

PHYLLIS TRAYLOR

US Army Retired, Notary Public & Professional Trainer, and Owner, My San Antonio Mobile Notary

Phyllis Traylor is a U.S. Army Retiree, and a 2018 NNA Notary of the Year Honoree. She is the owner of My San Antonio Mobile Notary, along with several other subsidiaries. She is a Texas Notary Public Instructor, Certified Trainer for Notary2Pro Signing Agent Courses and a contributing writer for the American Association of Notaries.

Phyllis has a Master's Degree in Adult and Higher Education and is a former full-time Assistant Professor at a local college where she still teaches online courses part-time. She has also taught at DeVry University as a Visiting Professor. Phyllis currently teaches both live and online courses for Texas Notaries.

1. Why did you want to be a NSA?

I had a couple of friends who were working as Signing Agents, and I thought it was something that I could do full time. One of the friends worked part time, the other worked full time. It seemed to be an interesting venture, and something that I did not have to learn entirely from scratch because I had a background in Real Estate.

2. How much training did you have?

Initially, I took one online course, from one of the large national notary organizations. However, after completing the course, I did not feel confident about what I was expected to do as a signing agent. So, I had my friend go over a loan package with me. I was still not as confident as I felt I should have been. Finally, I came across the Notary2Pro online training, which made all the difference in the world. After completing Notary2Pro, I understood my role and responsibilities as a Notary Signing Agent.

3. What makes you different/stand out?

I use an answering service so I always have a live person answering my phone. This allows me to work with clients and not have to worry about missing phone calls. My customers appreciate the fact that their calls are answered and returned.

4. What (special) marketing techniques do you use?

I use a combination of online advertising, print advertising, social media advertising and networking.

5. What advice do you give to someone first starting out?

Develop a business plan, work with a counselor at the Small Business Administration. Take advantage of the free business training offered by the Small Business Administration. Get properly trained as a Notary Signing Agent and a Notary Public. Invest in training, and become an expert in the field. Also find a mentor.

6. What advice do you give to someone who isn't getting work?

I would recommend that they take a more aggressive marketing approach, and possibly increase their marketing budget, along with actively participating in network organizations.

7. Have you added additional services to your business?

Yes, I have added several additional services:

- a. Apostille Services
- b. Process Server Services
- c. Translation Services
- d. Notary Public Training
- e. Signing Agent Training
- f. Form I9 Services
- g. Writing – Contributing writer for AAN

8. What are some of the most important items you need for your business (to/and) be successful?

The most important items needed are:

- a. A cell phone
- b. Laser printer
- c. Reliable vehicle
- d. Workspace
- e. Scanner
- f. Invoicing system
- g. Contact manager

9. Did you have any previous experience?

I did have real estate experience prior to becoming a Notary Signing Agent.

10. What are you doing today to make you successful?

Trying to stay on top of all the calls and email requests that I get. Once you get super busy, it's easy to let something fall through the cracks. I work extra hard to make sure that I respond to all phone calls and other inquiries.