

**Your Web Tech Team**



SERVICE TASK LIST  
TERMS OF SERVICE  
PRICING

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## Service Task List

As service providers, we strive to provide a wide variety of services for our clients. Below is a list of the most commonly requested services we provide, and how many tasks we charge for that work.

If you require a service that is not listed below, contact us to see if we are able to provide that service for you. Always ask!

## Two Ways to Submit Work

**Via the web:** <http://yourwebtechteam.com/client-support/> & submit a ticket

**Via email:** Send an email to [support@yourwebtechteam.com](mailto:support@yourwebtechteam.com) and this will automatically create a new ticket for you in our web-based ticket system. Email replies automatically update the ticket thread in the web-based ticket system.

## Wordpress

- ✓ Secure full Wordpress setup (includes 10 core plugins\* & your theme) = 3 tasks
- ✓ Install Wordpress plugin = 2 tasks
- ✓ Install Wordpress theme = 2 tasks
- ✓ Upgrade Wordpress = 1 task
- ✓ Change header = 1 task
- ✓ CSS Edits (site colors, fonts, font size) = 2 tasks
- ✓ Create a new Wordpress page (or post) & format with your content = 2 tasks
- ✓ Update an existing page with additional content = 2 tasks
- ✓ Other Wordpress requests = please contact us for # of tasks

\* The 10 Core plugins are: audio player, formbuilder, google sitemap generator, pc robots.txt, pinterest pin-it button, pretty link, search everything, sociable, wp db backup, wp security scan

## Membership Site

- ✓ Install/Configure Wishlist Member (add membership levels, integrate with cart & AR) = 6 tasks
- ✓ Setup new membership level & integrate with cart product & autoresponder = 3 tasks per level
- ✓ Review Wishlist Settings & fix issues = 3 tasks

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Mon – Fri 9am – 5pm Central US time | <http://YourWebTechTeam.com/client-support/>

## Sales/Launch/Squeeze Pages

- ✓ Create new sales/launch/squeeze page (formatted from your Word doc) = 3 tasks
- ✓ Create download or thank you page = 2 tasks
- ✓ Create a One Time Offer (OTO) page = 2 tasks

## Aweber

- ✓ Create a new list = 1 task
- ✓ Add follow-up messages = 1 task
- ✓ Add broadcast email = 1 task
- ✓ Add newsletter email = 1 task
- ✓ Add opt-in form to site = 1 task
- ✓ Integrate Aweber with Premium Web Cart = 3 tasks
- ✓ Integrate Aweber with PayPal = 3 tasks

## eCommerce

- ✓ Setup/Configure 1ShoppingCart = 3 tasks
- ✓ Setup/Configure Premium Web Cart = 3 tasks
- ✓ Setup/Configure WP Ecommerce Plugin = 3 tasks
- ✓ Add products to ecommerce system = 2 tasks for every 10 products

## cpanel/hosting

- ✓ Create a new email address = 1 task
- ✓ Setup an email forward = 1 task
- ✓ Create an FTP account = 1 task
- ✓ Create an Add-on Domain = 1 task
- ✓ Create a subdomain = 1 task
- ✓ Setup a site/domain redirect = 1 task
- ✓ Create a MySQL database = 1 task

## Google/Gmail/Analytics

- ✓ Setup a new account in Google Analytics & add code to your site = 1 task
- ✓ Create a new Google/Gmail account = 2 tasks
- ✓ Organize your Google Docs

## Social Media

- ✓ Schedule your tweets/status updates through Hootsuite = 1 task for every 10 tweets/status updates to all your social media accounts
- ✓ Submit your PDF docs to doc sharing sites = 2 tasks for 1 doc submitted to up to 6 doc sharing sites
- ✓ Facebook page: format custom landing tab (no graphic design) = 3 tasks
- ✓ YouTube channel: brand with your graphics & colors = 3 tasks

**High Priority work requests** = 1 task + the regular tasks for the work being requested

## **Some services we do not provide:**

- Graphic design
- Content writing or sales copy
- Bookkeeping
- Backlinking or full SEO services
- Business coaching or consulting
- Audio/video file editing

## Terms of Service

**Work week:** Monday through Friday, 9:00 am – 5:00 pm Central time.

We are:

1 hour *behind* Eastern

1 hour *ahead* of Mountain

2 hours *ahead* Pacific

### General Inquiries:

Traci Knoppe, P.O Box 806, Sullivan, MO 63080

(636) 257-3644 | Skype: tknoppe | [traci@yourwebtechteam.com](mailto:traci@yourwebtechteam.com)

**Holidays:** Your Web Tech Team offices are closed for the following US holidays:

- X New Years Eve
- X New Years Day
- X Good Friday
- X Memorial Day
- X Labor Day
- X Thanksgiving Day
- X 'Black Friday' - day after Thanksgiving
- X Christmas Eve
- X Christmas Day

**Contract Labor & 1099 Forms:** Your Web Tech Team's role within your organization is as contract labor; not as an employee. We claim income received, and as such, expect to receive a form 1099 from our clients for tax purposes.

**Work Communication:** clients are responsible for communicating to Your Web Tech Team the work they need to have done. Communication to submit work can be by:

→ Our ticket system at <http://yourwebtechteam.com/client-support/>

→ Email sent to [support@yourwebtechteam.com](mailto:support@yourwebtechteam.com)

**Questions, Concerns or Inquiries:** please contact Traci (owner) at [traci@yourwebtechteam.com](mailto:traci@yourwebtechteam.com)

If you have a question, suggestion, concern or issue with our service, please communicate with us. We cannot address any issues, if we don't know about them. :)

**Payment for Services:** Our services are setup as recurring monthly billing on a flat monthly fee/retainer system with payment made in advance for the current's month's work.

