

Frequently Asked Questions

Work From Home Assignments of VMG BPO (Customer Support)

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CURRENT VACANCIES: We do not have any vacancies at the moment. You are welcome to leave your profile with us and we will contact you if your profile meets any vacancy in future.

We usually hire Agents to work as International Live Chat Support or backend processes for 4 hours per day, 7 days a week. Must have excellent English skills, desktop/laptop with minimum 8 GB RAM, high speed internet, minimum 4 hours of power backup in case of power cuts. You must be willing to work in all 7 days of the week.

Q. What is VMG BPO?

A. VMG BPO outsources freelance projects to individual persons based on certain selection criteria. Its Work-From-Home BPO was founded 21 years ago in 2004, as part of VMG which is in existence for 35+ years.

Q. Do I have to pay anything to Join VMG or get work from it?

A. Unlike other work from home companies, VMG does not charge any registration fee because we are genuine and we hire only genuine candidates who wish to earn money from home by working on various assignment. We believe that you are working for us and need to be paid, rather than paying us to provide you work. However, we do have other formalities to be completed before you can begin work.

Q. Do I have to go anywhere to work?

A. You have to work from home only. The hiring, training and working all is from the comfort of your home and computer. We do not allow working from cyber cafe or from offices.

Q. What is the Assignment?

A. This work from home assignment is to provide customer/backend support to Global customers via live chat, part time. The work is for 4 fixed hours every day, 7 days a week. This is an international support assignment for international clients.

Q. I am a fresher and I have not worked before? Do you provide training?

A. We give you the training on how to provide livechat support for our assignment. You will be trained at your home through internet only.

Q. What are the requirements for the assignment?

A. To be eligible you need to have a computer with at least **8 GB RAM** or more, and **reliable, high-speed internet connection** at home and **power backup** in case of power cuts. You need to have **basic computer skills, good written English and good communication skills**. You also need to be **self-disciplined and self-motivated** to work regularly from home.

Q. What are the work timings?

A. The assignment is for 4 hours every day, 7 days a week. The work timings will be as per your convenience as discussed with you at the time of hiring you. The timings will also depend on the process you are hired for.

Q. Is there a weekly off?

A. The assignments that are for 7 days a week do not have any weekly off. Any day when you require a leave can be discussed and arranged with our Shift Schedule Manager. However, we will not be able to provide weekly off for assignments that clearly state 7 days working.

Candidates interested in working only 5 days or 6 days a week should not join 7 days a week assignments; please fill in our HR form and we will contact you when we have 5 or 6 days' work assignments. **Currently we only have 7 days a week assignments.**

We do give time off on request, meaning you can request for leaves and get them as and when you feel necessary. However, we discourage taking more than 3 days off in a month, unless it is deemed necessary or urgent.

Q. What is the payment?

A. For the Live chat process, the monthly payment starts from Rs 8000 before TDS (Rs 7200 after taxes), on a pro-rata (per hour worked) basis for general, non-technical assignments. The payment depends on the assignment availability, as each assignment has different payments. If you work more hours, you get paid proportionately more. If you work less hours, your payment is proportionately less. This payment is for 4 hours, 7 days a week work. In a 30 day month, you need to work 240 hours, and in a 31 day month you need to work 248 hours (2 shifts of 4 hours each) . For more hours worked, the payment is proportionately higher, and for lesser hours, it is proportionately lesser. The payment can differ according to the process you are hired for.

Q. How do you pay?

A. We make a monthly bank transfer of the payment by the 11th to 15th of next month. We only make payment in the name of the individual working for us.

Q. I do not have a bank account, what do I do?

A. Once you join and complete the training, you can open a bank account before the next payment is due and give us the bank details for your bank transfer.

Q. How do I know you will pay me for the work?

A. VMG is a 35+ years old company and its BPO branch is active since 2004, specializing in work from home jobs in India and Abroad, with over 500 freelancers working for us. The team you are joining was formed over 18 years ago, in May 2006, and consists of over 400 work from home professionals. VMG payments are regular and without fail.

Q. Do I have to sign a contract?

A. No, you do not have to sign any work contract with us. However, if you leave within a month of joining (after the training is completed), we do not pay anything as company is bearing the cost of your training. After a month of working, if you wish to leave the assignment you can always inform us and give us time to hire and train your replacement.

You do have to sign Confidentiality, Non-Competition and Non-Solicitation Agreements

with us to ensure security and confidentiality of our assignments. You cannot divulge or discuss our client name or details with anyone not authorised by us. You cannot start any business that is in competition with the work done by VMG BPO. You cannot independently approach our clients or staff for work.

Q. When do I get paid after joining?

A. Once you complete your training and begin working with live customers, you begin to get paid. We begin your work during On Job Training. We do not pay for training before beginning live customer support. Thus, we request you to cooperate with the Team Managers and Trainers in completing your soft skills training at the earliest and begin On Job Training. The details of the training are given during the interviews with us.

