



## Editor's Note

Caroline Jarzabek

CMJ Virtual Office Manager

There certainly has been a lot of exciting things happening, for VAs and for the CVAC since the winter issue of the Newsletter.

Vas, now have an official day – how exciting is that! The first annual VA conference was launched and there are lots of new programs being offered to members of CVAC such as Teleclasses and the Mentoring programs.

I want to offer a warm thank you to all our contributors.

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

## Founders Note

Elayne Whitfield, CCVA, MVA, PREVA  
Executive Assistance

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

Summer is now upon us and many of us are looking forward to getting outside and away from our computers for at least a little while. As we are each our own bosses, that can sometimes be hard and many of us tend to now either carry laptops with us out on the deck or to the cottage or not take any time off at all. Business needs to keep running but we all need a little break every once in a while to rejuvenate ourselves. Remember that you can submit an RFP through CVAC and get help from a fellow member so you can take a little time off. Then, when it comes time for that VA to take a break, you can be their VA for a little bit. Don't be afraid to spend a little to get the much deserved break that you need.

And, don't forget all of the other great benefits that being a member of CVAC holds, such as the CVAC shop, Webinars, medical benefits, deals on software, and so much more. Visit the CVAC website often to keep up to date.

We both wish you a wonderful summer! ❖

### INSIDE THIS ISSUE

- 1 Editor's Note
- 1 Founders Note
- 1 Membership Renewals
- 2 First Impressions
- 2 Welcome New CVAC Full Members
- 3 Volunteer Benefits
- 3 Fundamentals of Networking
- 4 Ideas to Help Market your Small Business
- 4 Calendar of Events
- 5 Member Benefits
- 5 Upcoming Webinars
- 6 Effective Networking
- 7 Effective Networking - continued
- 8 VA Questions and Answer Time

### 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! ❖**

**FIRST IMPRESSIONS**  
**Make an Impact with Your Image**  
**By Nadia Baboo**  
**The Image Factor**  
[nadia@theimagefactor.ca](mailto:nadia@theimagefactor.ca)

A first impression is a lasting impression and we have as little as 30 seconds to establish a positive one! Clothing and presence are silent yet powerful languages, yet many of us are often misunderstood. From home-based to big business, this '30 second rule' is crucial! For companies, your people are your ambassadors to the world. For solo or entrepreneurs, you **are** your company! What message are you sending?

With a continued preference for more relaxed business attire, people are often confused or misinformed on what is appropriate and they tend to dress for a day at the park rather than a day at work. So how do you ensure your business' outer image reflects its inner workings? Consider your **IMAGE Factors...**

**I = Identity:**

Who are you? How would you describe yourself or your company? Conservative? Creative? Formal? Casual? When you look in the mirror or out at your staff, is that who you see?

**M = Message:**

What are you trying to say to the public? How do you want to be perceived? Powerful? Approachable? Innovative? Dependable? Ask for honest feedback from those you trust – are they getting the same message you're trying to send?

**A = Attitude:**

Believe in who you are, what you stand for and what you can achieve. Without confidence, there is no credibility.

**G = Garments & Grooming:**

Do they reflect the first 3 Factors? Ensure that styles are appropriate not only for your business, but for you personally. Consider colour, style, fit and age appropriateness. If necessary, develop a company-wide dress code. Be clear and specific. Provide visual examples if possible. Make sure to cover all areas – clothing, footwear, grooming and accessories.

**E = Expression:**

Educate yourself and your staff on how to effectively use language, vocal expression and body language. An outstanding image goes deeper than the packaging. Make sure how you look is echoed in how you walk, talk and conduct yourself. Make an unforgettable impact by schmoozing with style!

Remember, we have only one chance to make a first impression. Ensure your image sends a positive, credible message, both personally and professionally every time!

