



GhostSecPro, LLC

Client Guide

Understanding each other's needs is paramount to working together. In this Client Guide, I hope to explain touch on those expectations regarding communication, scheduling, and prioritizing. When working together, everyone has desires and I want to make sure you understand how I work and what you can expect from me.

- Once we have assessed your needs, created a Support Plan, and have an executed contract in place, you will be invoiced. The first invoice must be paid before any work commences and invoicing will occur monthly thereafter.
 - ❖ Any work above and beyond the support plan will be negotiated separately. That agreed upon amount will be on the next invoice along with the monthly support fee.
 - ❖ If a new and ongoing task is identified, a cost will need to be negotiated and the Support Plan updated accordingly.
- All payments are due upon receipt and late fees are charged as follows:
 - ❖ 30 Days - \$30.00
 - ❖ 45 Days - \$60.00
 - ❖ 60 Days - \$90.00
 - ❖ 90 Days - \$120.00
 - ❖ Anything over 90 days will be sent to collections and any court costs and other fees incurred added to the outstanding balance.
- GSP's hours of operation are set allowing time to tend to clients needs as well as those of GhostSecPro, LLC.
 - ❖ Our hours are Monday through Thursday from 10AM until 5PM Eastern.
 - ❖ GSP schedules the day around these hours based on the tasks scheduled to be accomplished.

- ❖ You are welcome to email me at any time regarding a task you need accomplished or an item already in process. If you need to speak with me directly, please send an email or text so we can schedule the call, Zoom, or MS Team session. I will get back to you in a timely manner.
- ❖ As a seasoned Administrative expert, I reserve the right to prioritize and accomplish my client's expectations and goals. If you are having any concerns, please [email](#) me directly so we can open a dialogue and resolve any anxieties you may be experiencing.
- ❖ Please do not let something fester. Bring it up immediately. The purpose of a partnership is to work together and sometimes it takes a while to get systems in place that work for everyone. Every relationship is different so let's make sure there is always good communication.