

New Hire Onboarding

□ 1. Introduction & Purpose

Hey there and welcome to the **MyCookieJar** team! I'm **Cookie**, and I'm so excited to have you on board. Our team is built on **collaboration, honesty, and consistency**, with a focus on growing an online empire. We believe in creating passion and purpose in every role—encouraging you to contribute where you feel most valuable and aligned with your strengths.

This **Onboarding SOP** is here to guide you through everything you need to get started. It outlines the tools, expectations, and best practices we use to stay organized and aligned—whether you're based in the U.S. or working abroad.

Before we dive in, I want to clarify that all virtual assistants on the MyCookieJar team are hired as **independent contractors**. This means:

- You are not an employee of Buck Nani's Solutions LLC.
- You manage your own schedule and tools.
- You're responsible for your own taxes, invoicing, and compliance in your country or state.

□□ 2. Required Personal Information

To get you fully onboarded, I'll need just a few important details from you:

- **Your legal first and last name**
- **Your preferred email** – this is what we'll use to send invitations to all tools and onboarding resources related to your role.
- **Payment details** – If you're U.S.-based, you'll receive an invite via QuickBooks to complete your W-9 and set up direct deposit. If you're an international contractor, please send your **Wise** details for payments.

□□ Equipment & Software Confirmation

Please confirm that you have reliable access to:

- A laptop or desktop
- Stable high-speed internet
- Any other tools needed for your role (your manager will clarify specifics)

☐ Tools You'll Be Using

Here are the core platforms we use to keep everything running smoothly. You'll be sent invites after submitting your preferred email:

- **Infloww (CRM System):**

Download here → <https://infloww.com/download>

Once downloaded, confirm with your team manager to receive your invite.

- ⚠ *Make sure you're using an email address that hasn't already been linked to a different company's Infloww account.*

- **Grammarly:**

Download Grammarly to your desktop — it works in Infloww and helps keep English spelling and grammar on point so messages sound like they're really from Cookie.

- **Wiki Page:**

This is where all of our SOPs and playbooks live. You'll get an invite from your manager to create your login.

- **Synology:**

This is our content storage system. You'll only receive access if your role requires direct access to content folders.

- **Monday.com:**

Our project management platform—this is where we handle everything from video release scheduling to custom content request tracking. Your usage here will depend on your role.

- **Telegram:**

All communication across the MyCookieJar team happens in Telegram. Please make sure to join all of my Telegram channels here: <https://t.me/addlist/LRPSShknj5E0OWJh>

☐ 3. Role Overview & Expectations

Your job is to **imitate Cookie** and represent the **MyCookieJar** brand online. It's vital that everyone on the team speaks in the same voice across platforms—fans should never know the difference between who's chatting, posting, or replying. You're an extension of *me*, and brand consistency is everything.

To help you get into character and fully understand the voice of Cookie, here are a few key resources to start with:

- ☐ **Model Bio & FAQs:** [Model Info SOP](#)
 - ☐ **Follow all socials:** Turn on post notifications or check daily before your shift: [Cookie's Link Hub](#)
 - ☐ **Watch previous livestreams:** Skim through the *Streams* folder in the Vault to get a feel for tone, language, and fan interaction.
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☐ Schedule & Time Off

- Your **weekly schedule** will be posted by the team manager.
 - Please be **online at least 5 minutes before your shift** for a smooth handoff between assistants.
 - If you need **time off**, a **2-week notice** is required so we can adjust coverage.
 - Alternatively, all assigned tasks must be completed **at least 1 week before** your scheduled time off.
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☐ Communication Expectations

- We use **Telegram** for all internal communication.
 - You are expected to regularly check:
 - **Cookie's Money Chat**
 - **Cookie's Team Update** (linked earlier)
 - If you are **tagged by your @ handle**, that means the message needs a reaction (☐) or a reply confirming you've read and understood it.
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☐ Time Tracking

You're responsible for tracking your time in **two places**:

1. **Infloww:** Use the clock-in/clock-out feature so management can track your working hours. (Found in the top right hand corner of your Infloww). Note you will be automatically clocked out after 10 min of inactivity.



1. **Telegram:** Announce when you're going online and offline.
 - When clocking out, you must also report your **gross shift sales breakdown** across all pages **and a summary of any customs or special sales** that were sold during your shift (solo or collab customs, group cock rates, etc.).

Example Clock-Out Report:

Clock out:
VIP - \$365
Free - \$199
Fansly - \$244
Rybaby collab - 2 cock rates, 1 custom vid

This level of detail ensures team-wide visibility and helps us track performance accurately.

☐ 5. Training Materials

Let's get you up to speed!

Start by logging into the **Cookie Wiki page** and reviewing your **job-specific playbook**. Everything is organized in order of importance, so go through it top to bottom. Any new SOPs will be announced in **Cookie's Money Chat** on Telegram, so be sure you're checking that regularly.

☐ A **recorded walkthrough of Infloww and account systems** is coming soon—keep an eye out!

You should aim to review all playbooks within the next **24-48 hours**. Once you've done that, drop any questions you have in your private **Telegram group chat** with management. We're here to support you every step of the way!