*Nadia Baboo is an image & communication specialist. Her company, The Image Factor offers individual consultations and group workshops to help clients look good and feel confident in who they are and what they stand for. Nadia can be reached at [nadia@theimagefactor.ca](mailto:nadia@theimagefactor.ca) ❖*

**A Warm Welcome to our new CVAC Full Members:**

- Amalie Woods
- Joanne Stacey
- Erika Martlew
- Arlene Larkin
- Jennifer Murray
- Tanya Roy
- Alice Moore
- Marion McDonald
- Andrea Bloch
- Rachel Lazarovic
- Marie Ann Crosswell
- Marlene Oulton
- Renee Dawson
- Ruth Sleeman
- Nancy Beaton
- Chris Le Page
- Terri Mitchell
- Jaime Lee Mann
- Aimee Lelievre
- Marjorie Schwarz
- Cindy Paquette
- Shelley Fugel
- Michelle Drew
- Angela Macaro
- Riad Klassen
- Diane Ney
- Veena Lewis
- Phillipa Jarecki
- Raenelle Bruegeman
- Helen Howell
- Lori Bennis
- Nicole Saltsman
- Pam Sargant
- Jill Martin
- Tina Renaud
- Teena Walker
- Amanda Dugas

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 ❖

**We are always on the look out for articles to add to the Newsletter. If you would like to showcase your abilities, contact us at:**

[Caroline@clickawayva.com](mailto:Caroline@clickawayva.com)

## Volunteer Benefits

Do you have the time, talent and ability?

### BE A VOLUNTEER!

Volunteering is a rewarding experience. Being able to help others, a sense of belonging and helping to create a successful association are only some of the reasons people volunteer.

### 10 GREAT REASONS TO GIVE YOUR TIME AND TALENT

1. Show clients and competitors that **YOU** are an "expert" in your field and lend credibility to your business!
2. Give back to the community that is giving you a "head start"
3. Sense of accomplishment and pride in what VA's are all about!
4. Volunteering looks good in a portfolio or on a resume
5. It gets your name **VISIBLE**
6. Volunteering = **SHARING YOUR VA SPIRIT**
7. Make new friends and business connections
8. Learn new skills or keep your skills updated
9. Promote the **CVAC** and help grow the Association
10. It opens doors to a world of possibilities

To learn more or to lend us your time, contact:  
Tanya Beaudoin [tanya@officeondemand.ca](mailto:tanya@officeondemand.ca)

### COMMITTEE POSITIONS AVAILABLE!

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

## FUNDAMENTALS of NETWORKING

By Sheri Andrunyk

Women for Women

<http://www.womenforwomen.ca>

There are so many aspects of personal growth and development.

**Meeting new people always adds tremendous value and insight**, whether in a personal or professional setting.

- **Building relationships!**
- **Be genuine and interested in others!** People don't care how much you know, until they know how much you care.
- **Give before you get!**

You may not be able to exchange business with everyone you meet; however, you can **listen** and learn about others, so you can refer them business when the opportunity arises. *Most will do the same in return.*

**You reap what you sow!**

- **Set yourself apart!**
- **Be willing to 'share' what you have to offer!** It's not enough to say 'this is what I do'... *and 'hope' others get it.*

Answer 'why you' ... 'why your business'?

Your prospects and clients are saying "Sell me...! ... **Educate** me; **enlighten** me... *on the benefits... on you... on trying something new or attending an event...*"

**Make it easy!**

People are busy. They want to know that their business is very important to you; and that you respect their time and can relate to their life. Strike a kind and effective balance in the way you communicate and connect with them.

Be a '**breath of fresh air!**' Make her/him feel '**taken care of**'.

**Isn't this what 'we' want when we're the client?**

This way, you will **enjoy making many new friends** along the way...

