FREQUENTLY ASKED QUESTIONS

At AllProfit HR, we know that clarity builds trust. Below are answers to some of the most common questions about our services, onboarding process, and what to expect when partnering with us.

Q What happens after I choose a service?

A Once you select a service, you'll be invited to book an initial strategy call with a member of our team. This call is designed to review your needs, clarify engagement scope, and set shared expectations. Within 7 business days, you'll receive a Letter of Engagement (LOE) outlining your selected service and proposed timeline.

We ask that the LOE be reviewed and signed within 30 calendar days. Once signed, you'll receive a service delivery workflow and be prompted to schedule a second strategy call that includes all internal stakeholders necessary to the success of the engagement.

Depending on the scope, you may also receive access to a shared Asana project board and relevant intake materials.

Q How long does it take to start receiving services?

A Most services begin within 2–3 weeks of your strategy call, depending on capacity and document turnaround. You'll receive a tailored workflow timeline as part of onboarding. While we strive to stay on schedule, we also build in space for grace and collaboration.

Q What is included in the kickoff process?

A Every engagement includes:

- A one-on-one strategy session with your assigned APHR team lead
- A comprehensive review of goals, stakeholders, and key deliverables
- A customized workflow outlining the phases of service delivery
- Optional Asana access for tracking milestones and documents

Q What are your payment terms?

A Most engagements are billed monthly, with Net 30 terms unless otherwise specified. Some packages require a deposit due upon contract execution. These details are outlined in your Letter of Engagement.

Clients must commit to the full duration of multi-month packages (e.g., 6 or 12 months for Fractional CHRO).

Q Will I receive editable files or just PDFs?

A You will receive deliverables in the format that best serves your team, including editable Word/Excel files, PDFs, and/or access via shared platforms (e.g., Google Drive, Asana). We want your tools to be actionable and easy to use.

Q What is your cancellation and rescheduling policy?

A Our full cancellation, rescheduling, and force majeure policy is outlined in your contract. In short:

- Clients must provide at least 30 days' notice to cancel.
- Rescheduling must occur with at least one business days' notice.
- Payments already made are non-refundable but may be credited toward future services at our discretion.
- AllProfit HR also reserves the right to reschedule or cancel with appropriate notice and substitute providers when needed.

Q Is this the right fit for me or my organization?

A You might benefit most from AllProfit HR's services if:

- You're scaling and need sustainable people systems that prioritize equity and culture
- You're navigating organizational change, growth, or leadership transition
- You value people-centered policies that blend compliance with care
- You want your performance and pay systems to reflect your mission and values
- You're tired of transactional HR and are ready for transformative partnership

Not sure which service is best? We're happy to recommend the right package based on your goals and capacity.

Q Can I customize or combine services?

A Yes! While our packages are strategically curated, we offer flexibility within scope and can build custom proposals to reflect your unique needs. We also offer bundled discounts when combining select services (e.g., Fractional CHRO + Performance Systems).

Q How far in advance should I book?

A We intentionally limit the number of active clients per service track to ensure quality and attention. Programs like Fractional CHRO and Leadership Lab often fill quickly. We recommend reaching out at least 4–6 weeks in advance of your ideal start date.

Workshops may be booked on demand based on facilitator availability.

Q Do you offer one-time consultations or audits?

A Yes. If you're not ready for a full engagement, we do offer select one-time audits, coaching sessions, or planning intensives. These are typically priced separately and scoped during your inquiry call.

Still have questions?

Let's connect. Book an intro call or send us a message. We'll walk you through the best options for your organization and meet you where you are.