



## Editor's Note

It's hard to believe that summer is over and that Christmas and the New Year is just around the corner, not to mention the snow. I want to wish every one a happy and joyous holiday season and a very prosperous 2006.

I want to thank our hardworking newsletter team and all our contributors to the newsletter. We appreciate all your time and efforts.

I hope you find this issue of the newsletter inspiring and helpful in growing your business. ❖

Caroline Jarzabek – [CMJ Virtual Office Manager](#)

## Founders Note

Elayne Whitfield, CCVA, MVA, PREVA  
[Executive Assistance](#)

Janice Byer, CCVA, MVA  
[Docu-Type Administrative and Web Design Services](#)

Another calendar year is about to end and we wanted to take this time to thank everyone for another successful year at CVAC. We have seen our membership grow substantially this year and, as more people realize the benefits of utilizing the services of Virtual Assistants, we have also seen an increase in the number of RFPs being submitted.

We wish you all a happy and healthy holiday season and we hope that 2006 will bring increased exposure for CVAC and all VAs in Canada and an increase in the success that each of you so rightly deserve.

We also hope to see more members volunteer to help CVAC accomplish all that we hope to do to help all of our members. No pressure :- ) ❖

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## MEMBERSHIP RENEWALS

Remember that your membership with CVAC has a yearly renewal. If you are unsure of your renewal date, please contact [info@cvac.ca](mailto:info@cvac.ca). You can renew your membership at <http://www.cvac.ca/renewal.php>. We will send out several reminders and if we fail to get a response, our system will eliminate your email address from the full member's announcement list (where the RFPs are sent), disable your password for the member's only area of the website, and delete your contact information from the member directory.

**DON'T FORGET TO RENEW YOUR MEMBERSHIP! ❖**

## Communication Costs

Zizi Volford-Hull, VH Web DeZine

The phone, fax and email/Internet are essential communication tools for us home-based business folks and, if you are anything like me, the cost is significant. Communications technology seems to be constantly changing. If you haven't done so recently, it might be time to do some comparison shopping.

Here are just two things that I have looked at recently that are going to save me money:

### 1) Rogers Home Phone

As you may know, Rogers is now in the home phone business and they seem to be cheaper than Bell, especially if you already subscribe to 2 of their product offerings (Cable TV, Cell phone, Internet). Certainly, for my needs it looks like the monthly service charge will be 40% less than Bell. Rogers has a backlog of new subscribers, so it may take a month before they can get to you, but, they will switch you over with the same phone number, same phones and same phone jacks. If you haven't already done so, take a look at their website [www.rogers.com](http://www.rogers.com).

For those of you who are loyal Bell subscribers and want to stay that way, one of the disappointing things about Bell is that they often create new and cheaper service offerings but they neglect to mention them to their existing subscribers. Get on the phone to Bell and ask them to review your services and help you lower the cost. They will do it, if you twist their arm.

### 2) Voice Over Internet Protocol (VOIP)

I have recently started using two services that are available entirely through the Internet – Skype ([www.skype.com](http://www.skype.com)) and VoipBuster ([www.voipbuster.com](http://www.voipbuster.com)).

You can visit their websites, read about them and download their software entirely free, no catches.

What they both offer is communication via the Internet, from subscriber to subscriber, FREE to literally anywhere in the World. So if your long-distance friends or business contacts also sign up with Skype or VoipBuster, you can speak to them absolutely free, no matter where in the world they are. I have already used this to speak free with my family in Hungary, friends in South Africa and clients in the USA.

All you need is to download the software and have a headset (\$15 at Staples) or just a microphone, if you don't mind using your computer speakers.

Both Skype and VoipBuster also offer a service whereby you can call from your computer to a regular telephone land-line. The line quality is excellent, better than the telephone. Their rates are very competitive and VoipBuster even has FREE service to some countries – unfortunately Canada is not one of them, but the USA, UK, Ireland and many other parts of Europe are.

Most of my clients are long distances away. Consequently, I never meet them but we communicate often. I do a lot of my business by e-mail but there are many times when speaking on the phone can really simplify and clarify, avoiding misunderstandings and mistakes. I am going to learn how to use telephone and VOIP in combination to both lower my costs and improve the frequency and quality of my communication with clients and friends. Using VOIP for all outward long distance calls and the phone for local and incoming calls seems like the obvious solution. However, I am seeking ideas on the best way to eliminate Fax costs. Until now I have used a separate line for Fax. Your input would be most welcome.