*Sheri Andrunyk is the Founder of Women For Women, Keynote Speaker & Empowerment Coach. Sheri conducts a "Women in Business Workshop Series" that is open to all women; and also offers uniquely personalized coaching sessions, instilling further confidence and clarity for her clients. In addition, Sheri is President of Sales for Aloette Cosmetics and provides support and training to her staff of Beauty Specialists. [www.womenforwomen.ca](http://www.womenforwomen.ca) [sheri@womenforwomen.ca](mailto:sheri@womenforwomen.ca) ❖*

## IDEAS TO HELP MARKET YOUR SMALL BUSINESS

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

Here are some great ideas to help market your small business. The nice thing about them is they don't require you to re-mortgage your house in order to make them doable.

### **A Company Website:**

This form of marketing just keeps on giving ....24/7.

### **Signs in/on your vehicle:**

A moving bill-board. What Better way to expand your exposure.

### **Join your local business association:**

Your membership will give back in more ways than one.

### **Iron on Transfers:**

Why not have you and the kids as walking advertisements. The kids will love it.

### **Keep in touch marketing:**

You are reading one form right Now.

### **Articles and Press Releases:**

Get recognized as an expert in your field by helping others.

### **Pin up Flyers:**

Let your neighbours know you are in business  
And offer them a discount.

### **Networking:**

I know, I am always bringing this subject up, but I truly believe in its power to help increase business.

### **Testimonials:**

Let those who may be skeptical, know how happy your clients are.

No matter which marketing efforts you use, keep track of your results. Ask clients how they heard about you.

Put your imagination to work instead of your wallet and watch the business roll in.

*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. ❖*

## 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

### **DURHAM CVAC LUNCHEONS - 4<sup>TH</sup> THURSDAY OF EVERY MONTH.**

THIS MONTH IT IS BEING HELD ON THURSDAY, FEB. 23<sup>RD</sup>

KELSEY'S IN PICKERING (BROCK RD. & 401) ❖

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!

## 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> ❖

**CVAC SHOP – Support CVAC and the VA industry with these cool, high-quality products sporting the CVAC logo. You will be amazed how many people will ask you, “What is the Canadian Virtual Assistant Connection?”, or “What is a Virtual Assistant?” and then you can tell them the benefits of working with a VA, such as yourself.**

**Visit <http://www.cafepress.com/cvacshop> to get your t-shirt, hat, mousepad and more! ❖**

**CVAC is proud to have acquired special rates for benefit plans for our members. As a full member of CVAC, you can now get health insurance and more at wonderful rates for full members at <http://www.cvac.ca> and go to the full members page. ❖**

**Don't want the expense of a fax machine? CVAC and MyFax have teamed up to offer an Email-based fax service for our members. Click here for more information <http://www.myfax.com/affiliates/index.asp?aff=4860&bid=3> ❖**

**CVAC now has an exclusive arrangement with I'm InTouch to offer their remote access solution to our members at a discounted price and extended length of usage. Read more and download your 30-day trial version at <http://www.cvac.ca/imintouch.php> ❖**

**CVAC Mentoring Program - The CVAC Mentoring Program is a full-member benefit and it is meant to assist both newcomers and existing VA's in their search for sustainable self-employment, by matching them with mentors who have greater professional experience. If you would like to be matched up with a mentor or can offer your help as a mentor, please visit <http://www.cvac.ca/mentoring.php> ❖**

**For more exiting benefits, offers and e-books go to the full members page at <http://www.cvac.ca>.**

**Not a full member yet? Why not join now and take advantage of all these exciting benefits! ❖**

## PROPOSED WEBINARS

By Bisi Adepo-Bassey  
[www.MyBusinessAid.com](http://www.MyBusinessAid.com)

Instructor: Heather Jacobson  
Date: June 29th  
Time: 1 p.m. EST  
Topic: Inexpensive Marketing Ideas for VAs  
<http://www.heatherjacobson.com>

Instructor: Pam Ivey  
Date: July 19th  
Time: 8 p.m. EST  
Topic: Overview of a REVA Practice  
<http://www.visualpersuasions.ca/about.htm>

Instructor: Tawnya Sutherland  
Date: August 15th  
Time: 8 p.m. EST  
Topic: Search Engine Marketing: *Turning Clicks into Cash*  
<http://www.mediamage.com>

