

# FREQUENTLY ASKED QUESTIONS (FAQ)

## ABOUT SIMPLY VIRTUAL BILLING PRACTICES

### How does Simply Virtual calculate time?

Simply Virtual assistants use the most efficient means for completing your projects and/or tasks. We track and record actual time worked with our easy to use online time-tracking software.

Every entry is then carefully reviewed for accuracy and concurrence with **Industry Production Standards (IPS)** guidelines as outlined by the Association of Business Support Services International (ABSSI). Where necessary, our management team corrects excessive disparities before your invoice is issued. To learn more about IPS, please visit our website at [www.simply-virtual.com/ips](http://www.simply-virtual.com/ips).

### What else might I expect to be billed for?

You may also be billed for postage or other expense items as they are used. General office supplies are already included with your service rate. However, we must pass on expenses for large projects, unusual supplies or custom jobs. (i.e. glossy paper, bulk mail campaigns, color copies, etc.)

### Is there an hourly minimum or cancellation fee?

Only clients who take advantage of the generous discounts available with our Retainer Service Plans incur a monthly minimum and/or termination fee as outlined in your service agreement.

### When will I receive my invoice?

Simply Virtual service invoices are e-mailed to you on or about the 5th day of each month, along with an easy to read Task Activity Report (TAR), which details actual time your Simply Virtual assistant spent completing projects and/or tasks for the current period.

### What is the Task Activity Report (TAR)?

For your convenience, Simply Virtual compiles a detailed Task Activity Report (TAR). This easy to read statement is e-mailed to you bi-weekly and includes an itemization of time worked – through the previous Saturday.

Simply Virtual offers the Task Activity Report (TAR) as a courtesy, to help you better understand where your

administrative and/or marketing dollars are spent. Except in the rare instance of an error in your billing, this statement is generally non-negotiable.

### How do I pay my invoice? What forms of payment do you accept?

Because Simply Virtual provides services in advance, our clients participate in our convenient automatic credit card billing program. Once you receive your invoice, no action is necessary. Within three (3) business days of receipt, your **Visa, MasterCard or American Express** is charged the full invoice amount.

### How do I change the credit card information Simply Virtual has on file for me?

You may change the credit card on file for your account at anytime! Just download a new Credit Card Authorization from our website at [www.simply-virtual.com/care](http://www.simply-virtual.com/care). Then complete and return the Credit Card Authorization by fax to **704.719.2202**. Your credit card information will be updated within two (2) business days of receipt.

You may also e-mail your request to [billing@simply-virtual.com](mailto:billing@simply-virtual.com). A billing associate will forward the Credit Card Authorization form to you by e-mail.

### What if I have other questions?

For answers to common questions about our service plans or billing procedures, please visit our website at [www.simply-virtual.com/rates](http://www.simply-virtual.com/rates) or dial us toll-free at **1.888.814.9800, Option 3** during normal business hours.

For a quick response to more specific questions regarding your invoice, payment or other account details, please e-mail your inquiry to [billing@simply-virtual.com](mailto:billing@simply-virtual.com). Be sure to include your account number and a telephone number where we might reach you. A billing associate will contact you within two (2) business days.

Toll-Free: 1.888.814.9800 ▪ Voice/Data: 704.719.2202 ▪ [www.simply-virtual.com](http://www.simply-virtual.com)