

## Rates/Terms

- We provide a free no obligation phone or on-site consultation.
- Our rates vary depending on the type of service or project. We will quote rates based on each project reviewed. A written estimate will be provided upon request. A written agreement will also be provided. Retainer rates are available for ongoing projects or services.
- A detailed invoice will be sent upon completion of the project or as outlined in the agreement.
- For services billed at an hourly rate, the minimum amount will be for one half hour. Services will be invoiced in 15-minute increments unless otherwise specified.
- No additional charges will be made for e-mail delivery or a project for a standard size mail up to one (1) ounce in the United States.
- Additional expenses, such as postage, supplies, materials, etc. will generally be billed at cost, unless otherwise specified in the agreement.
- A signed agreement must be received within three (3) business days after the commencement of any project or service.
- Invoicing will be done on a weekly basis and payment is due within 7 business days following invoicing, unless other arrangements are specified in the agreement.
- Payment options include Pay Pal, business checks, personal checks or money orders. (See Pay Pal for information concerning the use of credit card for payment. They may require a fee to process credit cards.)
- Final proofreading is the responsibility of the client. If errors are found and reported within seven (7) business days from the date the client receives the work, DC Virtual Office Solutions will make the corrections at no extra charge.
- DC Virtual Office Solutions is very concerned about the privacy of our clients. We do not share information to third parties and information is kept strictly confidential.

[www.dcvirtualoffice.com](http://www.dcvirtualoffice.com)

**DC VIRTUAL OFFICE SOLUTIONS**

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Administrative Assistance the virtual way

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Administrative Assistance the virtual way

# Services

## Marketing/Sales Support

- \* Call customers and potential customers to schedule meetings
- \* Contact potential customers to gather research information
- \* Manage customers & contacts through software such as ACT, MS Outlook and MS Access
- \* Provide sales support, including the preparation of marketing materials and proposals

## Bookkeeping

- \* Excel spreadsheet tracking
- \* Peachtree software
- \* Accounts Receivable and Accounts Payable

## Office Management

- \* Database management
- \* Executive assistant services
- \* Answer forwarded calls and provide messages
- \* Personal assistant services, i.e., personal shopper, pickup & delivery, etc.
- \* Meeting and trip planning

## Presentations

- \* Presentation materials
- \* PowerPoint presentations - create and/or update

## Spreadsheets

- \* Excel spreadsheet maintenance/creation
- \* Data management
- \* Data entry
- \* Basic mailing lists

## Web Services

- \* Write web content
- \* Internet research
- \* Research hosting options and search engine optimization

## Word Processing/Desktop Publishing

- \* Brochure, business card and logo design
- \* Newsletters and flyers
- \* Marketing materials including postcards
- \* Business correspondence
- \* Employee manuals and handbooks
- \* Mail merges
- \* Labels
- \* Certificates
- \* Tables
- \* Document scanning

## Human Resources Support

- \* Resumes and career development
- \* Recruiting
- \* Background check coordination

## Frequently Asked Questions

### What is a Virtual Assistant?

A Virtual Assistant (VA) provides administrative office support to small businesses from their own home office by phone, fax and the internet. This benefits the business owner by saving money on payroll taxes, insurance, office equipment and benefits. You pay ONLY for the time the VA is working for you, not for breaks and vacation days. VAs are independent contractors, not employees.

### How does it work?

In order for this type of long-distance relationship to work, there needs to be the creation of a real working partnership, where the VA learns the individual's business, so he/she can effectively step in and represent the individual in the way that the individual wants to be viewed as. The partnership and results of the partnership can be powerful.

### Who typically uses the services of a Virtual Assistant?

VAs work with bright, successful individuals with a vision...authors, sales executives, high level executives, consultants, coaches, entrepreneurs... anyone who wants to achieve a well balanced life with more free time to concentrate on their own success—their own business.

### I already manage everything on my own. Why would I need a Virtual Assistant?

As you grow your own business, sooner or later you will find out that you can do anything, but you can't possibly do everything. By delegating the tasks that do not need your personal attention, you are able to gain time in your already busy schedule for an abundance of other things that DO need your personal attention.

### Why would I hire an assistant that maybe located hundreds of miles from my office?

The benefit of partnering with a VA is you do not have to hire an assistant. When you work with a VA, you get a partner, not an employee. You get a VA that chooses to work with you as much as you choose to work with him or her. The VA's decision to work with you will depend on how attracted they are to your line of work and on being interested in being your partner for success, rather than the person that is only looking for "some job". Individuals can benefit working with a VA for the following reasons:

**No need for permanent office space for a full-time employee**

**No need for equipment or software (supplied by the VA)**

**Save on employee overhead, such as payroll, benefits, taxes, etc.**

**Save time on looking for a qualified assistant**

## How to use a VA

### Secretarial Services...

- A client has routine paperwork that must be completed on a daily basis. The client calls a VA with the information. The VA completes the form or report and email or faxes to the client's office.
- A client travels frequently and needs a VA to coordinate air travel, car rental and hotel reservations.

### Research...

- A client needs to buy some office equipment and emails a VA with the request. The VA contacts several vendors, obtains pricing information and emails the information back to the client.
- A client is interested in what competition exists online. The VA can do a keyword search and list the appropriate websites/findings back to the client.

### Word Processing/Presentations...

- A client writes a letter and faxes it to a VA. The VA types the letter, prints the letter on the client's stationary and mails it.
- A client is preparing a seminar and needs a PowerPoint presentation prepared. Sketches of diagrams and charts are faxed to a VA. The VA prepares the PowerPoint slides and sends the document to the client via email attachment.

### Desktop Publishing...

- A client wants to publish a quarterly newsletter. The client provides the content and the mailing list to the VA. The VA types and prepares the newsletter, prepares the mail labels and mails the newsletter.
- A client awards an employee of the month and needs a certificate. A VA can design and prepare certificates and may use clip art and/or a color printer.

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