



MOCA GUIDELINES

COMMUNICATION

Our communication structure creates flexibility for our team so that we can focus on what we do best. Send your projects our way and we will keep everything organized!



EMAILS

Most of our communication is done through email. The whole team works out of hello@mocateam.com - one email to reach us all and a whole team available to support you.



PHONE CALLS

Check-in calls are booked ahead of time through our scheduling system with an option to talk by phone or zoom. Day-of phone calls are typically not available.



PROJECT COMMUNICATION

Communication about projects goes through your connector even if a different person on the team is the one working on your project directly. Our connectors specialize in communication and project organization so that our creators can specialize in producing awesome work.



OUTSIDE SYSTEMS

MOCA does not work with outside project management systems or communication systems like Asana, Trello, or Voxer. We have a custom backend system that will eventually have a client-friendly interface!

TIME

We hope to help our clients seek a balanced lifestyle alongside their successful businesses. To support this form of intentional entrepreneurship, we aim to model it ourselves.



EMAILS

Emails are answered within 1-2 business days. We try not to email on the weekends.



HOLIDAYS

We will close down MOCA for some of the major Holidays. Projects will still be running, but we won't be in touch by email until we've eaten our fair share of pie (or a little more).



PROJECTS

Our project turnaround time is a *minimum* of 2-4 business days. Some project types may take longer, especially if we are creating a system for a new recurring project.



URGENT WORK

We don't do urgent work. Instead, we help clients create systems and organization so that nothing has to be urgent. Our timelines help us produce our best work!

VALUES

Working with MOCA means more than just handing off projects. We hope to build a healthy, long-term working relationship with mutual respect and understanding.



BEING INTENTIONAL

We hope that you choose to have a purposeful business that works for you and balances with the rest of your life. We are here to help our clients chase their vision in a thoughtful way, to move away from stress, urgency, and endless work hours, and move towards passion, purpose, and self-care.



BEING KIND

We strive to always be kind and clear in our communication and we expect the same from you. We don't tolerate unkind emails or phone calls. If a mistake is made, we will fix it. If there is a misunderstanding, we can clear it up. But please always try to approach these issues with kindness.



GOOD COMMUNICATION

We encourage communication. Whatever it is, we want to hear it. Please reach out to us if you're unhappy with a project or concerned about our working relationship. Of course, you're always welcome to let us know when you're happy as well!