

OPPORTUNITY ANNOUNCEMENT



Walgreens | Photo Customer Care Customer Service

Service Partners currently servicing, or enrolled in, Walgreens Vaccine Support will not be able to enroll in this opportunity.



Service Revenue

Service Revenue
\$9.40 per hour*
(\$4.70 per interval)

**Hourly rate shown assumes the servicing of two, 30-minute intervals.*



Certification

Class Schedule

Phase I
05/24/2021 – 06/02/2021

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Intervals Available*

24 hours a day
7 days a week

Special Servicing Requirements*

6 Intervals (3 hours) required on a Saturday or Sunday or a combination of both

Most Intervals Available*

Monday – Saturday
11:00 a.m. – 8:00 p.m. ET



Servicing Times Available

**Subject to change based on client needs*

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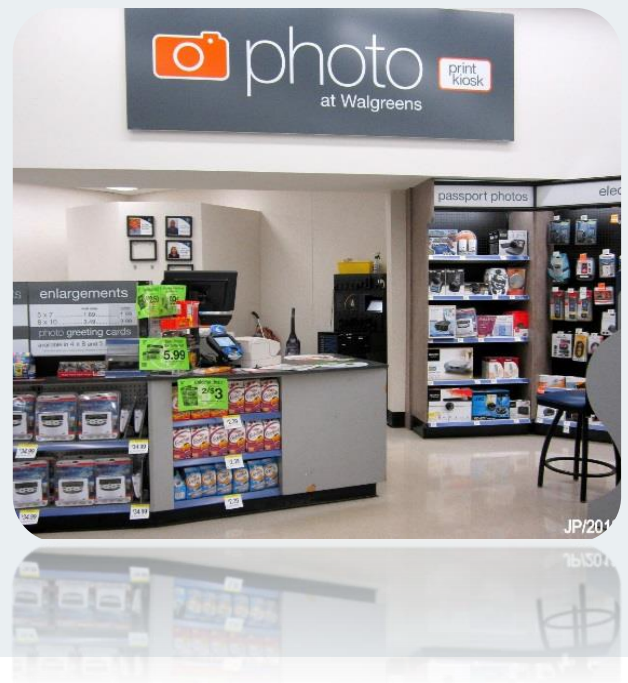


Walgreens | Photo Customer Care Customer Service



About the Client | Walgreens

Walgreens, one of the nation's largest drugstore chains, is included in the retail Pharmacy USA Division of Walgreens Boots Alliance, Inc., the first global pharmacy-led, health and wellbeing enterprise. More than 8 million customers interact with Walgreens each day in communities across America, using the most convenient, multichannel access to consumer goods and services and trusted, cost-effective pharmacy, health and wellness services and advice.



System and Equipment

Equipment Must Meet the Platform Standards

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

Additional Client Program Technology Standards

This program uses the AVG 1.5 (Arise Virtual Gateway) to connect to client systems.

Businesses that do not have Miami area code phone numbers (305 or 786), will need to be able to dial long distance on their service lines which may result in long distance charges. For that reason, bulk or unlimited long-distance service plans are recommended and are available from most carriers to avoid per-minute charges.

For more information, please see the Walgreens website: www.walgreens.com



Walgreens | Photo Customer Care Customer Service What to Expect When Servicing



Service Partners currently servicing, or enrolled in, Walgreens Vaccine Support will not be able to enroll in or service on the Walgreens Photo opportunity.

What to Expect

On a day-to-day basis, businesses can expect to participate in the following activities:

- Inbound calls from Walgreens customers regarding Photo orders and/or inquiries to include but not limited to the following:
- Shipping inquiries
- Photo refunds & resubmittal of orders
- Photo returns
- Processing Photo credits
- Password resets
- Assisting Walgreens customer with other basic inquiries
- Log each transaction into the customer system, must be able to quickly and accurately notate transaction
- Passionately connect, build rapport and brand loyalty with Walgreens customers
- Skilled use of client systems to quickly determine a solution or status



Capabilities of Top Performing Service Partners for this Program

- Strong customer service skill and the ability to show empathy to customers, while offering solutions
- Excellent listening skills
- Experience and proficient with digital photography
- Able to take ownership; effectively and efficiently address customer issues
- Always willing to strive for first contact resolution
- Outstanding verbal and written communication
- Strong typing skills, interpersonal skills and administrative skills
- Clear understanding of the English language as well as a clear ability to communicate in the English language
- Excellent computer literacy



Walgreens | Photo Customer Care Customer Service CERTIFICATION DETAILS

eLearning & Self-Paced Work

This phase:

Ensures agents will learn about the client, how to navigate systems, how to assist customers and how to address customer concerns related to photo orders.

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

[See Page 1 For Class Dates and Times](#)

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



Walgreens | Photo Customer Care Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

- 100% completion of daily self-paced modules each day as well as complete attendance of instructor-led sessions each day
- Cumulative average of 90% for all quizzes and exams
- Pass Mock Calls
- Must complete 100% of all Arise U coursework and class role play
- 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.

- The background check will be required to be completed either before or after payment for the course is made - depending on the client program.
- Service Partners who do not pass the background check will receive a refund of the certification course fee, minus a processing fee, the amount of which will be displayed on the Enrollment screen (on the portal) prior to 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 a credit freeze will delay the process. 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.

AFFIDAVIT OF ID

A 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

Please note:

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

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: $[(\text{Posted Interval Login Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$ |
| Customer Satisfaction (CSAT) | ≥ 90% | Level of happiness expressed by the customer at the end of the call |
| Quality Assurance | ≥ 90% | Adherence to the client's QA guidelines |
| Average Handle Time (AHT) | TBD | The average amount of time spent servicing a single call; talk time + hold time |

STAR metrics requirements vary and are subject to change.

Star metrics and corresponding incentives are included in the Production SOW. Certification SOWs do not include Star metrics.

| Service Level Requirements | * | ** | *** |
|----------------------------|--------------|--------------|----------|
| Intervals Serviced | 18 – 23.99 | 24 – 29.99 | > 30 |
| Quality | 90% - 95.99% | 96% - 98.99% | > 99% |
| | | | |
| INCENTIVE (Pre-Select) | Silver | Gold | Platinum |



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 Service Partners intent to attend, Arise may be contacting the Service Partner 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 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. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

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
- Service Partners currently servicing, or enrolled in, Walgreens Vaccine Support will not be able to enroll in or service on the Walgreens Photo 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.