



Business Service Solutions LLC (BSS) Policy and Procedures.

******There are no refunds or exchanges on any services provided by BSS. BSS is 100% Virtual and mobile. However, if a client desires an in-person consultation, we would be more than happy to provide you with space and a designated time. Just let us know. ******

******For all services that require booking and/or calendar time please be sure you receive confirmation from BSS that your time is available and noted. Unfortunately, from time-to-time errors and mistakes happen based on the calendar. ******

*****Services are to be paid in full. We do offer Afterpay but it is only available through special Invoice creation. If this is something that interest you please send us an email Info@bss.direct with the service you are requesting, and an invoice will be sent to you.*******

If content remains unclear after reading the description of the service on the website and reading your needed service below please submit an email to Info@BSS.direct .

Thank you

Résumé writing procedure

After a resume has been purchased, a questionnaire is sent to the customer asking specific questions related to the clients, education, work history, and the position they are attempting to obtain.

Resume turnaround time is typically 3-5 days. However, a next day resume can be requested for a \$50 expedite fee.

The client has the same time frame to request free edits and changes. After the time frame the client will be charged a fee for additional change requests.

No refunds or exchange of services.

Résumé Analysis

Once an analysis has been purchased a representative will request a copy of the clients current resume. A representative of BSS will provide the client with a comprehensive analysis of suggestions the client may make to enhance the resume. This has a 1 day turnaround time.

Cover Letter

Cover letters are a delicate yet sometimes necessary factor when applying for a position. When a client purchases a cover letter, please expect a representative to

email you requesting information regarding job specific details as well as the clients, goal, and history. Turn around time for Cover letters are 3-5 days.

Bookkeeping Services

When a client schedules a Bookkeeping service, a Business Service Solutions employee will contact the client before the scheduled Bookkeeping session for a consultation. The consultation is to assess the needs of the clients and determine where the project will take place and the length of time needed to complete the project. If the project will take longer than the initial 2 hours that they client paid for, the client will receive an additional invoice to purchase more time.

Client may be subject to sign Contract agreement.

There are no refunds on this service or any service that Business Service Solutions provides.

CV Curriculum Vitae

A curriculum vitae (CV) is the traditional standard for presenting your qualifications for academic employment. This generally holds true for all teaching, research, and administrative positions in higher education. A professional CV can be rather lengthy and is typically inappropriate for most other jobs in the public and private sector. With your CV, you should include a detailed letter of application that specifically addresses skills, knowledge, and abilities required by any job announcement.

The client will respond to BSS in a timely manner with the information requested to create the CV. Turnaround time is typically 7-10 days.

The client has the same time frame to request free edits and changes. After the time frame the client will be charged a fee for additional change requests.

Interview Preparation

In today's fast paced working world there are multiple types of job interviews. Business Service Solutions LLC offers the Traditional Face -to- Face interview, Telephone interviews, Skype/Zoom interviews, and Panel interviews, The rate is \$110 for a two-hour session. The client is to provide appropriate information regarding the type of job and interview that is needed. A representative will contact the client to obtain detailed information.

Notary Public

When booking a Notary session, the client needs to be sure that they have proper valid identification available. Be aware the notary will take a picture of the document and the clients ID for state record purposes. Please wait for confirmation of scheduled appointment. If you would like a sooner time than what appears on the calendar, please feel free to email us at Info@BSS.direct to see if we had any cancellations. The price is \$25 for one page and an additional \$5 per each additional page (an invoice will be sent to the client after date information has been confirmed. If there is a loan signing or debt settlement that the client needs a notary to perform, please send an email with all the details and a time and price will be negotiated.

Business or HR Consulting

If you're interested in starting a new business and need some guidance on how to get started? Book a consultation with us! We ask that you provide your business idea at least a day before your scheduled consultation.

Already have an established business but need Human Resource Services such as recruiting, implementing training and development, creation of policy and procedure documentation, and/or more? Maybe you aren't sure of what you need. Schedule a consultation with us. Please provide details of your business at least 24 hrs. prior to your scheduled consultation.

When booking a consultation please wait for confirmation of scheduled appointment. The client will receive an email asking for the type of consultation,

the business type, and what the client is looking to achieve or receive from the consultation. A response is mandatory and must be provided before the consultation. If the client would like a sooner time than what appears on the calendar, please feel free to email us at Info@BSS.direct to see if we have any cancellation slots available.

\$30 per hour with a 2 hour minimum. *

Business Proposal

Business Service Solutions creates Business proposals. If you need to propose or bid on a job let us help you!

In order to schedule the consultation a \$60 charge will be required. After the consultation is scheduled, the client will decide if he/she wishes to move forward with getting a proposal created. If so, BSS will send out an invoice that is due upon receipt. The \$60 consultation fee will be credited to the proposal balance. Making the consultation free. Clients are to provide a BSS representative with all details that are needed to accurately develop a comprehensive Business Proposal within 3 days of the consultation.

The turnaround time for this service is between 7 -14 days. No refunds but the client may request free edits for 7 days after the first draft is provided to the client. Rates vary from \$155 & up!

Contact Drafting

We recommend that potential clients schedule a consultation to determine the type of contract needed as well as the verbiage, and terms the client wants incorporated. If the potential client knows exactly what they need in the contract, and doesn't want a consultation, please send an email to Info@BSS.direct. The subject line should state "Contact drafting" the body of the email should state how soon the document is needed along with any other

details. If this is a contract that BSS can assist with an invoice will be sent to the client, which is due upon receipt.

Agreement forms

We recommend that potential clients schedule a consultation to determine what forms are needed. If the potential client knows the exact form needed and does not wish to pay for a consultation, please send an email to Info@BSS.direct. The subject line should state what form needed and the body of the email should state how soon the document is needed along with any other details. If this is a form or an agreement that BSS can assist with an invoice will be sent to the client, which is due upon receipt.

Business Plan Template

Business Service Solutions “Create your own business plan” template is the most detailed template you will find on the market. Not only is it detailed but it is also simplified. Clients can plug their information into the designated sections based upon who is receiving the business plan. For example, the business plan may be submitted to a bank, a private lender, or private investor. Once this item has been purchased it will be available for download immediately. ******DO NOT MAKE COPIES OF THIS TEMPLATE TO DISTRIBUTE TO ANYONE FOR ANY REASON. IT IS AGAINST THE LAW AND SUBJECT TO COPYRIGHT INFRINGEMENTS. ******

Human Resource services, including Recruiting, Training, Policy/ Procedure & document creation

Human resource services are a major piece to any business or organization. We recommend that potential clients schedule a consultation to determine what the business has and what is still needed. This also includes employee training. There are HR and Training pamphlets available to download on the website for your review. The documents are listed under **Product/service price list tab**.

If the client knows the specific document needed, please submit an inquiry via email at Info@BSS.direct. In the email, please inform us of the document being

requested as well as a with a date the client would like the document completed and returned to them. If we can assist in create the document the client will be sent an invoice that needs to be paid immediately upon receipt.