For me, VOIP is an absolute breakthrough! I hope it helps some of you too. Please provide me with feedback, ask questions, or better still, share with all of us your latest ideas to save costs. ❖

Zizi Volford-Hull, VH Web DeZine can be contacted at [zizi@vhwebdezine.com](mailto:zizi@vhwebdezine.com)

## Calendar Sharing

Donna Harwood, The Office Tutor

*I have run across a few scenarios lately that required some research and thought I would share some information with you.*

A person I met with recently has a small office, with just a few people, but he wanted a way to share his Outlook calendar with his assistant. As they don't have Windows SharePoint or Microsoft Exchange Server (they have Windows XP), I asked him if he would be willing to try using the calendar sharing features available through Yahoo. This is, of course, a free service and you can import/export your calendar and specify exactly who has access to it and what they can view. All parties do have to have a Yahoo email account (both the .com or .ca site offer these features) which is free to use as well.

Once you have an account with Yahoo, you could also consider creating your own Group and sharing a Group Calendar. ❖

Donna Harwood, The Office Tutor

[www.theofficetutor.com](http://www.theofficetutor.com)

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"He that would be a leader must be a bridge."  
Welsh proverb. ❖

**KEEP YOUR EYES OPEN FOR AN  
UPCOMING ANNOUNCEMENT FOR  
FULL MEMBERS!**

WE WILL BE ADDING A FEW NEW SPECIAL OFFERS. IT IS ALL IN THE WORKS AND WILL BE AVAILABLE OVER THE NEXT COUPLE OF MONTHS. ❖

**WE ARE ALWAYS ON THE LOOKOUT FOR  
VOLUNTEERS TO HELP BUILD CVAC.**

CONTACT [info@cvac.ca](mailto:info@cvac.ca) if you can spare some time. ❖

## URGENT! VOLUNTEERS NEEDED

Are you aware of the benefits of being a CVAC Volunteer? Well let me outline some of these for you.

- Committee Chairpersons receive free CVAC Membership if they volunteer for a one year term or longer.
- Discount on membership fees for volunteers who serve for one year or longer on a committee.
- Priority placement on the CVAC directory under your appropriate province.
- Your company name listed prominently on the CVAC Executive Section of the Website.
- You can promote yourself using a special logo on your website which establishes you as a distinguished volunteer with CVAC.
- Helps establish you as a leader in the field of Vas.
- Can be added to your list of accomplishments, marketing materials and your website.
- Offers you a chance to build your skills or learn new ones to add to your service listing.
- Joining a committee is a great way to learn from others.
- Volunteering is a great way to give back to your community.

What are you waiting for? **CVAC needs you!**

Contact: Tanya Beaudoin at  
[tanya@canadianvirtualassistant.com](mailto:tanya@canadianvirtualassistant.com)

Or: Lisa Ivaldi at  
[lisa.ivaldi@rogers.com](mailto:lisa.ivaldi@rogers.com)

## COMMITTEE POSITIONS AVAILABLE!

Teleclass Committee  
Public Relations Committee  
Event and Planning Committee  
Newsletter Committee ❖

## WORDS WOMEN USE

**FINE** - this is the word women use to end an argument when they are right and you need to shut up.

**FIVE MINUTES** - if she is getting dressed, this means half an hour. Five minutes is only five minutes if you have just been given five minutes to watch the game before helping around the house.

**NOTHING** - this is the calm before the storm. This means "something" and you should be on your toes. Arguments beginning with 'Nothing' usually end in 'Fine'

**GO AHEAD** - this is a dare, not permission. Don't do it!

**LOUD SIGH** - this is not actually a word, but is a non-verbal statement often misunderstood by men. A "Loud Sigh" means she thinks you are an idiot and wonders why she is wasting her time standing here and arguing with you over 'Nothing'.

**THAT'S OKAY** - this is one of the most dangerous statements that a woman can make to a man. 'That's Okay' means that she wants to think long and hard before deciding how and when you will pay for the mistake.

**THANKS** - a woman is thanking you. Do not question it or faint. Just say you're welcome.

**WHATEVER** - It's a woman's way of saying \*!#@ YOU!

This should be given to all men you know to warn them about future arguments they can avoid if they remember the terminology!

Author unknown (probably a man) ❖

"I'm a great believer in luck, and I find the harder I work the more I have of it."