Most clients are automatically billed each month via PayPal; however, manual invoicing and payment by check or credit card (outside of PayPal) is also an option.

**Work turn-around time:** for most tasks, you can expect your work to be completed within *48 business hours*. However, if you have submitted a particularly complex series of tasks (setting up a new shopping cart system, or a product launch funnel with multiple steps required) it can take longer than 48 hours.

So if you submit work at 7pm Central time on a Friday evening, it would be Monday before we would receive that work and assign it to someone on our Team, and that work would most likely be completed by Wednesday.

**Rollover tasks: YES!** Your unused tasks will rollover. So no worries if you do not use all your tasks one month; your unused tasks will rollover to the next month with a 3 month accrued tasks rollover limit.

**3 month rollover limit means:** if you're on the 5 tasks per month plan, the maximum amount of tasks you can rollover and accrue and have available at any one time is 15. On the 4<sup>th</sup> month, if you still have not used your 15 tasks, you will still only have 15 tasks; as 5 tasks will drop off.

Again, **the most rollover tasks you can accrue and have "stored" to use is 3x your monthly package task amount.**

5 tasks x 3 = 15

10 tasks x 3 = 30

15 tasks x 3 = 45

20 tasks x 3 = 60

25 tasks x 3 = 75

Tasks renew on your monthly billing date each month.

**No contracts:** Our services are month-to-month, with no contracts.

**No refunds are provided, should a client choose to cancel services.**

**No refunds on tasks.** Should you decide to cancel services with Your Web Tech Team, you will not be given credit or a refund on your unused tasks.

## **Pricing Packages** (these are recurring monthly packages)

\$59 per month - 5 tasks

Signup here: <http://yourwebtechteam.com/5tasks/>

\$99 per month - 10 tasks

Signup here: <http://yourwebtechteam.com/10tasks/>

\$149 per month - 15 tasks

Signup here: <http://yourwebtechteam.com/15tasks/>

\$199 per month - 20 tasks

Signup here: <http://yourwebtechteam.com/20tasks/>

\$249 per month - 25 tasks

Signup here: <http://yourwebtechteam.com/25tasks/>

## **How much does a task get me?**

Check further up in this document for a list of our services, next to each is how many tasks we charge for that work.

An example of what 5 tasks could get you:

- ✓ One secure Wordpress blog install – including our 10 core plugins & your theme (3 tasks)
- ✓ You could get *two* of your other Wordpress blogs upgrades (2 tasks = 1 task each x 2 blogs)

You can have any work done that's listed in our service task lists to use your tasks however you want.

Remember, if you don't use them all, they rollover!

## FAQ

### **Q. Do I have to submit a different ticket for different types of work I'd like done?**

A. While that would certainly make it easier for us to assign it (and for you to track progress!); it's not absolutely necessary. Just note that if you submit multiple work projects in a single ticket you will be charged tasks for each work item individually.

### **Q. How much are tasks worth?**

A. Tasks do not, in and of themselves, have a cash value. Tasks are non-refundable, should you cancel your service package and have unused tasks.

### **Q. Why tasks and not hours of time?**

A. Great question! How many times have you hired someone to do work for you on an hourly basis – the first question you want to know it “how long will this take you?” Because you know that time is money when you're paying per hour. In order to make outsourcing affordable, to eliminate that fear of the “final bill”, we use tasks. Our service task list tells you how many tasks you will be charged for work you request.

### **Q. I ordered work and was charged more tasks than I thought I was going to be, why?**

A. If you order a Full Secure Wordpress install (3 tasks) and in the same work ticket, also ask us to upgrade another of your blogs (1 task) and to change the theme (2 tasks), you are charged for each individual work item requested in that ticket.

The same is true if you request work, and then *add to* the original work request with additional work.

Sometimes what you may refer to as “tweaks”, really are additional work requests that are in addition to the work originally requested, and additional tasks will be charged.

**Q. I already have a project management system; can I assign work to you via that system?**

A. Yes! Please use the email [support@yourwebtechteam.com](mailto:support@yourwebtechteam.com) and whenever you assign work to us, and it will automatically setup a ticket in our system, notifying us of work to be done. You need to give us access to your system, and we will then log into your system to add replies or to mark work done.

**Q. Can I request urgent work that I need to get done ASAP?**

A. You can select a priority for work you submit (you are charged an additional 1 task for High Priority requests) and we will do our best to get the work done as quickly as possible for you.

**Q. Are you Virtual Assistants?**

A. Not really – we are a task oriented technical outsource service. While we do some similar things that VA's do, we work on *tasks* you assign to us. We don't manage your calendar, book appointments for you, do your bookkeeping, nor do we brainstorm with you on how you should proceed with your project.

The best way to work with us is if you already know what work you need done, and you simply assign that work to us with all the information we need to complete the task.

**Q. I really like to talk about the work I need done on the phone, like I would with a VA, can I do that?**

A. While we love to chat with our clients, it's not the best way we work. Having that "paper trail" of communication is essential to make sure nothing is overlooked or forgotten.

While many of the services we provide are very similar to what a VA (Virtual Assistant) provides, we are more **task oriented and technical** in what we do.

To keep our prices low, and to best manage the Team and our time, we prefer work to be submitted via our ticket system and to reserve phone calls for items of

more a more urgent, or complex nature. To speak with Traci by phone, please email her at [traci@yourwebtechteam.com](mailto:traci@yourwebtechteam.com) to schedule a mutually agreeable time for a phone call. 😊

**Q. Can I use my tasks, even if I cancel my monthly subscription?**

A. No. Once you cancel, you lose any tasks you may have not used.