BARNES & NOBLE

Barnes & Noble Specialty Services

Opportunity at a Glance	Service Type: Inbound Customer Service

Contents

Service Revenue

**Base Rate
$5.50/per Interval**
multiplied by the total number of calls serviced during the invoice period

Exciting Opportunity!!
Call centers that successfully service the Barnes & Noble Customer Support program – and meet or exceed all metrics – will have an opportunity to also service the Retail and Escalations call types through an additional Upskill (no cost).

Certification

Course Duration
Phase I – Instructor-led & Self-paced Learning
02/18/19 – 03/14/19

Phase II – Mock Calls/Role Playing/Live Calls
03/15/19 – 03/20/19

Class Times Offered
Monday – Friday
9:00 AM – 1:00 PM EST
6:00 pm - 10:00 pm EST

Service Intervals

Average 30 intervals (15 hour) SOW

Intervals Available*
8:00am – 11:00pm EST (Monday through Friday)
9:00am – 11:00pm EST (Sunday and Saturday)
365 days per year/7 days a week

Peak Days
Monday and Tuesday

Weekend Servicing Requirement
8 Intervals (4 hours) required on a Saturday or Sunday or a combination of both

Subject to change based on client needs.

Equipment

Equipment Must Meet Platform Standards
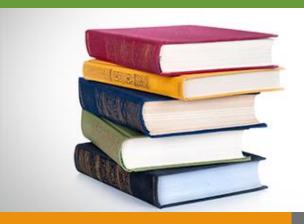**Click Here for System & Equipment Policy**

Additional Technology Requirements This program uses the AVG (Arise Virtual Gateway) to connect to client systems, **call center companies 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.** Please see the System and Equipment Section of this opportunity announcement for detail.

This program requires use of the Arise Secured Desktop (ASD). The ASD is a piece of computer hardware that securely connects your computer system to the client's system. *All learners are expected to have the ASD set up prior to the first day of class.*

Client Overview	Service Type: Inbound Customer Service

Barnes & Noble, Inc. is a Fortune 500 company, the nation's largest retail bookseller and a leading retailer of content, digital media and educational products. The Company operates 640 Barnes & Noble bookstores in 50 states, and one of the Web's premier e-commerce sites, BN.com. Nook Digital business offers a lineup of popular NOOK® tablets and eReaders and an expansive collection of digital reading content through the NOOK Store®.

What to Expect	Service Type: Inbound Customer Service

The scope of services and the kinds of tasks one can expect to handle on a daily basis for the Barnes & Noble Program Sales Audit Group:

- Assist customers on Sales Audit Group line.
    - Example: Customer purchased a gift card which was lost or stolen and they need help getting it replaced
- Handle customer inquiries regarding order status, membership, and/or marketplace order.

- Create a case in client system for every interaction

- Research customers account to accurately identify best solution/answer for customer inquiry

- Use client knowledge base to provide customer with accurate and complete information

- Utilize Chat and QA PF resources when necessary

- Consistently achieve a minimum of 90% CA

- Follow all log in requirements (AVG, ASD, and all client systems)

Exciting Opportunity	Service Type: Inbound Customer Service

Exciting Opportunity!

Call centers that successfully service the Barnes & Noble Customer Support program – and meet or exceed all metrics – will have an opportunity to also service the Barnes & Noble Retail and Escalations call types through a separate UpSkill (no cost).

What is the Specialty Services program?
Call centers servicing the Specialty Services program will take retail and sales audit (fraud) calls
- Over half the volume on this program is retail

Examples of retail calls include:
- An employee of the store calling to get help for a customer with a gift card or another matter
- A customer who ordered a book in the store, because it wasn't in stock, and they are following up on that order status

Example of an audit call:
- A customer purchased a gift card which was lost or stolen and they need help getting it replaced

Advantages of servicing the Specialty Services program:
- The initial caps in Starmatic™ are almost DOUBLE than those of the Barnes & Noble Customer Support program
- Opportunity for call centers to earn a HIGHER service revenue rate (up to $1.50 per interval/$3.00 per hour hour)
- Call centers servicing the Specialty Services program may have first access to additional opportunities on the Barnes & Noble program

CALL CENTER COMPANIES WILL BE SERVICING THIS CLIENT PROGRAM USING THE ARISE BUY & BUILD SECURE DESKTOP (ASD)

• To service this client program, call center companies will be required to use an ASD device.