Thomas Jefferson (1743 - 1826); 3rd President of US. ❖

## USING CONTROL KEYS

Fran Banner, Guildwood Virtual Office Services

Taking your hands off the keyboard to underline, **bold**, *italicize* etc., can be very time consuming, and you can wind up on the wrong keys when you go back to the keyboard. Why not give using "control" keys a try to speed up the process. Below are some of the more common ones. If you have never used these keys, you might find them a bit awkward at first, but I will guarantee you will love them once you get used to them.

CTRL+SHIFT+SPACEBAR, creates a nonbreaking space as in January (Ctrl+shift+spacebar) 2, 2005. When you have the "show/hide" icon on you will see a little "o" between January and the day. This allows the month and day to remain together. The computer recognizes them as one word and will not split them between lines.

CTRL+HYPHEN - creates a nonbreaking hyphen. Very much the same as above where you don't want a word that is hyphenated to be split from one line to another.

CTRL+B - **Makes letters bold** (after you highlight them). Or, you can do CTRL+B before you type the words you want bolded and repeat to end the bold.

CTRL+I - *makes letters italic* and works in the same fashion as above.

CTRL+U - makes letters underline (as above)

CTRL+SHIFT+< - decreases the font size

CTRL+SHIFT+> - increases font size

CTRL+SPACEBAR - removes paragraph or character formatting

CTRL+C - copies the selected text or object

CTRL+X - cuts the selected text or object

CTRL+V - pastes text or an object

CTRL+Z - undoes the last action

CTRL+Y - redoes the last action

CTRL+S - saves your document

CTRL+W (or CTRL+F4) - closes the active window

CTRL+R - makes a right margin

CTRL+L - takes you back to left margin

CTRL+1 - takes you to single space

CTRL+2 - takes you to double space

CTRL+5 - takes you to space-and-a-half

CTRL+F5 - restores the size of the active window after you've maximized it

### SOME OTHER TASK KEYS

ALT+TAB - switches to the next window

ALT+SHIFT+TAB - switches to the previous window

F6 - moves to a task pane from another pane in the program window (clockwise direction). You may need to press F6 more than once. **Note** If pressing F6 doesn't display the task pane you want, try pressing ALT to place focus on the menu bar, and then pressing CTRL+TAB to move to the task pane.

SHIFT+F6 - moves to a pane from another pane in the program window (counterclockwise direction)

CTRL+F6 - when more than one window is open, switches to the next window

CTRL+SHIFT+F6 - switches to the previous window

CTRL+F7 - when a document window is not maximized, this performs the **Move** command (on the **Control** menu for the window). Use the arrow keys to move the window, and, when finished, press ESC.

CTRL+F8 - when a document window is not maximized, this performs the **Size** command (on the **Control** menu for the window). Use the arrow keys to resize the window, and, when finished, press ESC.

CTRL+F9 - minimizes a window to an icon (works only for some Microsoft Office programs)

CTRL+F10 - maximizes or restores a selected window

PRINT SCREEN - copies a picture of the screen to the Clipboard

ALT+PRINT SCREEN - copies a picture of the selected window to the Clipboard ❖

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Fran Banner is the Owner of Guildwood Virtual Office Services, providing administrative support to clients.  
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## JOIN CVAC

### BECOME A MEMBER



CVAC is by Canadian VAs, for Canadian VAs. Members of CVAC are in a variety of stages of running their Virtual Assistance businesses in Canada. Some have just started, while others have been at it for some time. By being in these different stages, we can share the do's and don'ts of running your business. Veteran VAs have "been there and done that" so they can enlighten others as to what works and what doesn't. New VAs have a fresh perspective and brings new ideas to the group.

Whether you are already established in the VA industry, just opened your virtual business, or are in the research process of setting up your own VA practice and are seeking guidance, CVAC is for you!

Read more about the benefits of joining CVAC at <http://www.cvac.ca/member.php> ❖

## CURMUDGEON'S CORNER

Danielle Cawthorne, Cawthorne Business Services

In this issue we will deal with capitalization. Some of the rules are a bit picky, so keep this article as a reference, and when in doubt, refer to the following set of rules:

### Headlines and Document Titles:

Capitalize:

- First and last word
- Nouns, pronouns, verbs, adverbs, adjectives
- Subordinating conjunctions (for example: before, after, when...)
- Hyphenated compound words
- First word following a colon

Do not capitalize

- Articles (a, an, the)
- Coordinating conjunctions (and, but, or, nor, so)
- The word 'to' when it precedes a verb
- Prepositions with fewer than five letters

### Personal Titles and Salutations

Capitalize a person's title when it directly precedes the name, but not when it is used as a description.

