



Frequently Asked Questions

Do I have to pay to work for you?

No, there are no application fees, system access fees, etc.

PLANDENT accepts "Paper Applications"?

No, all applications and application attachments for staff and management position must be submitted to our recruiters via email.

How do I sign the agreement? Is there a fax number?

Typewrite your name on page 1.

Typewrite the missing info on page 7

Typewrite your name on page 8

The agreement will be sent via email.

You can also sign the documents via classic method. Print the document, sign it, scan it and send it via email.

How much time do I need to devote to work in this position for PLANDENT?

This position requires a maximum of 20 hours of your time on a weekly basis.

What times do I need to make myself available for PLANDENT to be able to work this position?

We believe flexibility is of great essence for both employees and employer therefore we have not set a fixed schedule for this position. We simply require that you meet the company deadlines set for each of the tasks assigned to you.

Where is this position located?

This position is located in the UNITED STATES.

This is a telecommute position (a work from home position). This means you will be working from the comfort of your own home.

If I filed for bankruptcy will I be considered for employment?

Only if: the bankruptcy process has ended.

PLANDENT hires employees in every state?

Yes, we do. PLANDENT delivers merchandise all over the world; this includes all the states within the U.S.

Do I need any specific licenses or specialized training for this position?

This position does not have formal educational requirements or any formal licensing requirements. We do not see training, in the literal sense of the word, as necessary for this position. We do however believe in on the job training and offering explicit instructions, support and tips for each of the tasks we assign to any of our employees.

Will I need to come to your office for a face-to-face interview?

No, all interviews are conducted over email.

PLANDENT views this position as a long term requirement?

Yes, we view this position as a long term requirement; we can actually guarantee a minimum of 4 years of this position being open.

When would I be eligible to receive benefits?

After 30 days from your hire date you will be eligible for our voluntary benefit program that includes medical, dental and vision insurance for you and your family. For qualified employees (completed one year), we also offer a matching 401(k) plan.

Are the benefits different for full-time and part-time employees?

Both part-time and full-time employees are eligible for all benefits offered.

Are there career advancement opportunities?

Yes, there are a variety of advancement opportunities available within the PLANDENT team. Many of our best performing **Finance Collection Assistant** have been promoted to team leaders, coaches and account managers — while still working from home.

Will I have to call people to sell them things?

No. Our sales and marketing departments handle all sales.

What kind of support will I have while I am working? What if I have questions?

Even though you will be working remotely from the comfort of your home, you will always have the support of your team. You will have a team leader who is available via email and phone.

We provide technical support in the event that you have any problems.

Will PLANDENT provide me with a computer?

All applicants must have their own PC or device that meets our minimum requirements. (The minimum requirements mean that your computer or device is able to view Microsoft Word documents, PDF files, must be able to open online communication services such as email services offered by different providers, view websites etc.)

Can I work on a Macintosh computer?

Yes.

What are the main duties for this position?

As stated in our initial Job Presentation the essential functions of the **Finance Collection Assistant** are:

Daily Functions

(The following are most likely daily tasks; this means you will encounter these tasks more often during your daily routine than other tasks)

Processes payments as received daily in a timely and accurate manner; responsible for daily clearing of all cash transactions assigned; Works with various departments involved in daily cash management processes including the Finance Collection Supervisor to ensure all areas of communication are open between respective areas; Assists other departments in understanding payment processing and application procedures and system process changes improving workflow; recommends and implements opportunities for increased departmental efficiency; Prepare weekly refunds and adjustments. Daily preparation of payment exception report and follow-up to resolve payment issues

Sort and file correspondence and perform miscellaneous clerical duties, such as answering correspondence and writing reports;

If you cannot find the answer to your question in our FAQ document, please feel free to email us.

How much do I get paid?

Starting salary offered for this position is \$66,300.00 per year (note that the amount is paid in United States Dollars).

How do I get paid?

Our default method of salary payment is company debit card. (This card will be provided by the company).

You can also opt to be paid by company check.

Will I receive a signing bonus?

Sorry, no. We do not offer a signing bonus for this position.

I noticed in the job description you sent me you also offer Cash Bonuses. How do "Cash Bonuses" work?

"Cash Bonuses" represent a small fee paid out by PLANDENT to each of our *Finance Collection Assistant*. This fee can vary between \$40.00 and \$190.00 and is offered for each payment received by one of our *Finance Collection Assistant* on behalf of PLANDENT.

Will PLANDENT ever ask for my banking information?

PLANDENT will never ask you for your banking information, we do not require such information and in all honesty having such information is a burden.

What is the next step in the hiring process?

To secure this position simply email back a signed copy of the agreement you were sent. (Do not forget to fill out the information required on page 7 and page 8 of the agreement document).