☐ 6. Communication Protocol

Communication is everything around here, so here's how we keep things flowing smoothly:

- **Time Zone Awareness:**

Our management team is based in **PST**. Please allow a bit of time for responses if you're in a different time zone—but know we see you and will get back as soon as possible.

- **When You're Unavailable:**

At least one member of management is usually online at all times, even if replies are delayed. If something comes up and you need help right away, don't hesitate to **lean on your fellow team members in Telegram**.

- **Escalation Protocol:**

All communication should go through **Cookie's Money Chat** first. If something needs attention, tag your **team manager** directly—they should always be your **first point of contact**.

I (Cookie) will step in when needed, but we keep things streamlined by following the chain of command.

☐ 7. Payment & Invoicing

Compensation varies by role and may include **commission-based pay**, **project-based rates**, or a **combination of structures** depending on your agreement. Your specific pay details and payout schedule will be discussed with you directly during onboarding.

To get paid, you'll need to submit an invoice according to the schedule we discussed. I've put together a full walkthrough on how to do that here:

☐ How to Submit an Invoice SOP

Make sure to follow the steps closely—there's also a note in there about what happens if invoices are submitted late, so take a minute to read it through before your first submission.

☐ 8. Performance & Review

All new team members will start with a **2-week trial period**. Management reserves the right to end the trial at any point if it's not the right fit. During this time, you'll receive **daily feedback as needed**, and at the end of each week, your manager will provide a **performance summary** based on your role and contributions.

☐ How Feedback is Given (Post-Trial)

Once you've successfully completed your trial period and are officially part of the team, we continue providing regular feedback to support your growth and performance.

Daily Reviews:

Management monitors team performance daily based on your role—this includes metrics like:

- Sales performance
- Chat logs
- PPV unlock rates
- Wall post captions and formatting
- Task follow-through and communication

Feedback may be shared in **Cookie's Money Chat** to keep things transparent and encourage learning across the team. If something is more sensitive or individual, it will be messaged privately.

Monthly 1:1 Check-Ins:

Each month, you'll have a **one-on-one check-in with your team manager**. This is a chance to go over what's going well, what could be improved, and anything you need from us—like more content, support, or clarity. These check-ins are meant to be collaborative and supportive, not

intimidating.

☐ Write-Up & Disciplinary Process

To maintain high-quality engagement and protect page performance, we follow a structured process when expectations aren't met:

- **Level 1 - Verbal Warning:**

For minor issues like off-brand messaging or inconsistent engagement. Management will coach you directly with feedback and examples.

- **Level 2 - Written Warning:**

Issued when behavior repeats or moderately impacts fan retention or revenue (e.g., upsetting a high spender). Formal notice is given and performance is monitored.

- **Level 3 - Commission Reduction:**

Applied when major financial damage occurs—such as losing a whale due to poor messaging. Your commission may be temporarily reduced, and retraining may be required.

- **Level 4 - Termination:**

Reserved for repeated violations or serious infractions that harm the brand or page revenue. This results in immediate removal and ineligibility for rehire.

This process is in place to help you grow while also protecting the integrity of the MyCookieJar brand and the experience we provide fans.

☐ **For full details, view the complete [Write-Up & Disciplinary Process SOP](#)**

☐ 9. Code of Conduct

Being part of the **MyCookieJar** team means upholding a high standard of professionalism, trust, and integrity—both in how you communicate and how you represent the brand. The following guidelines apply to *everyone* on the team, no matter the role or time zone:

- **Confidentiality:**

Everything you see and hear while working with me—content, chats, account access, performance data, fan info, etc.—is strictly confidential. Sharing, copying, or repurposing anything outside the team (even for another client) is a breach of trust and will result in immediate removal.

- **Respectful Communication:**

Treat all team members and managers with respect. This includes clear, timely communication, no passive-aggressive behavior, and a general attitude of professionalism.

- **Integrity & Professionalism:**

You are expected to represent me (Cookie) and the MyCookieJar brand as if it were your own. That includes attention to detail, consistency in tone and quality, and being reliable with your tasks and deadlines.

- **No Subcontracting:**

You may not outsource or subcontract any portion of your work to anyone else without **explicit written permission** from management. This includes having someone assist you with shifts, chatting, content handling, or any assigned duties—even if you believe it's harmless.

Violating this policy will result in immediate termination from the team and forfeiture of any unpaid compensation related to the subcontracted work.

☐☐ 10. Acknowledgement & Next Steps

By continuing with the onboarding process, you acknowledge that you've received and reviewed the MyCookieJar Onboarding SOP and understand the expectations, tools, and policies outlined above.

Before you officially start, make sure the following items are completed:

- ☐ All required forms submitted (contractor agreement, tax documents, payment info)
- ☐ Tool access confirmed (Infloww, Telegram, Wiki, etc.)
- ☐ Training materials reviewed within 24–48 hours
- ☐ Any questions noted for your manager in your private Telegram chat

If you're unsure about anything or need help at any point, your **team manager** is your main point of contact and is here to support you throughout your time with MyCookieJar.

Welcome to the team—we're excited to grow with you! ☐☐

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