**Example:** Prime Minister Paul Martin will be attending the luncheon.

Paul Martin, the prime minister of Canada, was seen shopping at Wal-Mart on Tuesday.

Capitalize the title when it follows the name in a signature.

**Example:** Sincerely,

Paul Martin, Prime Minister

Capitalize the titles of government officials when used with or without the name.

Do not capitalize when the titles are used as descriptions.

**Example:** The Prime Minister was at home with a cold today.

The Lieutenant Governor will have lunch at MacDonalds.

Most lieutenant governors would prefer to fly to Paris for a meal.

Capitalize the title when used as a direct address, with or without the name.

**Example:** Will there be any side effects, Doctor?

Capitalize the first word of a salutation and the first word of a complimentary close.

**Example:** Dear Mr. Constantinopoulos

My dearest Mr. Anthony

Sincerely

Very truly yours

### Geographic Terms:

Capitalize points of the compass only when they refer to specific regions, but not when used as a description.

**Example:** My sister lives out West.

Toronto is just south of Newmarket.

Capitalize provinces and towns only when used as part of an official name, but not when used as a description.

**Example:** The Town of Newmarket is part of York Region.

Newmarket is a town just north of Toronto.

Is that issue under Provincial or Federal jurisdiction?

What is the name of that province just west of Ontario?

### Miscellaneous:

Capitalize proper nouns and words derived from proper nouns.

**Example:** I recently met a man from Germany who spoke fluent Spanish and English.

Do not capitalize the names of seasons. ❖

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We welcome submissions from CVAC members. If you see it in print and it makes you cringe, email me at [cawthorneservices@rogers.com](mailto:cawthorneservices@rogers.com)

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Danielle Cawthorne is the President of Cawthorne Business Services, providing administrative support for small business.

## The Only Way to Get Free Advertising?

Linda Laforge-Koebel, L.A. Designs

Receiving free advertising is the dream of most business people. If you've ever found yourself frothing at the mouth over how your competitor got interviewed on the news or how they are always highlighted in the local paper, then read on. Maybe next time you can beat them to the punch and reach thousands at no cost.

The only way to get lots of free advertising is to develop a Press Kit, also commonly called a Media Kit. Once you've produced a folder full of information about you and your business, present it to your local media people - editors, producers and writers. A good Press Kit shows that you're media-savvy and that you understand how the game is played.

A Press Kit is a necessary marketing tool. It's a folder containing information that will help reporters write an accurate story about your business. It helps reporters save time and improve accuracy. Reporters don't have to spend time on follow-up calls to the source (you) for more information or to double check numerous facts. You've provided them all for them. Your respect for Media people will be appreciated and your time in developing this package will not be wasted.

It's usually assumed that the only people who need Press Kits are the Non- or Not-for-profit sectors, doing work and raising funds for special needs groups. Not so!

- Musicians with upcoming gigs or CD releases.
- Grass roots Political groups needing positive attention drawn to their cause.
- Companies with new products they'd like reviewed by Trade and Commercial Publications and Newspapers, TV Programs, Websites and specific Radio Talk Shows.
- New companies just opening their doors.
- A company which has won an Industry Award.
- A company sponsoring an event, fundraiser or just for fun.
- A business person seeking to become a Specialist in their industry to garner regular media attention in order to increase exposure and sales.
- Most big businesses have a Press Kit prepared and regularly updated for use at a moments' notice.
- Your company has just received major media attention and you want the world to know!
- Your company has sponsored a contest, survey or charitable event that people would have an interest in being involved in.

Sound like a lot of work? Initially it can be, but it's worth the sweat equity you put into it. Develop a well written Press Kit, including product information, a personal biography and a list of questions for your interviewer and you'll be placed in front of thousands in no time, for free. You'll be the industry specialist. You'll be the one everyone calls on because nobody knows better than you. Best of all, you'll be the one the customers call and it didn't cost you a dime.

