

FAQs

(Frequently Asked Questions)

Q-1 What is a virtual administrative service provider?

- a) A virtual administrative service provider (VASP) is an independent contractor who partners with entrepreneurs, solo-preneurs, small businesses and associations to provide custom non-core, office support services.

Q-2 What are "non-core" services?

- a) "Core" services are those which must be carried-out from the main office. An example would be a receptionist. "Non-core" are those services which can be completed from any location. The VASP creates brochures and manuals, transcribes, handles some customer service, designs and maintains Web pages, and more.

Q-3 What is meant by "virtual?"

- a) The word "virtual" is defined as "being on or simulated on a computer or computer network." The virtual assistant or VASP primarily works through the computer network known as the Internet.

Q-4 How do I receive my services?

- a) The VASP uses technology to deliver goods and services. Trainings and meetings can be handled via the Web. Documents are emailed, electronic newsletters and Web page maintenance completed online. Hardcopy items are mailed.

Q-5 How do I know the VASP is actually working?

- a) VASPs insist on a contract. The contract will spell out that they only bill you for the time they are working for you, on your project. The VASP might not work traditional 9-5 hours. She may work several hours in the morning and several hours in the evening. Clients are free to request a copy of the report of time spent on your project.

Q-6 How do I pay the VASP?

- a) Most VASPs accept a variety of payments. Many have Pay Pal accounts which allows the client to submit payment through an electronic funds transfer or credit card. Checks are usually accepted.

Q-7 When will I meet this person face-to-face?

- a) It is entirely possible that you will never meet your VASP in person. The nature of the business is to work through the Internet. You might contract with a VASP from Australia. In that case you may want to arrange a video conference, unless you really want to fly to Sydney.

Q-8 Why not just bring in a temp when I need a little help?

- a) There's nothing wrong with temporary staffing. However, you'll need to provide floor space, desk space, equipment, supplies, a telephone, and a computer with software. In three months when you need another temp, will you get the same person or will you have to start over with someone new? Will they be as good as the last temp?
- b) With a VASP you build a relationship. You know that the next time you need the services you'll get the same person. That person will know you and how you like things done. You'll know the skill level, certifications, training, and talent the VASP has.

Q-9 I've looked at the list of services you provide. What I need isn't listed. Now what?

- a) Just ask. Chances are what you need is something the VASP can provide. If not, you'll get a quality recommendation for someone who can.

Q-10 I'm just a one-person operation. I don't have a lot of money to pay to keep someone on retainer.

- a) VASPs have several service package options. They will work with you to get you what you need at a fair rate. You may need to start by contracting for specific projects. As your business grows you may find you need to purchase blocks of time. Helping you grow helps us grow, that's why it's a partnership!