

\*\*D.S. Minnich & Son's Ranch LLC

Remote Online Notarization (RON) Employee Handbook\*\*

## 1. Mission & Corridor Philosophy

D.S. Minnich & Son's Ranch LLC operates on stewardship, integrity, and generational legacy. Every operator—hourly or 1099—represents the corridor, the founder's standards, and the communities we serve.

Our mission is simple: deliver fast, professional, compliant notarizations with a service-first mindset.

We operate debt-free, disciplined, and structured. Every operator follows the same workflows so the corridor remains stable, scalable, and succession-ready.

## 2. Roles & Expectations

### Hourly Employees (Colorado Hub)

- Represent the core operational team.
- Follow assigned schedules and session blocks.
- Track all time in Clockify.
- Maintain professional communication with clients and leadership.

### 1099 Operators (Multi-State Hubs)

- Work independently within corridor standards.
- Provide availability windows weekly.

- Maintain their own equipment and workspace.
- Invoice according to state and company guidelines.

## Overview

1099 Operators are independent contractors who represent D.S. Minnich & Son's Ranch LLC across multiple states. They are not employees—they are professional partners who operate within the corridor's standards, uphold state-specific RON laws, and deliver consistent, high-quality service.

They are selected for:

- Professionalism
- Reliability
- Alignment with corridor values
- Ability to operate independently while following structured workflows

This role is ideal for disciplined, self-managed individuals who want flexible hours while contributing to a national notarization network.

## Expectations & Responsibilities

### 1. Professional Independence

1099 Operators:

- Manage their own schedules
- Provide weekly availability windows

- Maintain their own equipment and workspace
- Are responsible for their own taxes, deductions, and business expenses

They operate independently but within the corridor's standards, ensuring consistency across all states.

## 2. Compliance Requirements

Operators must:

- Follow all RON laws for their state
- Maintain an active notary commission
- Keep their digital certificate and seal current
- Use approved platforms only (e.g., NotaryLive or state-specific systems)
- Never perform notarizations outside their authorized state

Compliance violations result in immediate suspension from the corridor.

## 3. Workflow & Session Standards

1099 Operators must:

- Follow the RON workflow exactly as written
- Verify identity using approved tools
- Maintain a clean, quiet, professional environment

- Upload documents promptly after each session
- Communicate professionally with clients and leadership

Consistency is non-negotiable. The corridor is built on predictable, repeatable systems.

#### 4. Communication Expectations

Operators must:

- Respond to leadership within reasonable timeframes
- Confirm appointments with clients
- Notify leadership of schedule changes
- Escalate issues immediately (technical, legal, or client-related)

Professional communication is part of the brand.

#### 5. Compensation Structure

1099 Operators are paid:

- Per session
- Per signing
- Or per invoice, depending on state and workload

They must:

- Submit invoices by the 1st and 15th of each month

- Track sessions accurately
- Maintain clean, audit-ready records

The company does not withhold taxes—operators are responsible for their own filings.

## 6. Equipment & Workspace Requirements

Operators must maintain:

- Stable high-speed internet
- A quiet, private workspace
- A functioning webcam and microphone
- A backup device (recommended)
- Updated browser and security settings

Professional presentation is part of the corridor standard.

## 7. Availability & Scheduling

1099 Operators choose their own hours, but must:

- Provide weekly availability blocks
- Cover at least some high-demand windows (evenings, weekends, holidays)
- Notify leadership of changes at least 24 hours in advance

Operators who consistently support high-demand windows receive priority for future opportunities.

## 8. Performance Standards

To remain active in the corridor, operators must maintain:

- 95%+ session success rate
- Zero compliance violations
- Professional communication
- Timely document handling
- Consistent availability

Operators who exceed expectations may be invited into leadership or training roles.

## 9. Corridor Culture & Values

1099 Operators are expected to embody:

- Stewardship
- Integrity
- Professionalism
- Service-first mindset
- Respect for clients and leadership
- Alignment with the founder's long-term vision

This is not just gig work—it's participation in a multi-state legacy system.

## 10. Pathways for Growth

High-performing operators may advance into:

- State Lead
- Corridor Steward
- Training & Onboarding roles
- Multi-State Coordinator positions

The corridor grows from within. Operators who demonstrate reliability and alignment with the mission are the first considered for leadership.

All Operators Must:

- Be punctual, professional, and compliant.
- Follow the RON workflow exactly as written.
- Protect client privacy and documents.
- Communicate clearly and respectfully.
- Escalate issues immediately to leadership.

## 3. Compliance & Professional Conduct

Required Standards

- Follow all state-specific RON laws.
- Verify identity using approved platforms only.
- Never perform a notarization outside your authorized state.
- Maintain a clean, quiet, professional environment during sessions.
- No distractions, background noise, or unprofessional attire.

#### Confidentiality

- Never store client documents locally.
- Never screenshot, record, or save session content.
- Use company-approved platforms only.

#### Prohibited Behavior

- Arguing with clients
- Sharing personal opinions during sessions
- Performing notarizations without proper ID verification
- Using personal email for client communication

#### 4. Scheduling & Availability

##### Standard Expectations

- Operators provide weekly availability blocks.
- Weekend and holiday availability is highly valued.

- Operators must notify leadership of changes at least 24 hours in advance.

#### High-Demand Windows

- Evenings
- Weekends
- Holidays
- End-of-month real estate closings

Operators who consistently cover these windows receive priority for future opportunities.

#### 5. Compensation & Payroll

##### Hourly Employees

- Paid biweekly.
- All time must be tracked in Clockify.
- Overtime must be pre-approved.

##### 1099 Operators

- Paid per-session or per-invoice depending on state.
- Must submit invoices by the 1st and 15th of each month.
- Responsible for their own taxes and deductions.

##### Banking Discipline

- All operators must follow the company's audit-proof financial structure:

- Business funds stay in business accounts.
- Personal and business expenses remain separate.
- No commingling of funds.

## 6. Client Interaction Standards

### Before the Session

- Confirm appointment time.
- Send platform link (NotaryLive or state-approved system).
- Ensure client has ID and documents ready.

### During the Session

- Greet the client professionally.
- Verify identity.
- Walk them through the signing process.
- Maintain calm, confident communication.

### After the Session

- Confirm completion.
- Upload documents to the correct workflow.
- Close out the session in Clockify or your invoice log.

### Approved Scripts

I can generate full scripts for:

- First-time client calls
- Real estate closings
- Emergency/after-hours sessions
- Ministry-aligned free or discounted services

Just tell me which ones you want added.

## 7. Tools & Workflow

### Required Tools

- NotaryLive (your official link: <https://notarylive.com/tu/n/1s6241526>)
- Clockify for time tracking
- Secure email for client communication
- State-approved RON platform (if applicable)

### Equipment Requirements

- Stable internet
- Quiet workspace
- Webcam and microphone
- Backup device recommended

## 8. Performance Standards

Operators Must Maintain:

- 95%+ session success rate
- Professional communication
- Zero compliance violations
- Timely responses to leadership

Performance Reviews

- Conducted quarterly
- Based on session quality, availability, and professionalism

## 9. Growth & Succession Pathways

Operators who demonstrate consistency, professionalism, and alignment with corridor values may advance into:

- State Lead
- Corridor Steward
- Training & Onboarding
- Multi-State Coordinator

The long-term vision is a self-sustaining national corridor where leadership roles are filled from within.

## 10. Founder's Statement

Every operator is part of something bigger than a job. You're helping build a multi-state corridor designed to outlast the founder and serve communities for generations.

We operate with discipline, integrity, and purpose.

Your role matters. Your professionalism matters.

Together, we build the legacy.