**For more on Press Kits, read [Writing that Gets you More Business](#) ❖**

Linda Laforge-Koebel is an advertising professional dedicated to the business success of her clients. To see her portfolio and find more resources visit her at: <http://www.CreativeEngineer.com> or contact her by email at: [linda@creativeengineer.com](mailto:linda@creativeengineer.com)

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Article submitted by Diane L. Coville, Administrative Assistant  
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## FLAT FEE LEGAL SERVICES

Elayne Whitfield, CCVA, MVA, PREVA  
Executive Assistance

The National, a magazine published by the Canadian Bar Association, wrote: "Meet the legal service format of the 21<sup>st</sup> century: JUDICARE." They went on to write: "Of all the forces buffeting the legal profession, the most powerful may be the little-known Pre-Paid Legal Services plan. The private judicare model is poised to change the face of the legal profession."

Pre-Paid Legal Services Inc, a solid 33-year-old company traded on the NYSE (symbol PPD), carefully screens and selects a law firm to serve the Pre-Paid Legal members in any given state or province. Some might hear Pre-paid Legal and think "I've lived my whole life without having an attorney, why would I pay in advance for something I've never needed? However, it's not about whether you absolutely have to have an attorney, it's about whether having an attorney could make a difference by empowering you to make better decisions, resolve conflicts and have peace of mind.

In this day and age, the Legal System is divided into three distinctive categories:

- The top 10% of people have enough funds to have a lawyer on retainer
- The bottom 10% have access to Legal Aid
- This leaves 80% of people who cannot afford access to the Legal System

The title of a recent article in the Toronto Star read as such: "Clients without lawyers disturb chief justice" It went on to say that the increasing trend of Canadians representing themselves in court, despite their lack of knowledge, is causing "serious repercussions" for the legal justice system. Judge Beverley McLachlin of the Supreme Court of Canada said, and I quote, "While we have a great justice system, increasing numbers of Canadians do not have access to it." Ironically, say the legal experts, those who decide to defend themselves for financial reasons often end up adding to the cost and complexity of the court proceedings.

The Pre-Paid Legal memberships offer you the following services:

- Telephone consultations on **unlimited matters**
- Telephone calls and letters on your behalf on **unlimited matters**
- Will preparation (standard will at no additional charge for the member)
- Powers of attorney preparation
- Contract and document review (Unlimited number of personal legal documents up to 10 pages)
- Warranty assistance
- Review of Lease Agreement
- Help with contacting Government Agencies
- Debt Collection Assistance
- Tenant Legal Advice
- Small Claims Court Advice
- Consumer Protection Assistance
- Social Assistance Legal Advice
- Estate Settlement Legal Advice

Please let us know of any get together's or CVAC member events that are taking place in your area. We will list you on our event calendar, broadcast the details of your event to the members and we'd love to post a picture of the event too! ❖

- Consumer Protection Assistance
- Social Assistance Legal Advice
- Estate Settlement Legal Advice
- Preferred Member Rate (25% discount on standard hourly rate should you need legal services not otherwise covered by your plan)
- 33.3% discount off the standard hourly rate for representation should you need legal services that must be performed outside of a lawyer's office.
- Plus! Access to a Lawyer for Arrest or Detainment (cases alleging alcohol use, stalking or domestic violence are not covered under this benefit)

For more information on the Pre-Paid Legal memberships, contact Lorraine Boutin-Gleason at (705)722-0833 or visit my website [www.prepaidlegal.com/hub/lorraine61](http://www.prepaidlegal.com/hub/lorraine61) ❖

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Elayne Whitfield is the President of Executive Assistance. Virtual Assistance and Web design as well as the Director/Co-founder of CVAC (Canadian Virtual Assistant Connection). [ewhitfield@executiveassistance.org](mailto:ewhitfield@executiveassistance.org)

## CALENDAR OF EVENTS

**NEWMARKET LUNCH** – 1<sup>ST</sup> WEDNESDAY OF EVERY MONTH

THE BUTTERY

NORTH EAST CORNER OF DAVIS DR. AND YONGE ST.

17565 YONGE ST., NEWMARKET, ON 905-836-0300

12:00 NOON

**GTA VA BREAKFAST** – 3<sup>RD</sup> SATURDAY OF EVERY MONTH

PERKINS FAMILY RESTAURANT (HOLIDAY INN)

600 DIXON ROAD (DIXON & MARTIN GROVE) 416-240-9741

10:00AM

**BARRIE LUNCH** - 4<sup>TH</sup> THURSDAY OF EVERY MONTH.

MANDARIN RESTAURANT, BARRIE

12:00 NOON ❖

Do you have a suggestion or maybe an article that you would like to see appear in the next issue?

