanner, fax, Google+ Hangouts, Skype

Our Service List

It's all about the relationship - we get to know you and your needs. It's the best way to be proactive to your needs and keep you on track and organized.



There is a fine line between business tasks and personal tasks and both take up hours in your day. Can OOFVA help you run to the post office? No. But we can schedule a pick up for delivery for you. Your personal life to-do's are just as important as business tasks and we ensure that both get done timely and to your specifications. There's none of that "that's not in my job description" nonsense. It's our job to keep you sane, organized and on task. So let's start a dialog and see how we can work together to succeed!

List of "Business" Services: (far from a comprehensive list)

- ✓ Document formatting: for e-books, publishing, Lulu.com, etc.
- ✓ Social Media updating
- ✓ Appointment scheduling: Phone, email, etc.
- ✓ Word & PDF forms: for print, or "fillable" to be completed on a PC
- ✓ PDF-to-Word and PDF-to-Excel conversion
- ✓ Accountability services
- ✓ WordPress maintenance: content posting, comment posting, moderation, IP blocking, installation, uploading/installing themes, widgets & plugin installation, general overall ownership functions
- ✓ Web/Data scraping
- ✓ Data Entry
- ✓ Project acceleration
- ✓ Mail merges: letters, labels, email, holiday cards
- ✓ Business card scanning into contact lists
- ✓ Expense reporting
- ✓ E-Commerce store content population
- ✓ Directory submissions
- ✓ Newsletter formatting: for print or e-newsletters
- ✓ Inbox management
- ✓ Research: Web, email, phone
- ✓ Travel arrangements: Plane, hotel, car and train
- ✓ Reminder services
- ✓ Concierge service

List of "Personal" Services: (again, far from a comprehensive list)

- ✓ Coordinating and ordering of meals
- ✓ Making dinner reservations
- ✓ Ordering groceries for delivery or pick up
- ✓ Scheduling service calls (furnace cleaning, cleaning service, car appointments)
- ✓ Scheduling dry cleaning pick up/delivery
- ✓ Airport shuttle/taxi/limo coordination
- ✓ Research: "Find me some options for a wedding gift ..." or "Find me a printable coupon for ..." or "We're going to Orlando. Find us a good seafood place."
- ✓ Obtain birth, marriage & death certificates; obtain the elements for your passport application
- ✓ Contacting catalog companies to remove your name from their mailing list

Don't be afraid to ask!



Additional Information

E-mail, Instant Messenger and Phone are the primary means of communication Out of the Office Virtual Assistance employs. It is imperative the customer respond to e-mails in a timely manner to ensure proper work progression.

	Denise Dukette	Benjamin Greene
Email:	denise@oofva.com	ben@oofva.com
Skype:	oof.denise	oof.ben
Phone:	802 870 0829	802 870 0469

Rush Requests

Rush requests are those outside the normal realm of tasks which require completion within 12 hours. These may result in a 25% rush charge at the discretion of Out of the Office Virtual Assistance. You will be notified via email of a rush charge and will need to acknowledge and accept, prior to any rush work being started.

Time Tracking

Out of the Office Virtual Assistance uses TimerSync for time tracking while seamlessly integrates with Freshbooks, our accounting partner. You will be provided with a report with each invoice showing how your time used was allocated.

Standard Hours of Operation

Out of the Office Virtual Assistance currently operates Monday-Friday 9:00a-4:00p (Eastern).

Billing & Payment Information

Standard Rate

Out of the Office Virtual Assistance charges a standard rate of \$40.00 per hour billed in 2-minute increments.

Retainer Pricing

Out of the Office Virtual Assistance offers the following retainer packages with a 3 month commitment:

- ✓ A 3+ month commitment for 5 hours a month: \$35.00/hour
- ✓ A 3+ month commitment for 10 hours a month: \$30.00/hour
- ✓ A 3+ month commitment for 15 hours a month: \$27.50/hour
- ✓ A 3+ month commitment for 20 hours a month: \$25.00/hour

Retainer vs. Standard Rate

What is the difference between a retainer and ad hoc invoicing? Retainer clients pay in advance for a block of hours for a month and receive a discount for committing to a block of time. Whereas, standard rate clients pay for any work previously completed within a specified time frame.



Invoicing

Retainer client invoices are sent on the 1st of the month and due by the end of the month. Standard rate client invoices are sent out on the 1st & 15th of each month and due by the 14th and last day of the month respectively. Payments not received by the due date **will** result in work cessation.

Payment Options

Cash, personal or business checks are accepted for payment, after the completion of one business cycle. Credit card payments are always accepted through Google Wallet and PayPal, our online payment vendors.

There is a \$50 NSF fee for each returned check.

Late Payments

Out of the Office Virtual Assistance reserves the right to refuse completion or delivery of work until past due balances are paid. Monthly late charges of \$10.00 or 1.75% (APR of 21%), whichever is greater, will be assessed on unpaid balances every 30 (thirty) days after due date.

Client Confidentiality Agreement

Being sensitive to the nature of the data being transcribed, OOFVA adheres to a strict client privacy policy. Out of the Office Virtual Assistance will not disclose any information that is provided to OOFVA by our clients.

Not Sure?

That's ok! We understand. It takes time to develop a relationship and see if your philosophies match our philosophy.

Follow Us on Social Media

You can learn a lot about Out of the Office Virtual Assistance from the content and comments that we post on social media. Feel free to follow us, then maybe you'll be ready to partner with us!

-  Google+ <http://plus.google.com/+oofva>
-  LinkedIn <http://www.linkedin.com/company/2770130>
-  Twitter <http://twitter.com/oofva>
-  Facebook <http://www.facebook.com/oofva>
-  Pinterest <http://pinterest.com/oofva>