• The company will be required to buy and build the ASD. To create an ASD USB flash drive, call center companies will need to obtain an 8 GB USB 3.0 flash drive.

• It is possible to use a larger drive if unable to locate an 8 GB Flash Drive. The USB flash drive should have a minimum read speed of at least 60 megabytes per second.

• Detailed instructions on how to build your Arise Secure Desktop will be sent upon enrollment in the certification course.

*All learners are expected to have the ASD set up prior to the first day of class.

Certification Course Details

Service Type: Inbound Customer Service

Class Times Offered

Class Times Offered

Monday – Friday

9:00 AM – 1:00 PM EST

OR

6:00 PM – 10:00 PM EST

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

Read complete course policies here

**Phase I
Instructor Led eLearning & Self-Paced Work**

02/18/2019 – 03/15/2019

Agents will learn about Barnes & Noble, how to use and navigate the systems and how to use these tools to resolve customer inquiries.

This course is:

- IN-DEPTH: Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

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

**Phase II
Blended Delivery**

03/15/2019 – 03/20/2019

Agents will do mock calls, role playing and then take live calls while being supported in classroom and during live calls for both >COM and SAG call types.

**Phase III
Certification SOW**

03/21/2019 – 04/20/2019

Earn revenue while meeting or exceeding all the client metrics in SOW in order to qualify to be offered the Production SOW.

Certification Completion Criteria

- All Homework assignments must be completed
- Complete and pass a pre-enrollment assessment
- Pass all quizzes and exams with a score of 80% or higher
- Provide a notarized Affidavit of Identification with Photo ID

Enrollment Prerequisites	Service Type: Inbound Customer Service

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

Step One: A background check will be prompted once you start the enrollment process if you have never enrolled in a client program through the Arise Platform before, or if you haven't had one in the past six months.

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 compete 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.

•The background check will include, but not be limited to, a check of disqualifying criminal convictions for at least the immediately preceding 10 year period

Step Two: Notarized Affidavit of ID
A completed, notarized 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
- Click on the link to access the Affidavit of Identification: **Affidavit of Identification**
- Once completed, submit this form to **AriseAffidavitOfIdentification@arise.com**
  - Please make sure to include User ID/CSP ID in the subject line, along with the name of the client program you are enrolling in.

 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.

Barnes & Noble Customer Support

| Metrics | Service Type: Inbound Customer Service |

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 Serviced Minutes/(posted Minutes + Released Lockdown Minutes)] x 100
Quality Assurance	> 90%	This is the measurement of agent's quality scores based on the client's approved compendium.
Average Handle Call	550 – 699 seconds	Average time it takes to service the call from start through completing notes in clients note tracking system.

Metrics	Service Type: Inbound Customer Service

No STAR metrics in CERT SOW

Additional Information	Service Type: Inbound Customer Service

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

- 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 company DOES NOT QUALIFY to participate in this program if any of the following applies to the company or their agent enrolling in the opportunity:

- Have one or more SOWs who were terminated for cause
- Dropped from "enrolled" status in a program opportunity less than 4 weeks before expressing interest in this program opportunity
- Contact information for the call center companies and their agents must be up-to-date to be eligible for this opportunity. If Arise is unable to contact a business owner or agent, they will be dropped from this opportunity without further notice.
- Doesn't provide a completed Notarized Affidavit of Identification and Photo ID. Please note, failure to provide the completed affidavit will delay final certification and will prevent Arise from offering your company a Statement of Work to service the program.
- The background and drug screening must be successfully completed immediately once the step is made available on your portal. Failure to execute the background check will result in missing out on this opportunity. *A credit freeze will delay the process. The credit freeze should be temporarily lifted for a minimum of 10 days in order for the third-party vendor to process your background check.

A company must meet all of the following criteria to be considered for this opportunity
- Hold a star rating of 2 or more stars for the past 2 SOW periods
- Excellent customer service and technical skills
- Strives to be personal and professional and show they care.

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.