

OPPORTUNITY ANNOUNCEMENT



DSG Customer Sales & Customer Service



Service Revenue

Service Revenue
\$0.229 per productive minute

OR**

Alt Base Rate
\$11.00 per hour*
(\$5.50 per interval)

**Hourly rate shown assumes the servicing of two, 30-minute intervals
**Service Partners will earn the greater of the two.*



Certification

Class Schedule

Phase I
06/28/2021 – 07/19/2021

Phase II
07/20/2021 – 07/23/2021

Note: No class on 07/05/2021

Class Times Offered*

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET



Servicing Times Available

Intervals Available*

7 Days a Week
8:00 a.m. – 12:00 a.m. ET

Weekend and Holiday Requirements

8 Intervals (4 hours) required on Saturday, Sunday or a combination of both and on all Federal holidays

**Subject to change based on client needs. Suggested interval volume and intervals available different for certification SOWs. Please see certification section for details.*



DSG Customer Sales & Customer Service

About the Client | Dick's Sporting Goods



DSG is the nation's largest sporting goods retailer!

Started in 1948 by 18-year-old Richard "Dick" Stack with just \$300 borrowed from his grandmother, Dick's family continues to offer the finest quality products at competitive prices, supported by associates with a passion for sports.

DSG also owns and operates Golf Galaxy®, Field and Stream® as well as DICK's Team Sports HQ. DSG serves and inspires athletes and outdoor enthusiasts to achieve their personal best through a blend of dedicated associates, in-store services and unique specialty shop-in-shops dedicated to Team Sports, Athletic Apparel, Golf, Lodge/Outdoor, Fitness and Footwear.

Learn more about DSG at: <https://www.dickssportinggoods.com>

Note: DSG supports all outdoor sports. Agents servicing this program may have to assist customers with hunting equipment, including but not limited to, firearms and ammunition.

System and Equipment

Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)



Additional Client Program Technology Standards

- This program requires use of the Arise Secured Desktop (ASD); a device that securely connects your computer system to the client's system. See page 6 of equipment policy linked to above for details.
- To create your own ASD, you will need to obtain a USB 3.0 Flash Drive with 8 - 32GB of storage (the ASD Builder will not work with flash drives outside this range).
- This program requires dual monitors/display 19" or larger (Note: laptop screens do not count as a monitor/display).
- **Windows 7 is NOT supported**
- Spectrum Internet users require a Business Account.
- Residential Spectrum service is not supported.



DSG Customer Sales & Customer Service What to Expect When Servicing



What to Expect

- Respond to “Where is my order?” calls
- Assisting customers with product questions
- Placing new orders/volume orders
- Handling existing orders: returns/replacements
- Provide store-specific support
- Tracking shipments
- Gift Card/Loyalty Card support
- Dispositioning all calls
- Deliver first call resolution with white glove service



Capabilities of Top Performing Service Partners for this Program

- Have agents that are fluent, both written and verbal, in English
- Demonstrate a proven ability to deal with challenging customers and situations
- Are confident in their ability to achieve metrics
- Build and maintain strong working relationships through exceptional communication
- Provide proven problem-solving capabilities to deliver practical solutions
- Expertly navigate the Internet and demonstrate a working knowledge of Microsoft Office programs such as Outlook, Excel and Word
- Type 25+ words per minute
- Demonstrate a working knowledge of a variety of sports and outdoor activities
- Have previous customer service experience within a call-handling environment



DSG Customer Sales & Customer Service CERTIFICATION DETAILS

eLearning & Self-Paced Work

This phase is:

Educating learners about the client, how to navigate systems, and how to use these tools to resolve customer inquiries. This course is in-depth, and requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

Three Weeks: Four hours of instructor-led content per day and up to two hours of self-paced content per day.

During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week during times posted in Starmatic and as outlined in the SOW.

See Page 1 For Class Dates and Times

100% attendance in instructor-led sessions is highly encouraged for success



DSG Customer Sales & Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

- Certify in program and demonstrate proficiency in handling calls on the program. These requirements are:
- 100% completion of all self-paced content daily
- Completion of all module assessments and final assessment with a passing score of greater than or equal to 80% on all assessments
- Evaluation assessments must be with a passing score of greater than or equal to 85%
- Meet all service level and performance requirements
- 90% Commitment Adherence
- Call Reviews passed with 80% or higher average
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified



PLEASE NOTE – FOR SECURITY PURPOSES LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM LOGIN CODES.

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class. Please ensure your agents attend. Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.

Read complete course policies [here](#)

OPPORTUNITY ANNOUNCEMENT



THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Arise® Portal.

- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECK DURING COVID-19 PANDEMIC

Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified, and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps listed above, no refunds will be provided.

AFFIDAVIT OF ID

Once completed, Affidavit of Identification with photo ID must be on file.

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com

OPPORTUNITY ANNOUNCEMENT



Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
CSAT (Post Interaction Customer Satisfaction)	$\geq 90\%$	Average Top Box scores for the reporting period as measured by the client's post interaction satisfaction surveys. Client leverages a 5-point scale within the survey with 5 being the highest. Top Box means only a score of 5 "counts".
Quality Contact Monitoring	$\geq 80\%$	Average score of all Quality Monitoring Call Forms provided by the client during reporting period.
Average Handle Time (AHT)	≤ 480 Seconds	Talk Time + Hold Time Average Handle Time is the average time spent resolving a customer issue, including talk time, hold time, transfer time (if applicable) and after call work



Log-in codes are confidential, user specific and will only be generated for confirmed course attendee

All business's must ensure that their agents have a professional work environment, when in class and when servicing.

- To confirm a company's intent to attend, Arise may be contacting the call center owner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure to confirm your company's intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

See Sample Statement of Work

A business DOES NOT QUALIFY to participate in this program if any of the following applies to the business or their agent enrolling in the opportunity

- Has one or more SOW terminations on file due to performance.
- Has dropped from "enrolled" status in a program opportunity less than 4 weeks before expressing interest in this program opportunity.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.