E-mail us: [caroline@clickawayva.com](mailto:caroline@clickawayva.com)

*Nature gave us one tongue and two ears so we could hear twice as much as we speak ...  
Epictetus ❖*

## Holiday Sentiments: The Perfect Opportunity to Boost a VAs Reputation

By Janice Byer, CCVA, MVA  
Docu-Type Administrative & Web Design Services

The holiday season is just around the corner.....AHHHHHH!

Are you like me and wondering how busy this season is going to be? And, how we can make this season special for both ourselves and also for our clients and contacts?

As VAs, we help others stay organized throughout the year, but this time of year may bring a break in the client workload. So why not keep the weeks leading up to the holidays busy by helping your valued clients make this holiday season special for their customers?

If you haven't already done so, now is the time to let your clients know that you can help them reduce the stress they may experience during this festive and hectic time of year.

First, let them know that you can **mail out their Christmas cards for them**. Sending out these yearly sentiments can be very time consuming for your already overworked clients. Organizing everything for them can allow them to save an amazing amount of time.... time they may want to spend keeping the rest of their business running smoothly, or time they want to spend enjoying the festive season

They will not have to worry about shopping for cards; addressing, stuffing and sealing the envelopes; applying the postage; or even getting out to mail them. You can handle all of that for them.

If you happen to make the labels for the envelopes by compiling the contact information in a database, all the better. This is another benefit your client will appreciate and it will assure them that they are receiving a great service. You see, by keeping all their contact information in a database, they can use it over and over throughout the year to keep in contact with their customers. All they will have to do, or you can do for them, is keep the database up to date.

If your client wants to send a more special gift to their contacts, but are not sure what to send, why not **provide them with a list of websites or local stores** that provide wonderful holiday gifts? We welcome them to visit our Gadgets & Gifts site at <http://www.gadgetsandgifts.ca> where we have hundreds of links to websites that have fabulous gift ideas.

Most VAs are members of a variety of email list groups and those lists contain many businesses that would be perfect. This will save your clients time, as they won't have to worry about searching for a good supplier and that perfect gift. It will also make you look more professional in their eyes because you took the initiative to provide them with complete customer service. Not to mention, you will be helping fellow small business owners by referring their websites.

Why not **make gift certificates available** to your clients to send to their customers? Everyone has someone on their gift list that is hard to buy for and, as they already know that your services are worth every penny, why not offer some of your much-needed assistance to their own customers?

Now that you have helped your clients spread the joy of the season to their customers, what are you going to do to show your appreciation to them at this special time of year?

I know the budget of a new VA is not all that big, so we need to show our clients that we truly appreciate them but we don't want to break our budgets. So, what can we do?

Well, first and foremost, a **Christmas card is a must**. By sending them out early, you are showing your clients that you care and that you are organized. But remember, a Christmas card is representative of the season and should not be used as an advertising medium. However, it is the perfect opportunity to be creative without spending a lot of money.

A Christmas card is sent in a plain envelope.... let's spice it up a bit. Don't forget to have your return address on the front of the envelope. That just leaves the back....what can you do there? Here's an idea.... make up coupon on your word processor (or other software) and print it on the back of the envelope. Or, you could print a holiday poem on here. This will not only get the attention of your client but everyone else who comes in contact with it between your office and your client's.

You may also consider putting a coupon inside the card offering your valued clients 2 hours free on their next assignment (or some other form of appreciation). Be sure to put a deadline on the offer.

If your budget will not allow you to mail cards to all of your clients and contacts, then consider sending some of them virtually. There are many wonderful greeting card sites to choose from and the thought is what counts here, right?

Some of my personal favorites include <http://www.bluemountain.com>, <http://www.cardcentral.net>, <http://www.card4you.com>, and of course, Kathy Ritchie's site at <http://cards.123greetings.com/cgi-bin/cards/sendcard.pl?log=rsslady>.

