



WELCOME!

Welcome to the Heaven Essentials Family!

We are happy you chose to work with our company . Please read the information below:

1. Please review, complete, and resend the documents attached to our Human Resource Department at (hr@heavenessentialsvs.com)
2. Please visit our website to acquaint yourself with our many benefits and offers.
3. We also have live chat available on our website.
4. For questions regarding Heaven Essentials please contact Customer support via email (support@heavenessentialsvs.com) 7 days A WEEK.

OUR COMMITMENT

We hold ourselves to a high standard, and we strive for continuous improvement. HEVS have a commitment to make a good faith effort to resolve any CSP issues.

POLICIES

Policies to remember when working with Heaven Essentials Virtual Services:

1. We pay you as an independent contractor . You will be responsible for your own taxes. Heaven Essentials Virtual Service will provide a 1099 Form at the end of the calendar year. Attached to this document you will find a payroll tracker spreadsheet that was created for you to utilize. The spreadsheet will automatically deduct SS and Medicare %'s from your gross pay once you enter the amount of your paycheck .

Payroll Tracker Spreadsheet

Tax Guide:

<https://www.irs.gov/businesses/small-businesses-self-employed/self-employed-individuals-tax-center>

Video: <http://www.irsvideos.gov/SmallBusinessTaxpayer>

2. Pay periods are twice a month 15th and the last day of the month via direct deposit.
If the pay dates fall on a week end or holiday you will receive pay on the next business day.
Attached to this document is a weekly
time sheet for you to keep track of your hours once posted on the portal.

A. Weekly Time sheet Tracker

3. We are charged a semi-monthly fee of \$19.75 for each active agent currently using the call center Platform to service a client program. No CSP is charged the fee until the first invoice period after they begin providing customer interaction services to its first client. This fee will only be taken while working in your business.

4 . Heaven Essentials Virtual Services, L L C ask that you give us a 2 week
notice should you choose to leave Heaven Essentials.

If you fall into any of the following categories you will be dropped from our
corporation:

1. You have dropped a client certification course once enrolled and you are not currently enrolled in or servicing a client **after 30 days**.
2. Your Statement of Work (SOW) was revoked.
3. You are not ready to enroll in a client opportunity within 30 – 60 days.

THINGS YOU SHOULD KNOW

Please review the following information below carefully. You are now able to access the
following information from our website by logging in with your Password:

1. Arise portal
2. Payroll, to view your online check stubs (will be sent in a separate email)
3. Referral Program
4. Forum
5. Orientation

All paperwork (W9 and Direct Deposit information) and SOW (Statement of Work) agreements when available must be signed and submitted back to us ASAP for processing.

Arise post the clients depending on the needs of the clients. They post pretty often but again Arise post the client so we never know when or what client they will post. Client Training **Fills Very Quickly** so express an interest immediately on the portal. Don't rush make sure the client you choose is one you can commit to. The Pay for each client is posted on the Heaven Essentials Virtual Services website under the "Client Pay Rates" tab once logged onto our website.

*If you drop from an enrolled status from a Client within 30 days, you must wait AT LEAST 4 weeks to enroll in another client opportunity.



ACKNOWLEDGEMENT

I, _____ have read and I agree with the statements and policies mentioned in the document provided. I understand I am responsible for knowing all policies and procedures that govern me. My business relationship with Heaven Essentials Virtual Services will be based on my performance only.

By signing this form, I am acknowledging I am an independent contractor and will be responsible for, but not limited to, my own taxes, and any insurances, etc.

SIGNATURE

PRINT NAME

DATE

FOR OFFICE USE ONLY

NOTES: