

OPPORTUNITY ANNOUNCEMENT



Neiman Marcus

Neiman Marcus | Concierge Customer Care

Phone Customer Service



Service Revenue

Average Service Revenue

\$12.76 per hour*

(\$6.38 per interval)

Base Rate

\$0.24 per minute

(includes talk time, hold time,
and after call work time)

OR

Minimum Alternate Base Rate

\$11.50 per hour*

(\$5.75 per interval)

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



Certification

Class Schedule

Phase I – Instructor-Led

08/23/2021 – 09/13/2021

Phase II - Earn While You Learn!

09/14/2021 – 09/20/2021

No class on 09/06/2021

Class Times Offered

9:00 a.m. – 1:00 p.m. ET

2:00 p.m. – 6:00 p.m. ET



Servicing Times Available

Intervals Available

Monday – Friday

11:00 p.m. - 6:00 p.m. ET

Saturday

11:00 a.m. – 7:00 p.m. ET

Sunday

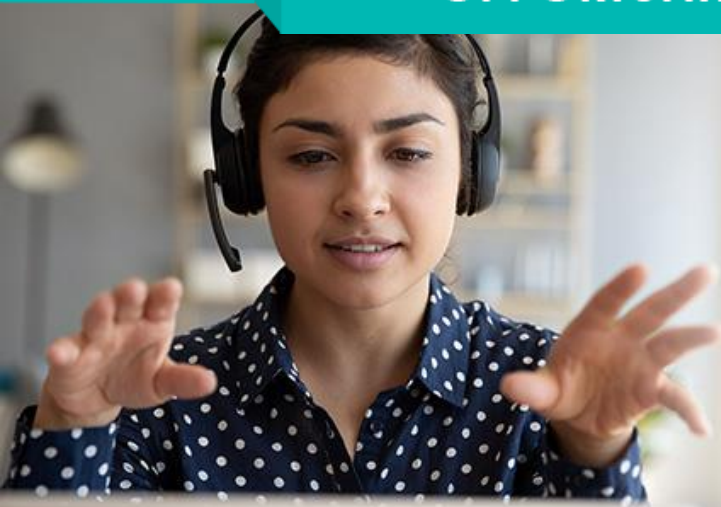
12:00 p.m. – 5:00 p.m. ET

Special Servicing Requirements

8 intervals (4 hours) required on
Saturday and/or Sunday

Most Intervals Available

Monday – Friday



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About the Client | Neiman Marcus

For over a century, The Neiman Marcus Group (NMG) has focused on serving the unique needs of the luxury market. Today, that commitment is stronger than ever. NMG has stayed true to the principles of its founders - to be recognized as the premier luxury retailer dedicated to providing customers with distinctive merchandise and superior service.

NMG is comprised of: Neiman Marcus Stores, Neiman Marcus Last Call and Bergdorf Goodman. These renowned retailers offer upscale assortments of apparel, accessories, jewelry, beauty and decorative home products to the affluent consumer.

For more information, please see the Neiman Marcus website:
www.neimanmarcus.com

System and Equipment

Equipment Must Meet Platform Standards

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



Additional Client Program Technology Standards

- **Wired Plantronics Blackwire 3225 USB-A Headset On-Ear Mono Headset required**
- Supported Operating Systems: Windows 8.1 and Windows 10
- Sound card allowing sound to be heard from speakers
- Microphone (external or built in)
- Dedicated standard home phone line without call waiting, call forwarding or voicemail and used exclusively during scheduled intervals
- Telephone jack must be located within 5 feet of the computer
- Must have a PSTN line cannot use VoIP
- Supported Web Browsers: Google Chrome 35 or higher and Internet Explorer 11
- All browsers must have the Adobe Flash Player Plugin enabled
- Adobe Flash player 11 or better



Neiman Marcus | Concierge Customer Care Phone Customer Service What to Expect When Servicing



What to Expect

- Assisting customers contacting the stores with questions about hours of operation, contacting an internal sales associate, answering general questions about services available in a specific store e.g.: restaurant, fur salon, alterations.
- Responding to customer inquiries related to online catalog orders of high dollar items; many orders are in excess of \$1,000
- Assisting luxury-centric customers with order-related issues, resolving those issues and ensuring orders are successfully submitted
- Responding to customer inquiries related to item sizing/color/material/dimensions, product warranties, product returns, and shipping issues



Capabilities of Top Performing Service Partners for this Program

- Strong customer service skill and ability to show empathy to customers, while offering solutions
- Excellent probing and listening skills
- Strong critical-thinking skills to ensure application of accurate order pricing, sales taxes, discounts and adjustments
- Agents that deliver white glove customer service on every customer interaction
- Demonstration of impeccable attention to detail and focus
- Demonstrated capabilities on programs requiring navigation of multiple systems during a call to gather information and assist the customer



Neiman Marcus | Concierge Customer Care Phone Customer Service CERTIFICATION DETAILS

eLearning & Self-Paced Work

This phase is:

An overview of the client, how to navigate systems and website, how to assist customers with online ordering, and how to address customer concerns related to retail orders.

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

Certification Call-Taking Earn While You Learn!

In this phase:

Apply what you've learned in phase I to live call taking and start generating revenue.

During the Certification SOW, Service Partners are required to service a minimum of 20 intervals (10 hours) per week during times posted in Starmatic and as outlined in the SOW. Please review the Certification SOW for additional information, including the end date

See Page 1 For Class Dates and Times

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



Neiman Marcus | Concierge Customer Care Phone Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

- Certify in NMG Concierge Customer Care program and demonstrate proficiency in handling calls on the program.
- 100% completion of all self-paced content daily (4 hours per day) – must be completed prior to entering Phase II
- Completion of all module assessments and final assessment with a passing score of greater than or equal to 80% - must be completed prior to entering Phase II
- Successfully handle live customer calls during these sessions and achieve assessment scores of 80% or greater on all assessments
- 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
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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](#)



THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

A background check will be prompted once you pay for the course. Details on the type of background check and the requirements to pass it will be provided before payment is made.

- 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 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.

- 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 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, 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% or higher	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{\{ \text{Posted Interval Login Minutes} + \text{Excused No Show Minutes} \}}{\text{Selected Minutes} + \text{Released Lockdown Minutes}} \times 100$
Customer Satisfaction (CSAT) 1 and 2 Star (Bottom Box)	≤3% of all survey respondents	$\frac{\text{Total Surveys with 1 and 2 Star Rating}}{\text{Total Surveys}}$
Feedback Complaints	no more than 3 during the term of this SOW	Escalations received from client for not following procedures, improper call handling, order entry errors and/or customer complaints.
Contact Detail Tracking (CDT)	> 95%	Proper dispositioning of calls in the client tracking system (CDT Tracker)

STAR metrics requirements vary and are subject to change.

Star metrics and corresponding Incentives are included in the Production SOW. Certification SOW does not include Star

Service Level Requirements	1 Star	2 Star	3 Star
Metric	Minimum Requirement	Minimum Requirement	Minimum Requirement
Average Handle Time (AHT)	200 – 295 seconds	200 – 295 seconds	200 – 295 seconds
Top Box CSAT		≥90%	≥90%
Intervals Serviced per Invoice Period			≥60



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

- If the Service Partner expresses interest and is NOT from one of the following states, they will not be allowed to enroll in this opportunity: AZ, CO, FL, GA, HI, IL, LA, MI, MO, NC, NJ, NV, PA, TX, VA, WA, and the District of Columbia.
- 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.