Whichever way you want to show your appreciation to your clients, make sure that you have each individual client in mind when you choose your gift and be creative. Your client will be impressed with your forethought and with your ingenuity. ❖

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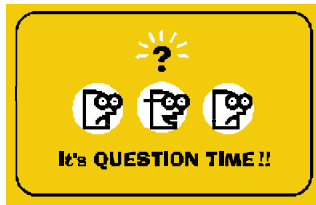
Janice Byer, owner of Docu-Type Administrative & Web Design Services (<http://www.docutype.net>) provides professional, creative and affordable virtual office assistance and small business website design. She is a Certified Canadian Virtual Assistant (CCVA), Master Virtual Assistant (MVA) and co-founder of the Canadian Virtual Assistant Connection. She is also the author of Surfin' The Net - Docu-Type's Virtual Collection of Links, (<http://www.docutype.net/SurfinTheNet/linksebook.htm>) which is filled with the secrets of her success. Visit her website for more information and to get your copy.

### *Warm Welcome to New CVAC Members:*

- Beth Brayton
- Pauline McLaren
- Tammy Neumiller
- Heather Cooper
- Brenda Wilson
- Julie Dove
- Andrea Bradbrook
- Michelle Robinson
- Karen Kelly
- Natalie Johnstone
- Lois Skillen
- Denise Willms
- Karen Braschuk
- Joann Murphy
- Lucia Pupulkas
- Sandra Felon
- Avaneil John

Welcome to all of the new partial members, we hope to see you become a full member soon so that you can take advantage of the ever-growing RFPs that are coming in ❖

## VA QUESTION AND ANSWER TIME



- Q. Would a quote of \$2500.00 to insure the business liabilities and for errors and omissions sound like a reasonable cost or have some insurance companies embraced the concept of the virtual work we do and lowered their prices?
- A. Some insurance companies have a terrible time getting an insurer to give them a quote for a VA practice. \$2500 is too high. It seems that insurance companies have not embraced doing business on the Internet (which is totally ridiculous considering that over 35% and 65% respectively of private and public sector businesses make purchases over the Internet). The only insurance a VA needs is Errors and Omissions insurance. I used to have this as a Real Estate Agent and I do not recall paying more than a few dollars a month. I worked from home and worked on the Internet and my insurance company did not feel that I needed additional insurance to do this. I believe that VA's are not getting proper quotes because they are in collusion to find out how much they can charge and get away with it. As VA's we must take a hard look at insurance and not duplicate our coverage by having our homeowner's policy (or renter's insurance) overlap with any business insurance.
- Q. I have a client giving me 100 pages to scan and convert to text. I use a Canon scanner and it has the OCR feature but it's not very good, really changes the words. When I print a document I've created in my computer to PDF (via PDF995) I am then able to extract the text and copy it to Word. However, when I scan a document and print it directly from the scanner to a PDF, I'm not able to extract.
- A. Open the file in Adobe Acrobat Distiller. Use the text select tool to highlight the text. Copy the text and past it into a Word document. It is 100% accurate and very quick to complete. But it does copy any formatting, just the text.

- Q. I have downloaded a form to fill out for one of my clients and can read it with Acrobat Reader but I am unable to fill it in with information by computer. What program do I need to do this with?
- A. It is likely that the form you downloaded does not have any user input fields. You can create a PDF form with user input fields using the full version of Adobe Acrobat. Then anyone with Acrobat reader should be able to fill in the form.

The process of creating a PDF form is a multi-step process. The first time you do it, you may have to re-do it several times until you are satisfied with the way it looks.

1. Create the form in MS Word. Leave a blank space for the user input fields.
2. Convert the file to PDF using Acrobat Distiller.
3. Open the PDF file in Acrobat Distiller, and use the form tool to create the fields. You can specify the length of the field, the type of characters, and even have data validation. You can also have check boxes in which a check mark appears when the user clicks on it.

- Q. I just accidentally deleted a VERY LARGE address book from my Outlook and can't find how to restore it.
- A. It's not under Deleted Items, under Personal Folders, is it?
- Q. My website has recently become live and I am now faced with the challenge of setting up my email account for this contact address. I have set up the account in Outlook and everything looks great but I am not receiving any emails from my website email address to my Outlook. If I go through the webmail on my website, I can see some messages sitting there but cannot see them through Outlook. I have turned off my firewall as I was told by the website people this is what could be stopping the emails coming through.
- A. I use my hosting company's incoming server but Roger's outgoing server. The User name and password is what I received from my website's hosting company. When I set up my account, I clicked on "More Settings" and under the Outgoing Server tab I clicked "My outgoing server requires authentication" and I entered my Rogers email address and my password for Rogers.

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