

OPPORTUNITY ANNOUNCEMENT



Walgreens | Vaccine Support

Inbound Customer Service



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

02/25/2021 – 03/02/2021

Phase II – Start Earning Revenue!

03/03/2021 – 03/08/2021

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

3:00 p.m. – 7:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Intervals Available*

7 days a week
9:00 a.m. – 11:00 p.m. ET

Special Servicing Requirements

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



Servicing Times Available

**Subject to change based on client needs*





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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.

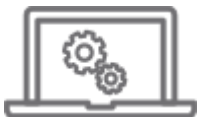


For more information, please see the Walgreens website: www.walgreens.com

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.

System and Equipment requirements continued on next page...





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Additional Client Program Technology Standards

Arise Secure Desktop (ASD) The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.

The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own flash drive to download the ASD onto, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

Arise Secure Desktop (ASD) Purchase Suggestions*

Amazon [SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive](#) \$8.99

Best Buy [PNY - Elite Turbo Attache 4 32GB USB 3.0](#) \$12.99

Walgreens [Infinitive USB Flash Drive 16GB](#) \$16.99



* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.





Walgreens | Vaccine Support What to Expect When Servicing

What to Expect



At this time, this opportunity is scheduled to last approximately 6 months, with the possibility of extending beyond that – depending on client need.

Given the fast pace of changes related to the COVID-19 vaccine rollout and varying eligibility requirements from state to state, continuing certification will be required.

Here is the scope of services and the kinds of tasks one can expect to handle on a daily basis for the Walgreens Vaccine Support Service Program:

- Inbound customer service calls
- Provide consistent, high quality support and empathy to all customers
- Support customers in registering to receive the COVID-19 Vaccine
- Support customers in validating the customer is eligible to receive the COVID-19 Vaccine; location, age, pharmacy's availability
- Customer profile password resets
- Leverage Walgreen's system tools, internal web-based knowledge service, and other resources to independently respond to inquiries
- Follow call flow, policy and procedures appropriately



Capabilities of Top Performing Service Partner for this Program

- Displays patience, empathy, an ability to manage stress, the ability to work under pressure
- Great problem-solving skills
- Skilled and efficient in writing and verbal communication
- Provides knowledgeable, friendly and eloquent customer service





Walgreens | Vaccine Support

CERTIFICATION DETAILS

Instructor-led & Self-Paced Work

This phase:

An overview of tools, knowledge, resources and practice call-time necessary to use client systems. This course requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

5 days in length: Four hours of instructor-led content per day and up to two hours of self paced content daily.

eLearning & Live Call-Taking (Earn While you learn!)

This phase:

- Opportunity for learners to apply all that was learned in Phase I on live calls, while earning revenue and continuing to participate in instructor led session and self-paced content to expand understanding of client program.
- Earn While You Learn!

Live call handling during designated class times of approximately 30 intervals (15 hours) of service per week plus one hour of daily call calibration or debrief

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.





Walgreens | Vaccine Support 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
- Completion of all assessments and knowledge checks with a score of greater than or equal to 80%
- Successful completion of all call simulations at 90% or better
- Successfully handle live customer calls by demonstrating proven customer service skills
- Completion of servicing time as indicated above with a 90% Commitment Adherence
- Please review the Certification SOW for additional information, including the end date
- 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

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.

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.

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.

AFFIDAVIT OF IDENTIFICATION

- 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.





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: $\frac{[(\text{Posted Interval Login Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
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





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

All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

- To confirm a business's intent to attend, Arise may be contacting the business 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 business'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. Businesses 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
- A Service Partner also does not qualify to participate in the Walgreens Vaccine Support program if already contracted on the Walgreens Photo program.

It is very important that your agents maintain a professional and quiet work environment during certification and while servicing this client program. Businesses will receive a warning for the first instance in which background noise can be heard via their agents' telephony connections. If background noise or other unprofessional audio continues, your agent will not certify on the program and/or your business's Statement of Work may be terminated

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.

