



HOW IT WORKS (FAQs)

- What does Consign VA offer its clients as a service provider?

Consign VA is dedicated to providing professionals, individuals, and businesses with Virtual Agents and teams capable of performing tasks related to the day-to-day operations of either their professions or businesses. From performing simple menial tasks such as calendar management, scheduling, e-mail management, social media management, or data entry to more serious business processes such as customer service tasks, sales and marketing, and technical support, Consign VA is more than qualified to provide the personnel needed to perform the mentioned tasks.

- How many virtual agents can be hired?

Clients can avail any number of agents and teams, depending on their personal or business needs.

- Is there a minimum number of hours when availing of the services?

Yes. For those availing of the services for the first time, minimum hours shall be set at 120 hours (6 hours per day, 30 hours per week). While those on subsequent subscriptions shall be for either 3-6-12 months. The initial 120 hours availed shall be considered as the trial period and will be offered at a discounted rate (or promo rate whichever is lower).

- How is the screening of agents/teams done?

Clients will be given the opportunity to screen the agents/teams needed for the performance of the services to be availed. This screening will be done via a Zoom meet.

- How soon can an assistant or a team be made operational?

From the initial service discussion to the needed training for the campaign, agents/teams can be mobilized in as little as 1 week. However, for campaigns needing more complex trainings prior to the start of actual services, it may be longer.

It should be noted that hours spent for training shall already be considered billable hours.

- What is the work set up?

Once VA assistants/teams are selected and hired, Consign VA shall have full control and management of the personnel to be engaged. From the onset, clients will be asked to define the tasks to be performed and the necessary or corresponding KPI's that will be used to gauge the effectivity of the agents/teams assigned. In summary, management of agents/teams shall be the sole responsibility of Consign VA. Clients will not be allowed to have a direct or unsupervised contact with the agents/teams. All concerns regarding tasking and performance will be directed to the dedicated campaign manager.

- What happens if the original agent/teams assigned are deemed unfit for the tasks assigned?

If justified and proven that agents/teams assigned are not meeting KPI's or not performing as expected, clients will be given the opportunity to choose other assistants as replacements. There will be no limit on the number of occasions for agent/team replacements.

- How much are the charges for the Virtual Assistants/Teams?

Depending on the tasks to be handled, the charges shall be as follows:

General Administrative tasks (data entry, calendar and email management, front-desk tasks, lead generation, etc.)

From \$7 per hour, \$6 per hour if no lead generation (outbound calling) is included;

Customer Service Tasking (Customer-facing tasks that include but not limited to: product inquiry or explanation, complain handling, order taking and tracking, technical troubleshooting, etc.)

From \$8 per hour;

Sales and Marketing Tasking (outbound and inbound related tasking that include lead generation, sales pitching, product presentation, sales closing, sales coordination, customer service, and other related tasks);

From \$10 per hour

Social Media Manager/s

From \$6 per hour

Note that all hourly charges are negotiable and subject to change.

- How are clients going to be charged?

Clients will be charged ***in advance*** including those that are in the trial period stage of the services. The advance payment schedule will be as follows:

Trial Period – Equivalent to a minimum of 120 hours, full payment prior to the start of services, this payment shall be non-refundable;

Quarterly (3 months) – Full payment covering the period, subject to corresponding discounts and rebates;

Semi-Annual (6 months) – Payment for the full 6 months shall be paid in advance with corresponding discounts and rebates. However, the client can choose to pay the first 3 months only without any discounts. The balance of for the remaining 3 months must be paid a week prior to the start of the 4th month of service.

Annual (Yearly) – Payment in full for the first 6 months with corresponding discounts and rebates. The remaining balance for the 6 months will be paid 1 week before the start of the 7th month of service without any discounts.

Except for the trial period subscription, a refund can be given at any time after the first 2 months of the service if the reason or justification is a gross violation of one or multiple provisions of the governing contract on the part of Consign VA. Otherwise, NO REFUND will be given.

- Will there be a contract to govern the services?

Yes, and will be the main requirement together with the payment before services can commence.