Instructor: Heather Jacobson  
Date: September 14th  
Time: 1 p.m. EST  
Topic: Article Marketing  
<http://valleyva.net/about-us.html>

Instructor: Amy Ewart  
Date: October 16th  
Time: 7 p.m. EST  
Topic: Press Release Writing and Distribution: *Capture attention with a Compelling Newsworthy Press Release*  
<http://www.secretarialsolutions.ca/aboutus.htm>

If you are interested in leading a Webinar or would like to suggest topics of interest please e-mail [Bisi@MyBusinessAid.com](mailto:Bisi@MyBusinessAid.com)

If you would like to sign up for any of the upcoming Webinars, contact [Bisi@MyBusinessAid.com](mailto:Bisi@MyBusinessAid.com)

For more information on Webinars visit <http://www.cvac.ca/teleclasses.php> ❖.



## EFFECTIVE NETWORKING

By

Lori Padgett

Apex Administration

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

According to *Webster's New World Dictionary*, a **network** is a "group, system, etc. of interconnected or cooperating individuals."

### Choosing An Event/Group

- Visit as many groups as possible that spark your interest. Notice the tone and attitude of the group. Do the people sound supportive of one another? Does the leadership appear competent? Many groups will allow you to visit two times before joining.
- Attend events consistently. Going just once every few months is almost a waste of time for networking purposes. Building business relationships takes time and patience.

### Being Prepared

- Have a clear understanding of what you do and why, for whom, and what makes you special or different from others doing the same thing. You must first have a clear understanding of what you do before you can articulate it to others.
- Establishing and building relationships, not hard selling, is the key to successful networking. Be prepared to share your expertise and contacts.
- Crucial to your success is that you treat networking as an exchange of ideas, information and experience. You are not selling or simply telling or "sponging" off of others for your own benefit only. Be generous in sharing your talents, experiences, and ideas, and always be respectful of those around you.
- Keep in mind that networking is about being genuine and authentic, building trust and relationships, and seeing how you can help others.
- Make people feel important, in order to make yourself important to them.
- To avoid being tongue-tied when you try to start a conversation with someone you don't know, prepare a self-introduction that is clear, interesting, and well delivered. It shouldn't be longer than 8-10 seconds. Although practicing your introduction might at first seem silly and artificial, it will eventually help you make an introduction that sounds natural, confident, and smooth.
- Dress for the occasion. This could mean dressing the way that your customers dress or dressing the way that they expect you to dress. First impressions are made in a matter of seconds.

- Have your own name tag with business name made up – it's inexpensive and shows professionalism. It also shows that you are prepared and pay attention to detail.
- Organize yourself. Always carry a pen and paper with you during an event to jot down miscellaneous information that you may need to remember. (i.e.: a reminder to send a contact further information about your product or services). Never, never, never, write on a business card that a contact has given to you. Many people view this as disrespectful and bad manners, and you can never tell if the person that you have just met will be someone who views it this way.
- Never leave home without your business cards!

### Prior to the Event

- Let preparation and practice be your guide. Spend some time planning your conversation generators.
- In many networking events, you will find yourself with time to "mingle" among the other attendees before the formal program begins. It may be beneficial for you to spend some time planning and preparing how you will "work the room" to get the most from your efforts.

### At the Event

- Arrive early. It's much harder to break in on conversations when you arrive late.
- Wear your name tag on the right side to provide an easy sight-line to your name when shaking hands.
- Not sure how to approach someone? Simply smile, nod your head, walk forwards with hand stretched out and say, "I just wanted to come over and say hello." (Sounds daft but it works.) Say your name clearly. "My name is (your name in full). It's a pleasure to meet you."
- Approach and introduce yourself to people standing alone, or groups of three or more. When two people are talking together, there is a possibility that they know each other and are engaging in a personal conversation. However, their body language (i.e.: are they facing each other as they talk?), will give you a good indication if they are approachable.
- Have an effective handshake. You've probably been on the receiving end of at least one "bone-crusher" and one "limp fish." Practice your handshake to avoid giving one of those yourself! Also, always keep your right hand free, and hold drinks in your left hand to avoid cold, wet greetings.
- Start with small talk.
- Use an "elevator" speech: describe who you are or what you do in ten seconds or less.