For live chat assignment, you will train for only 4 hours daily, the training usually takes 4 weeks. Successful completion of training depends entirely on you.

For back-end assignments you are trained for 4 to 8 hours depending on the complexity of work required and then you begin your OJT (on-job-training) where you begin to get paid. Thus, your payment begins after 2 days of training.

However, once you have successfully completed 1 month of assignment work, you are recompensed for training in full with your first payment or in 2 parts with your first and second payments.

Q. How do I complete the hiring process with you?

A. After your interview rounds are completed, we send you a confirmation email confirming your work timings, payments and other details in brief. You need to send an acceptance response email at the earliest. After that you will be sent a list of documents to submit, and you will need to sign a Non-Disclosure, Non-Solicitation and Non-Competition Agreement (NDA) with us. We and our clients are very strict about the confidentiality of their assignments. Once the signed NDA and documents are received, your hiring for the assignment is complete.

Q. What documents do I have to send you for the hiring to be completed?

A. You need to sign and send a confidentiality agreement, a passport size latest photograph, residence address proof, identity Proof, latest resume and references. You do not have to sign any work contract. The details of these documents will be emailed to you, once you reach that specific phase of recruitment.

Q. Will I be an employee of VMG? Do I have to sign a contract?

A. **VMG Work-From-Home team consists of freelance professionals.** We do not pay any fixed salary or hire any employees. You do not need to have any work experience to join our work from home team. **There is no discrimination on the basis of gender, age, education or work experience.** You only need to match the skills eligibility of the assignment you are joining.

No, you do not have to sign any work contract. However, you will need to sign a Non-Disclosure, Non-Solicitation and Non-Competition Agreement to keep your work details confidential and secure.

Q. Are there any incentives?

A. Incentives and bonuses depend on the assignment you are hired for. Not every assignment has incentives. Bonuses will be paid as and when announced and applicable.

Q. Are there any promotions?

A. Promotions, from basic agent level to any other administrative level position, depend on various factors like work quality, regularity, flexibility, time availability and teamwork. We promote only on performance-based analysis of the agent, not on the duration of working on the assignment. Due to this, a 3 months' old agent can also get promoted to the next available admin post, while a 3 years' old worker may continue as an agent only, all depending on various performance parameters. You need to have the right combination of performance and personality. Also, promotions depend on the availability of higher level posts in the assignment.

Q. How do I know I have been offered the best assignment to work for?

A. We carefully evaluate you during the recruitment process to match your skills with the available assignments. The evaluation continues during training and working on the assignment. We keep suggesting career enhancing options to the agents to optimize their work and earning potential with VMG.

Q. What is TDS and why is it taken from my payment? (Applicable only for Indians)

A. TDS is Tax Deduction at Source. As per the Government of India rules, we have to deduct 10% tax from the payment of freelance professionals and deposit it with the Income Tax

Department of India. We give you a TDS certificate which can be used to get a TDS refund from the Income Tax Department of India in case your annual earning is below taxable limit. You can also use the TDS certificate for your income tax accounting. To be eligible for TDS refund from Income Tax Department of India, you need to give us your PAN (Permanent Account Number) allotted to you by the IT Department. If you do not have any PAN, you can easily apply for one and receive it in about a month's time from the IT Department (for online PAN application [click here](#)).

It is not necessary to have PAN to work with VMG, however, as per the tax laws of India there is 20% TDS for payments to individuals without PAN. Hence, it is recommended that you begin working with us and immediately apply for PAN with the IT department. To Know more about PAN, [click here](#).

For more details about TDS, you can read related topics on government's website by [clicking here](#).

Q. Can I work for more than 1 shift or 4 hours?

A. Initially, we start all new assignments for 1 shift of 4 hours only. Getting more than more than 1 shift will depend on your work quality, regularity and reliability. We have many team members who joined us as part time workers and continued on to become full time team members. If any assignment is offering more than 4 hours work, you will be informed during the interview and given a choice to opt for it.

Q. I am highly experienced in other BPOs, can I join?

A. VMG's work from home assignments are unlike any other BPO work. The work culture, the teamwork required, the performance-enhancing monitoring and reviews, etc, are all very different from any other International BPO in India. For joining VMG's Work from Home Customer Support teams, an experienced BPO candidate will need to keep aside all previous working methods. From training to regular work to promotions, VMG has its own unique learning and working environment that needs to be absorbed and followed.

Work from home requires a very high level of commitment from the individual. We constantly monitor the performance and behavior of our team members to ensure that optimal client service is maintained. Our administrative team is highly experienced with each admin member having over 20 years experience in work from home assignments and team management.

To know what our work-from-home team members feel and think about joining VMG, [click here](#)

To apply for this assignment, [click here](#) and submit your details. We will contact you as soon as possible.