

713Training.Com, LLC

**APPRENTICE PROGRAM
OPERATIONS MANUAL**

History and Development of 713Training.Com

The skills Victoria Ring utilized to develop 713Training.Com were accumulated from 24+ years of paralegal experience working in the Columbus, Ohio and Bristol, Tennessee/Virginia area.

In 1999, Victoria Ring was introduced to debtor bankruptcy law for the first time and immediately found the "nitch" she enjoyed. She began by working fulltime for an experienced attorney who specialized in Chapter 7's and his brother who specialized in Chapter 13's. Both of these attorneys sensed Victoria's eagerness to learn and grow in the field of debtor bankruptcy, so they personally provided her with insider knowledge that enabled her to excel in her job and build her skills.

When Victoria first started her business she was living paycheck to paycheck, like most people today. She could not afford to stay home full-time and build a business. She had rent to pay and food to buy. So Victoria signed up to work for the Columbus Bar Association Recruitment Office as a temporary or fill-in legal secretary. This enabled Victoria to have the flexibility to work in a wide variety of different law firms, which excelled her learning because she was exposed to many different areas of law.

Finally, in 2002, Victoria's business had grown to the point that it brought in enough income to support itself, plus pay Victoria a salary comparable to her full-time job. Since that time, Victoria has never had to work for an employer again and maintains her home business full-time to this present day.

DEFINITIONS

All references within in this document relating to "**Apprentice**" refers to you, or the person who is selected for the Apprentice Program.

All references to "**713Training.Com**" or "**Victoria Ring**" or "**Victoria**" refers to Victoria Ring, owner of 713Training.Com LLC.

ARTICLE 1: GETTING STARTED

On the day your down payment is received, Victoria Ring gets to work setting up your new virtual bankruptcy assistant business. Please allow 6-8 weeks for the process to be completed. In the meantime, you will receive emails providing you with updated information regarding your website, email address, shopping cart, etc. Please follow the instructions provided in each email.

In the meantime, you will need to complete the following steps:

1.1 Open up a business bank account under your new company name. You will need a business bank account (not a personal account) to obtain your merchant account for credit card processing.

1.2 Set up a merchant account so you can process credit cards. Most people use the same bank for this service where they opened up their business bank account. However, we recommend Bummer Hosting since your shopping cart will be compatible with Authorize.Net. To sign up for a merchant account for Authorize. Net visit: https://www.bummerhosting.com/merchant_account.htm

1.3 Victoria will then work with Bummer Hosting to set up your shopping cart to deposit money into your merchant account. After the shopping cart is tested and ready to go, you can login to your merchant account and change your password so that only you have access to your banking and customer information.

1.4 In most cases, your 713Training.Com business software will be shipped to you directly from the manufacturer. When the software arrives, install it and register in your name.

After installation, go through the tutorials and user manual to get familiar with the software. Victoria will train you on how to operate the software (relative to the operations of the business) when she comes to your home office to set-up the business.

Note: Apprentice owns the software. The costs were paid out of the initial down payment. The software can be used for Apprentice's personal or business use. Installation CDs are also the property of Apprentice.

1.5 The software programs provided to Apprentice by 713Training.Com are:

1.5.1 Adobe Acrobat Professional, Retail Price: \$449.00

From time to time, Apprentice will need to update PDF files that have been supplied by 713Training.Com to be used as templates. Additionally, Adobe Acrobat Professional is necessary for you to be able to develop documents, forms and other materials to distribute to your customers.

1.5.2 Xara Graphics Software which is used to edit and design graphic images for printed and online marketing materials as well as websites.

1.5.3 Adobe PageMaker 7.0 which is used to design and typeset eBooks as well as a host of other document types. This software will be useful so that it can be compatible with 713Training.Com for ongoing support.

1.5.4 Quickbooks Pro, which is used for accounting and bookkeeping. This software is compatible with 713Training.Com for ongoing support.

1.5.5 Camtasia by TechSmith, which is used for creating videos. Apprentice may use this software to develop his/her own unique video products that generate additional revenue for the Apprentice.

1.6 Set up a free USPS account which will be needed when sending documents to attorneys by priority mail:

- a. Go to <http://www.usps.com>
- b. Click on SIGN IN (upper right hand corner)
- c. Click on SIGN UP (lower right hand corner)

You will be asked to supply your credit card information. Be sure to use the debit card belonging to your business bank account. When you ship orders, the postage will be deducted from this debit card so that postage will be prepaid. This will save you a great deal of time at the post office because you can drop off the orders (without standing in line) or give to your mailman.

1.7 Order a supply of free priority mailers from your USPS account:

- a. Item Number: EP-14. This is a Priority Mail Tyvek envelope.
- b. Item Number: EP-14-F. This is a cardboard Priority Mail FLAT Rate envelope. Whatever you can get inside this flat rate envelope and seal is mailed for one, flat rate, postage price.
- c. Item Number: OFRB1. This is a Priority Mail FLAT Rate box for shipping more than one item.

1.8 Set up a free FedEx account which will be needed when sending documents to attorney overnight:

- a. Go to <http://www.fedex.com/us/>
- b. Click on SIGN UP (under the login button on the left side)

Be sure to pick up 10 to 15 Flat Rate FedEx envelopes at any of the Federal Express drop off boxes. Keep these in your office for future use.

1.8.1 Order 2-Up labels from the following supplier. These labels are used to print the Click n' Ship labels from USPS for mailings:

Online Labels

<http://www.onlinelabels.com/ol400.htm>

Item No: OL-400

1.9 Establish a company phone line for your business. When you have a telephone number, please provide this to Victoria Ring so she can personalize your website. Also, remember to set up your voice mail with something like:

Thank you for calling (your company name). I am unable to answer your call right now, but please leave your name and phone number after the tone. Thank you for calling (your company name.)