## EFFECTIVE NETWORKING Continued from page 5.

- Ask open-ended questions in networking conversations. This means questions that ask who, what, where, when, and how as opposed to those that can be answered with a simple yes or no. This form of questioning opens up the discussion and shows listeners that you are interested in them.
- Ask "feel good" questions like, "How did you get started?" or "What do you consider a challenging project?" You will learn a lot about your contact's business, while showing interest in them as a person.
- LISTEN CAREFULLY, and don't monopolize the conversation.
- When appropriate, offer a business card, and ask the other person for one of his or hers. Sometimes, it is more appropriate to exchange business cards only when you depart from one another. Whenever you give a business card, ask for a business card. When given one, don't just take it and place it in your pocket. Make the person feel important by looking at their card for a few seconds. You might see something that could be a topic of discussion. . Confirming the information is a nice way to engage. Then place it in your wallet or in your jacket pocket.
- Some people give 2 business cards as standard practice. That way, their contact has one card to keep and one card to pass on to someone else, or perhaps to keep in a different location.
- Don't stay too long in one place. After eight to ten minutes of conversation with a contact, excuse yourself with a pleasantry such as, "It was nice meeting you ... "
- Again, take your business cards absolutely EVERYWHERE! Maximize every "per chance" meeting. You never know when you might meet someone who can help you. Family or friends social events could produce unexpected encounters with people. So you're going to a birthday party for your friend's child. You never know who you might meet there.

### **After The Event**

- Once the event is over, your networking doesn't stop! Be sure to follow up with those people you've met, keep in contact, share information and offer to help in any way you can.
- Be sure to send a written acknowledgement or "Thank You" note to your networking contacts.
- It's also a great idea to send a "Thank You" note to the host or sponsors of the event. You will be remembered for it.
- Call those you meet who may benefit from what you do and vice versa. Express that you enjoyed meeting them, and ask if you could get together and share ideas. You want to build the relationship, so take the first step!
- Follow through quickly and efficiently on referrals you are given. When people give you referrals, your actions are a reflection on them. Respect and honor that and your referrals will grow.

### **Tips For Sit-Down Events**

- Some networking events will provide a meal. It is crucial to practice good table etiquette to make the best impression.
- At a sit down affair, don't sit as soon as you get there. Keep moving around and networking as long as possible.
- At the dinner table, introduce yourself at the beginning of the evening to everyone at your table. If you are familiar with the others at the table (whether you knew them previous to the event, or have just met them), make the introductions. Proceed as if you are the host of the table.
- Listen to learn. Start the conversation by asking questions, such as why people are there, what they hope to gain, how they found out about the event, etc.
- Keep your business cards handy, but not on the table. Do not deal them out impersonally.

### **Additional Thoughts...**

- Consider volunteering to help out at various networking event. This puts you in a better strategic position for meeting people and passing your business card along. Others might view you differently, if they know you are willing to go the extra mile in helping them. This is a great way to stay visible and give back to groups that have helped you. Zig Ziglar, one of the most successful sales trainers in the world says "if you help enough people get what they want in life, you will get what you want in life".
- Risk rejection - it's not the end of the world. Rejection happens to everyone at one point or another. Some individuals may not respond to your introduction in the way you would like. If that happens, don't take it personally. Politely move on. Maintain an outgoing and friendly attitude and always keep your sense of humour!
- Never make assumptions about the person you are talking to. Everyone has friends, colleagues, relations and contacts, and one of them might be just the person you need to speak to.
- Do not hand out anything other than your business cards at an event. If a contact is interested in more information, send them a brochure or other information after the event. This provides you with a great opportunity for a future follow-up with them.
- Networking involves WORK. With preparation, effort and enthusiasm, you'll get a great deal out of it.
- Don't feel intimidated. It doesn't matter how big or small your business is. You are dealing with a person. They have the same hopes and fears that you have.
- Remember you have one mouth and two ears. Use them proportionately and you'll be well on your way to being a successful networker!

*Lori Padgett is the Owner of Apex Administration and can be contacted through her website at: <http://www.apexadministration.com> ❖*

## VA QUESTION AND ANSWER TIME



Q. Are there any suggestions regarding insurance needs for running a VA business? I have been looking into whether or not I actually need any other insurance over and above my contents insurance, as I am currently renting in BC.

A. Everyone handles insurance differently. I have a home business endorsement on my home insurance policy and I advised my car insurance that I run a home business and how many kilometers per year I use my vehicle for business and they adjusted my insurance accordingly (up of course). I am in Ontario. Some home-insurance companies will not insure you with a home business. I was given 15 days to find alternative insurance when I was with Belair because of my home business. I occasionally have clients dropping stuff off at my home and this is considered a liability. I have since found insurance through Cooperators Insurance and they even insure me for errors and omissions insurance as well and liability up to \$2 million. I also found that the premium was hardly anymore than I was paying Belair. The main thing to remember is honesty - if they find out later that you are running a home business then you may not receive the insurance money that you are claiming. Same applies to your vehicle. You can get a 'home business extension' on your insurance policy. It includes liability which includes 'errors and omissions' - You are covered for up to 1 mile. And your office contents covers up to \$25,000. \$54.95 a month and that includes home insurance. It is the best deal around. That is with Groulx Insurance who is under ING.

Q. I'm trying to send information from Excel to Word to create labels by using the Mail Merge Wizard. My labels turn out blank.

A. Tools / Letters and Mailings / Mail Merge Mail Merge Menu: Select Labels & Click Next: Starting Document Select to use the Current document & Click Next: Select recipients a pop up window will appear to select your label size. Select Use and existing list & select Browse... and navigate to the Excel file you want to use for your labels. Select the Sheet you'd like to use and either select all recipients or choose the ones you want on your labels. Then click Next: Arrange your labels (If your Mail Merge tool bar is not currently on, go into View/Toolbars/Mail merge). I hate the available selections to set up the labels so I go to the toolbar and click on the button next to the "Insert Word Field" button and select the fields I wish to use on my labels and arrange (center, bold, etc) as desired. Then click Update all labels (on the right menu). Click Next: Preview your labels Click Next: Complete the Merge Then, select Edit individual labels... and you can check the set up.

Q. Has anyone ever been approached by Tradebank or have any thoughts/experiences they would like to share?

A. I am a member of Tradebank plus the Trade Business Exchange and have found them to be great. I have won business that I otherwise wouldn't have had, have turned some of my previous barter clients into cash clients and have taken vacations that I wouldn't have taken. I paid for my entire wedding on barter. You need to understand bartering and use it correctly but Tradebank has what they call TradeU seminars to teach you that.

Q. Looking at the Canada Revenue Agency's web site, not 100% clear whether or not we need to charge our U.S. customers GST. I'm registered with a GST #, although I would prefer not to charge my potential U.S. client, and they sure don't want to be charged either! For those fellow VAs who have American clients, how do you deal with this?

A. I regularly work with American clients, and they are NOT charged GST.

*VA Question and Answer Time is brought to you by Hilary Feindel of Feindel Company [www.feindelcompany.ca](http://www.feindelcompany.ca) ❖*

### Subscribe or Unsubscribe Info:

The Canadian Virtual Assistant Connection is proud to offer the CVAC Newsletter to our members and all entrepreneurs around the world. We offer articles, links and tips to help you run your small business. If you would like to subscribe or unsubscribe to the CVAC Newsletter, please fill in the form at: <http://www.cvac.ca/newsletter.php> ❖