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## Services

\$30 minimum fee, increment billing of 15 minutes

### Production

Word processing, production and formatting  
(Microsoft Word)

Letters, reports, manuscripts, news releases,  
notices, itineraries, theses, newsletters,  
agendas, memorandums, manuals, forms

Spreadsheet designs, formatting, information  
analyses (Microsoft Excel)

Formulas, charts, lists, expense reports,  
inventories, schedules, time sheets, budgets,  
pivot tables, registers, calculators

Database data entry, development, reports  
(Microsoft Access)

Contact management, project management,  
memberships, collections, inventories, sales  
pipeline, event management, expense reports,  
scheduling

Presentation design, configuration,  
customization (Microsoft PowerPoint, Keynote)

Templates, reports summaries, information  
sharing, resumes, educational material

Desktop publishing (Microsoft Publisher, Adobe  
PageMaker)

Newsletters, brochures, catalog, business  
cards, menus, certificates, flyers, invitations,  
calendars, datasheets, programs, postcards,  
posters, tickets

Graphic Design (Xara, Adobe Photoshop, Adobe  
Acrobat, Quark Express, Final Cut Pro)

Layout, logos, advertisements, signs, displays,  
packaging, photography, multi-media

Customer Relationship Management (ACT!,  
Goldmine, Business Contact Manager)

Business card conversion, customization, data  
entry, customer contact verification, grouping,  
coding

Direct Marketing and Mailing Lists

Mail merging letters, emails, directories;  
envelope preparation, labeling; broadcast  
faxing, researching, compiling, updating

Transcription

Meeting minutes, notes, audio and video  
recordings, digital reformatting of hard copy

### Support

Proofreading and Editing

Clipping Service

Information searching, compiling, archiving  
from trade journals, newspapers, magazines,  
internet publications

Calendar Maintenance and Reminder Services  
(Microsoft Outlook, ACT!, Online Calendars)

Appointment and meeting arrangement, task  
tracking, reminders for clients, verification of  
meetings, reminders for special events, work  
day configuration, et al

Answer and Screening Service for Voice and  
Email

Out of office responses, emergency and  
general contacts, limiting excess emails,  
validate leads, responding to general inquiries,  
sending and receiving

Research

Collecting, sorting, statistical, surveys,  
government sources, educational, business,  
personal

Office Organization

Systemizing, filing, policies, procedures,  
archiving and purging, streamlining, updating

Training and Troubleshooting

Microsoft Office Suites 2002, 2003 and 2007

General Secretarial Support

Travel arrangements, meeting management,  
event planning, mail and shipping services,  
time management, scanning, faxing,  
photocopying, recording secretary, project  
management, conferencing, business protocol  
and procedure resource

## Retainer Fees

In-house service for outsourced prices! Buy more and save more.

10 hours .....		\$300
20 hours .....	<b>SAVE 10%</b> .....	\$540
30 hours .....	<b>SAVE 15%</b> .....	\$765
40 hours .....	<b>SAVE 20%</b> .....	\$960

## Bundles

Customize a bundle to save money on services you use most  
or choose one of our popular choices.

### **Invitation Services \$450** (based on guest list of 100)

1. Graphic design or production of one item
2. Printing of hard copy if needed
3. Preparing items for delivery
4. Distribution to guest list through email or Canada Post based on provided contact list
5. Central place for receiving RSVP's, registrations, questions
6. Organization of attendee list
7. Electronic reminders to attendees of the event
8. Electronic and hard copy of final attendance list
9. Follow up after event including email thank you, letters

### **Traveler's \$300**

1. Travel arrangements including air, hotel, transportation, extracurricular activities
2. Travel package including detailed itinerary, document reminders/copies (travel insurance, passport, copies of confirmation)
3. Email and voicemail response and screening
4. Mail pick up at your office
5. On-call service for business emergencies
6. Daily updates via email or telephone
7. Completion of expense claims upon return

### **Customer Care \$680** (based on contact list of 100)

1. Consultation on software requirements and current uses
2. Conversion of business cards to electronic format (spreadsheet or database)
3. Organization, update and completion of customer contact information
4. Design of one direct marketing item such as newsletter, flyer, thank-you card
5. Printing of hard copy material, envelopes, labels
6. Preparing material for delivery
7. Distribution of material through email or mail

### **Time Management \$570**

1. One (1) hour, on-site consultation of current condition and future requirements
2. Two (2) hours, on-site and electronic organization of files, office space, calendar
3. Assistance in implementing schedules
4. Establish time-saving procedures in written format
5. Email or Voicemail screening and reminder services for one (1) month
6. Five (5) personalized templates of your choice