



# Policies & Procedures

## Virtual Assistant Correspondence

MKAssist4u pulls the recognition from your Mary Kay Intouch Action Item reports. These are for the previous month and will reflect month-end not day-to-day activity. We will mark the items in your package that we completed as done on the Action Items section of Intouch.

We guarantee mailings to be completed by the 10th of the month. Upon complete processing of your entire package, we will send an email summary of the items we completed. You can find your detailed list of correspondence mailed by checking the Action Items section of Intouch for “done” items. Names are listed as they appear on your Intouch reports. If Mary Elizabeth’s name is listed as Mary and she prefers Beth, please call the automated name change hotline (1-800-418-8288) and have it changed to what she prefers.

MKAssist4u provides a **sample** packet of your virtual assistant packages upon sign up. We suggest you keep this packet handy to reference in the event any of your consultants have questions on the correspondence they have received. We reserve the right to update the design of our products as deemed necessary. When a new design is implemented into the package, we will notify you by email with an electronic image of the new correspondence item.

MKAssit4u will log into your Intouch on the 1st of each month and pull two numbers to determine your unit size for billing. First, your “Active” unit size as found on the At–A-Glance tab. Second, your “Total” unit size as found under unit members. We average these two numbers together to determine your unit size for billing.

**Payment** of service is due in advance of newsletter production. Your credit/debit card will be processed on either 1st or 15th day of the month. In the event your Credit Card does not process, your correspondence will not be mailed until payment is received. Declined charges will delay your mailings until our virtual assistants can work it back into the production schedule. All payments are processed electronically on Visa ,MasterCard, Discover or American Express.

You will receive a \$10 CREDIT each time you refer another Mary Kay director who becomes a client. You both must retain services for 4 months. At the end of your 4th month the credit will be issued.

MkAssist4u requires no long term contract. Your month-to-month subscription will depend entirely on your satisfaction. Cancellation requests are required by the 10th of the month prior to effective cancellation. This will allow a Director on our waiting list to acquire services. You will receive a confirmation of cancellation via e-mail for your records. Pre-paid services are non refundable.

I have read the above and herby agree to adhere to said Policies and Procedures.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_