



Alliance Virtual Offices

Center Partner Onboarding Guide

Purpose

This guide is intended to assist center partners get the most out of their partnership with Alliance. Once finished reading, users should understand:

1. How Alliance works.
2. Setting up your center on the Alliance network.
3. Mail forwarding processes and prices
4. Invoicing.
5. Setting up meeting rooms on the Alliance network.
6. How to earn commission on referrals.

Let's get started.

1. Alliance Virtual Offices: What's in the Network?

Our virtual office marketplace is designed to connect you with new clients, faster.

Through the Alliance network, center partners can sell virtual office plans, meeting room rental, and various add-ons including mail forwarding, mail scanning, lobby listings, and meeting room services.

Value Proposition

Alliance was born out of a mission to create a stronger future for flexible space owners and operators, and our founding principle is to enable center operators to learn, innovate and grow.

If you ever need help or support, simply chat, call or email us. We're truly invested in your business -- and we're here to help.

2. Setting Up Your Center and Pricing

Photos and descriptions

Provide 6 professional exterior and interior photos of your space, and a photo of each meeting room (with the name and a description of each meeting room). Provide a full list of extra services with pricing (lobby listing, mail scanning, etc).

We recommend reviewing your center and meeting room pricing on all reseller websites to ensure you remain competitive.

Touring your facility

If a prospective client wishes to tour your facility, an Alliance representative will contact you to set up an on-site tour.

Client setup

When we have confirmed a new client and received all required documents, we will send you a 'New Client' notification. This will contain all the client's key information, including the frequency that the client's mail will be forwarded (if applicable). Please don't provide services until you have received this confirmation email from us.

Please reply to this email as soon as possible (ideally within one hour) to ensure we can activate the account promptly.

As part of our quality assurance, your center will receive a letter from Alliance Virtual Offices addressed to the client to ensure the postal service is fully set up.



How to view your online listing

We recommend viewing your listing on the Alliance website and checking the details at your earliest convenience:

- Go to www.alliancevirtualoffices.com.
- Type in your location or nearest city.
- Click on your center listing to view full details and images.

Updating your information

If you have recently changed your pricing, operational processes, or contact details, please let us know. This ensures we always have accurate and up-to-date information about your center, enabling us to promote your center competitively.

Communicating with Alliance clients

Please respect our agreement that these are clients of Alliance Virtual Offices.

If an Alliance client contacts you directly to ask questions or book meeting rooms, we ask that you provide your usual friendly service & redirect the client back to our Service & Support Team.

If the client is visiting in-person, this may not be practical. Please answer any questions as if they are your own client and keep Alliance in the loop.

For clients who wish to book meeting rooms, please refer the client to Alliance by transferring the call to us or providing our contact details: 800-775-5715 or support@alliancevirtualoffices.com.

If the client visits in-person, please book the meeting room and inform Alliance that you have done so.

Client Termination

Alliance will provide written notification of cancellation. In the event it is for non-payment, please disconnect all services immediately upon the date of the written notification.

Alliance will pay on a prorated basis up to the date of the written notification. In the event it is for other reasons, terminate at the end of the month in which notification is received.

3. Mail Forwarding

Mail forwarding prices

For simplicity, Alliance has standardized pricing as follows:

- Monthly: \$10.00/mo + postage.
- Bi-weekly: \$20.00/mo + postage.
- Weekly: \$30.00/mo + postage.
- Daily: \$70.00/mo + postage.

All shipping fees are billed to Alliance and we recover the cost from the client.

If you have different pricing, please let us know and we will ensure this is reflected on our website. You can view your center pricing online at any time:

- Go to www.alliancevirtualoffices.com.
- Type in your location or city and select your center from the list.
- Click 'Add to Cart' under 'Platinum Plan' to view your mail forwarding prices.

We recommend forwarding mail through USPS with tracking, or FedEx or UPS. We also recommend stocking USPS Priority Envelopes for expedited mail (these can be purchased [online](#)).

4. Invoicing & Extra Services

Email all invoices to accounting@alliancevirtualoffices.com by the 25th of the month (or the previous business day if the 25th falls on a weekend or holiday). You will receive a check on or around the 15th of the following month.

If a client incurs additional costs, such as paid meeting room hours, please invoice Alliance by the 25th of the month in order to be paid the next month.

If the costs are extraordinary in nature (more than \$200 for example), we advise that you notify Alliance for immediate payment processing.



5. Setting Up Your Meeting Rooms and Pricing

Please provide a professional photo for each meeting room, along with the name and a short description of each room. Provide a list of included amenities, & a list of amenities that incur additional charges (such as coffee, projectors, etc).

Provide special rates for half-day and full day meeting room reservations.

We recommend reviewing your meeting room pricing on all reseller websites to ensure you remain competitive.

Meeting room requests

An Alliance representative will contact you with details of the reservation request. In the event the requested time or room is not available, we will work with you and the client to provide an alternative.

Alliance will send a confirmation email once the reservation is complete. Please add this to your records/calendar.

Meeting room cancellations

Cancellations received less than 24 hours prior to the reserved date and time may be charged a fee equal to the total order and split with the center.

Invoicing for meeting rooms

Alliance will collect 100% of all meeting room fees (refer to exhibit A of your Alliance Virtual Offices Agreement for details).

Email all invoices to accounting@alliancevirtualoffices.com by the 25th of the month (or the previous business day if the 25th falls on a weekend or holiday).

Alliance will contact the center after the meeting to determine if any extra fees were incurred.

6. Referrals: Gain extra revenue through Alliance

Simply send new client referrals to Alliance and receive 10% commission on every successful lead! We accept referrals for:

- **Virtual Offices:** Business address, mail forwarding and meeting room access.
- **Live Receptionist:** Live call answering and calendar management.
- **Virtual Phone:** Dedicated business number and VoIP phone system.
- **Meeting Rooms & Private Offices:** Hourly or daily rental.
- **Coworking:** Full-time access to a coworking space.



ALLIANCE VIRTUAL OFFICES

How to Contact Us

If you have any questions, please contact our Service & Support Team on support@alliancevirtualoffices.com, by chatting with us at alliancevirtualoffices.com, or by calling 800-775-5715.