1.10 If you wish, you may also consider establishing a mailing address for your business that is separate from your home address. We suggest you rent a PO Box from a service like Mail Boxes, Etc. or the UPS Store. Look in your local yellow pages under "Mail Box Rentals" to locate services in your area.

The goal is NOT to have an address that is a PO Box. Instead, you will have a street address and a "suite" number (which is really your PO Box number.) Therefore, you could have an address like:

123 Main Street, Suite 164

1.11 Set up an online fax account at:

<http://www.maxemail.com>

By setting up an online fax account service, you will not need to purchase a fax machine. However, if you already own a fax machine, you will need to make sure it is hooked up to a dedicated phone line. If your fax machine and telephone line are on the same line, customers will be forced to call you before sending a fax or select another button and hopefully send the fax through. Because most people sending a fax will simply dial the number and walk away from the fax machine, they normally do not hear the tone to switch over to your fax line. This is why it is important to establish a dedicated fax line with your current fax machine, or utilize an online service like <http://www.maxemail.com> or other similar service.

Once you have established a dedicated fax phone number, please send the information to Victoria Ring by email so that your website can be customized.

1.12 (Optional) You may want to purchase some printed items personalized with your company name and contact information. Below are some vendors Victoria uses and highly recommends:

Plastic Bags

<http://www.janway.com/economy-plastic-bags.htm>

<http://www.absorbentprinting.com>

Full-Color Bookmarks

<http://www.onlineprinthouse.com>

Blank Printable CD and DVD Media

<http://www.discmakers.com>

Memo Pads

<http://www.adproductstogo.com/>

Product ID No: NC52

Custom Printed Memo Pads, Size: 3.5 x 8.5, Cost: 24¢ each

or

<http://www.notepadsnationwide.com>

Christian Tracks

<http://www.chick.com/>

Business Size Envelopes

<http://www.actionenvelope.com/65912.html>

Product: #10 Regular – 24#

Promotional Pens

<http://www.amsterdamprinting.com/>

NOTE: Before ordering any of the products above, send an email to Victoria Ring at victoria@713training.com to see if she already has a template you can use for personalization. The template is easily customized with your name and contact information. However, if you wish to have Victoria Ring provide you with typesetting services there is an additional charge. This service is billed on a "per job" basis at a lower rate for business owners. Or, Victoria will provide you with one free training session on how to typeset your own materials so you can perform this job on your own the next time.

1.13 Other common office items you will need to operate your business are listed below. If you need to order any office supplies, we highly recommend:

<http://www.discountofficesupplies.com>

- a. Computer with Windows XP or higher operating system. If you need to upgrade your computer or purchase another one to run your business, please contact GEOFF GRATZ at 614-503-4546 (home: 614-503-4546). Geoff will be able to save you \$100s of dollars on a Dell system and will personalize it for you and your business operations.
- b. Laser printer.
- c. Laser Paper: We recommend Hammermill, bright white, 92 percent brightness, 24 pound, letter size. Be sure to pay attention to the weight of the paper. Laser paper is sold in 20 pound and 24 pound paper.
- d. Pens, binder clips, paper clips, stapler and staples, staple remover, highlighter, rubber bands and scissors.
- e. Filing cabinet and folders for record keeping.
- f. Heavy-duty package sealing tape (2.5 mil or better) to seal cardboard Priority Mail envelopes for mailing. If ordering through Discount Office Supplies the Item Number is CEB48502.

AT YOUR OFFICE

After Victoria has set up your business, it is time for training. At no additional cost, Victoria will fly or drive to your office and perform the following:

1. Train you in all operations of all software programs installed on your computer.
2. Customize your software so it is ready to go the first day you are open for business. This includes setting up your income and expense categories in Quickbooks as well as additional customization based on your specific work habits.
3. Show you how to update, change and delete items from your shopping cart. A shopping cart is necessary because you will be trained in how to easily and quickly develop new products that will generate more revenue for your business. You will be able to receive orders from all over the world.
4. Set-up and organize your business, helping you establish an operational method that is personalized for your work habits. By establishing good operation methods in the beginning of your business, the business will operate smoothly and efficiently.
5. Train you in the art of locating your niche market on the internet and showing you how to properly market. Victoria has built 7 successful online businesses and is specifically experienced in marketing virtual assistant businesses. You cannot receive better training than from someone who has personally done it.
6. Provide training in any other area you need help with.

Training will last up to 3 days, depending on what your specific training needs are. However, Victoria will not leave your office until you are confident you can start working the day your business opens.

Additionally, Victoria provides up to six (6) full months of unlimited technical support. She will provide the Apprentice with her personal home number as well as cell phone so the Apprentice will have ready access to help and assistance while their business is getting started.

Victoria will also continue to provide marketing support by marketing the Apprentice's website on all the major search engines, RSS Feeds and articles she writes and submits to publications on a regular basis.

THE NEXT STEP IS UP TO YOU . . .

A \$40,000 investment may sound like a lot of money. But when you consider that you will make that money back your first year in business, your perspective will change. It is common knowledge that a new business doesn't start making money until its fifth (5th) year. It also is common knowledge that after investing \$50,000 or more in a college career, a college graduate will not be able to pay off their student loan for 10 years or more.

Where can you find a business you can start for \$40,000, make your money back in 12 months (or less) and maintain low overhead expense so that you never need to go in debt? Think about it. This may be the best decision you ever made.

To get started visit:

<https://www.713training.com/vabusiness/application.html>