



**SYSTEMS FOR
OUTSOURCING**

Free Your Time

Expert Virtual Assistant (EVA) T&Cs

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How much does an EVA cost?

Please visit our pricing page for more information:

<https://www.systemsforoutsourcing.com/eva-services-prices/>

How Do I Pay For EVA Services

To purchase EVA services, please refer to our pricing page and select the number of hours you require, you will be asked to supply your contact and credit/debit card or paypal details to setup your monthly subscription :

<https://www.systemsforoutsourcing.com/eva-services-prices/>



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Why should I use an EVA?

There are three main reasons you may consider using an EVA, rather than hiring your own.

1. **First**, when you're starting out, it can be difficult to predict how many hours work you will have each week. From a VAs perspective, this unpredictable workflow makes it impossible to budget and plan ahead*. This inconsistency is usually tolerated for a few weeks but if it continues, then the VA will likely look for more alternative work with a more stable, regular income each week.
2. **Second**, there is much more to building a team than simply hiring a bunch of staff, throwing work in their general direction and hoping stuff gets done the way you want it! Building a team requires a set of skills that take time to develop. You will make mistakes, you will upset your staff, say the wrong thing, give feedback in the wrong way, overwhelm them, micromanage them and even berate them when the stress of work gets too much and you end up lashing out on the very people that are trying to help! I know this because, in the past, I have done all of the above more often than I like to admit!
Using EVAs means you can do this learning, and make all your mistakes on our team members, rather than in your own VA. Our EVAs are trained and well supported by us to help you become a better manager. This, combined with our VA Management Toolkit, mean you will develop your remote team management skills far quicker than if you learn by trial and error alone - and you won't lose a bunch of VAs in the process as I did!
3. **Third**, you are in the process of learning the SFO methodology. This is not easy. You have to get your head around Gsuite, Team Drives, LastPass, Asana, Jing, Loom, Screencast-o-Matic and Lucidchart as well as master the art of recording yourself using DIDACT and using the SFO Platform.
You need time to develop these skills. By using our EVAs, you can speed up this learning process as they are trained and supported by us to help you learn SFO from the inside. They can spot when you do things wrong and help by giving timely advice and direct you to the relevant part of the SFO Programme.



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4. **Lastly**, we take care of all the HR issues with our EVAs so you don't have to worry about them while your learning to work with a remote team using SFO.
For example, holiday/sick cover, bonuses, wages, career progression and training, continued professional development, holiday and sick pay, maternity pay, benefits etc
This means, if your current EVA is sick or on holiday, we simply allocate their work to a different EVA in their absence so you can just get on with your work!

What is an SFO EVA?

We use the term SFO Expert Virtual Assistant (EVA) to describe our own team of remote workers who work with our clients both during the Kickstarter and on a paid-for basis (either Pay-As-You-Go or for a fixed number of hours each month).

These EVAs are under our employment so we take care of all of the HR side of things - holiday/sick pay, replacement due to absences, bonuses, training, career progression, promotions, disputes, wages etc. All you need to do is to submit your work and we will ensure it's done by the most appropriate person.

The term Client VA (CVA) is used to describe remote workers (VAs) that we hire for our clients on their behalf. Once CVAs are placed with our clients, it is the client who is responsible for every aspect of the VAs employment (with support from us during their probationary period).

These CVA's may either be general VAs, trained to create Operations Manuals (OMs) and to use the SFO Asana platform, or specialist VAs, such as graphic designers, or web developers- depending on our clients' needs. Please refer to <http://bit.ly/VA-Recruitment-TandCs> for more information about CVAs.

What are the Terms and Conditions of using an EVA?

EVA T&Cs are pretty simple. You assign work using the SFO Task Board and SFO Methodology and we get that work done for you!

We ask that you give us weekly feedback on your VA and that you involve us in any issues you have so we can help. We also ask that you work through, and adhere to the advice in the VA Management Toolkit (VAMT) that we provide for free to all our clients. This is a comprehensive training programme and resource to help you have the best chance of success when working with a remote worker.



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We want you to make your mistakes and learn how to be a great manager while using our EVAs. Then, when you do take on your own VA, you'll be ready to get the most out of them and develop a productive and lasting relationship.

Lastly, **you must approve your EVAs wages each Monday**. If you fail to do this, we will assume that the hours stated on their timesheet are correct, and will pay your EVA for the work. The reason for this is that we believe in paying our team on time every week.

Why do you charge a premium for using your EVAs?

Systems for Outsourcing Expert Virtual Assistant (SFO EVA) will have an assigned manager who will be responsible for checking their work and dealing with any problems.

Also, if your EVA is off sick, on holiday or quits, we will automatically assign the work to someone else to ensure it gets done.

We also give all our VAs holiday/sick pay, 13th-month bonus pay (Filipino Christmas bonus) and appropriate benefits, pay-rises and career progression.

All this takes time and money and therefore we charge a small premium for this managed service. We do offer discounts if you buy more hours upfront or you commit to a minimum number of hours each month.

Do I have to subscribe for a minimum each month or can I buy a one-off block of hours?

In order to cope with demand, we require you to purchase a monthly subscription. This enables us to predict how many EVAs we need and ensure we can fulfil our commitments.

If you only require a one-off block of hours, we may be able to provide this if we have capacity in our team.

Please contact Diana with your requirements.

One-off blocks of hours are sold with a 10% premium. For example, if the monthly fee is £12.00* per hour, you would pay £13.20* for one-off purchases- this covers the additional administration of dealing



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with ad hoc purchases over a recurring subscription. (*prices for illustrative purposes only and may not reflect the current charges for EVA service)

If you have any questions regarding our EVA or VA services, please message Diana or discuss this during your 121 if you are on our coaching programme.

**Dr Steve Day
Founder of SFO**