

OPPORTUNITY ANNOUNCEMENT



The Home Depot - MAX
Inbound Sales & Customer Service



Watch an On Demand Infessionion Now!

Service MAX Intervals...Earn MAX Revenue!*



Service Revenue

Service Revenue
\$15.00 per hour*
\$7.50 per interval

Service Partners servicing The Home Depot MAX program are expected to service a minimum of 120 intervals (60 hours) per invoice period*. Service Partners who do not service this number of intervals will receive lower revenue for the intervals serviced and will not be eligible for the MAX program going forward. If intervals serviced (during the invoice period) are less than 120, service revenue will be reduced to \$6.25 per interval. If you do not believe that you will be able to service 120 intervals per invoice period, please select the regular (non-MAX) Home Depot opportunity.

* The invoice periods run from the 1st of the month to the 15th and from the 16th to the 30th/31st.

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



Certification

Class Schedule

Phase I - Instructor-Led Class*
03/22/2021 – 04/1/2021

Phase II - **Earn While You Learn!**
A mix of Instructor-Led & Live Call-Taking
04/02/2021 – 04/16/2021

Phase III - **Earn While You Learn! Continues**
A mix of Instructor-Led & Live Call-Taking
04/19/2021 – 04/30/2021

*Agents must attend 1 "Log-in Party" on one of these dates: 03/19, 03/20 or 03/21

Class Times Offered

Monday – Friday

9:00 a.m. – 3:00 p.m. ET

4:00 p.m. - 10:00 p.m. ET



Servicing Times Available

Intervals Available

Sunday - Saturday
6:00 a.m.– 2:00 a.m. ET
7 days a week

Most Intervals Available

Sunday - Saturday
10:00 a.m. –8:00 p.m. ET

Weekend Servicing Requirement

10 intervals (5 hours) required on a Saturday or Sunday or a combination of both.

*Subject to change based on client needs



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NEW! The Home Depot - MAX Inbound Sales & Customer Service

About the Client | The Home Depot

The Home Depot is the world's largest home improvement retailer with nearly 400,000 orange-blooded associates and more than 2,200 stores in the U.S., Canada and Mexico.

The typical store today averages 105,000 square feet of indoor retail space, interconnected with an e-commerce business that offers more than one million products for the DIY customer, professional contractors, and the industry's largest installation business for the Do-It-For-Me customer.

For more information about The Home Depot please visit their website at <http://www.homedepot.com>



System and Equipment

Equipment Must Meet Platform Standards

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

Additional Client Program Technology Standards

- Smartphone Required for secondary code verification
- Sierra for Macs or higher (Boot Camp is not required, Macs supported natively)
- 64 GB total Hard Drive or higher
- USB VoIP Headset
- **Dual monitors required**





NEW! The Home Depot - MAX Inbound Sales & Customer Service What to Expect When Servicing

What to Expect



- Inbound sales, customer service and store support
- Assisting customers with product questions
- Placing new orders
- Handling existing orders - returns/ replacements
- Provide store specific support
- Contacting vendors for shipping information

During the term of this SOW, Service Partners servicing The Home Depot MAX program are expected to service a minimum of 120 intervals (60 hours) per invoice period*. Service Partners who do not service this number of intervals will receive lower revenue for the intervals serviced and will not be eligible for the MAX program going forward. If intervals serviced (during the invoice period) are less than 120, service revenue will be reduced to \$6.25 per interval. If you do not believe that you will be able to service 120 intervals per invoice period, please select the regular (non-MAX) Home Depot opportunity.

* The invoice periods run from the 1st of the month to the 15th and from the 16th to the 30th/31st.

Capabilities of Top Performing Service Partners for this Program



- Displays patience, empathy, a unique ability to manage stress, the ability to work under pressure and adapt to adverse situations
- Provides knowledgeable, friendly and eloquent customer service
- Experience working with users to identify the best solution





NEW! The Home Depot - MAX Inbound Sales & Customer Service CERTIFICATION DETAILS

Instructor-Led & Self-Paced Work

In this phase:

Registrants will learn about Home Depot and how to service General Merchandise calls.

- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation
- 9 Days: 6 hours of instructor-led content per day

Instructor-Led Certification Live Call-Taking Earn While You Learn!

In this phase:

Registrants will learn about handling Home Depot Major Appliance Calls as well as taking live calls for both General Merchandise and Major Appliance

- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation
- 11 Days: 6 hours per day (mix of instructor-led content and live calls)

Instructor-Led Certification Live Call-Taking Earn While You Learn! continues

An opportunity to apply what you've learned in Phases I and II to live call-taking and continue generating revenue.

- Agents will attend 1-hour Instructor debriefs as scheduled

During this phase, Service Partners are required to service a minimum of 30 intervals (15 hours) per week as outlined in the certification SOW and attend Instructor debriefs as scheduled

**Subject to change based on client needs*

See Page 1 For Class Dates and Times Available

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





NEW! The Home Depot - MAX Inbound Sales & Customer Service CERTIFICATION DETAILS

Certification Completion Criteria

- Agent must meet an ASAT (Agent Satisfaction) of ≥85% to certify
- Agent must meet a CES% (Customer Effort Score) ≥70% to certify
- Agent must attend Phase III and service a minimum of 60 intervals during Phase III
- Agent must have an AHT of ≥400 seconds
- Agent must achieve a ≥80% on both the General Merchandise and Major Appliance exams
- 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](#)

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK, INCLUDING A DRUG SCREENING, 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.

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage FADVReports-NoReply@fadv.com.

- If you have not received this e-mail within 24 hours of submission of your background check, please notify the Customer Opportunity Specialist: mwalsh@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there.
- 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.



OPPORTUNITY ANNOUNCEMENT



THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK, INCLUDING A DRUG SCREENING, AND AFFIDAVIT OF IDENTIFICATION

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 DRUG SCREENING DURING COVID-19 PANDEMIC

To ensure the safety and well-being of all Service Partners and do our part to help mitigate the spread of COVID-19, all drug screenings will be postponed until further notice. Agents enrolling in this opportunity should keep in mind that this DOES NOT mean Service Partners will never be required to complete the drug screen. Once the determination is made that drug screenings can resume, Service Partners will receive notification and have 30 days to complete the drug screen. You will potentially be able to complete enrollment in a course, certify and begin servicing before fulfilling the drug screen requirement. Please note that failure to timely initiate the drug screen (once it is reinitiated), or failure to pass the drug screen, will result in the termination of a business's Statement of Work without further notice.

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 that 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
- Click on the link to access the Affidavit of Identification: [Affidavit of Identification](#)
- Once completed, submit this form to: AriseAffidavitOfIdentification@arise.com. When submitting the form, the Subject line must include the Client Program name and the CSP ID

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.





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: $\frac{[(\text{Posted Interval Login Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})]}{1}$
CES% (Customer Effort Score)	≥ 75%	Customer Effort (How much effort did the customer have to spend to have transaction completed?)
AHT	≥ 400 to ≤ 700 seconds	Talk Time + Hold Time
ASAT (Agent Satisfaction)	≥ 95%	Agent Satisfaction (How satisfied are you with the agent who assisted you?)
Survey Take Rate (STR)	≥ 25%	The number of surveys received divided by the number of calls





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

- To confirm a business's 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 of agent to confirm their 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. Service Partners are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

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

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

- Dropped from "enrolled" status in a program opportunity, less than 4 weeks before.
- Are a current, or former (within the last year), Home Depot employee.
- Has a pre-assessment score of 70% or lower.
- Has an SOW termination for Unprofessional Business Practices on ANY program.
- Due to the codes credentialing process, agents that have formerly serviced the Home Depot program or have been formerly enrolled in the Home Depot Certification cannot enroll again.
- Has 1 or more SOW terminations for cause within the last year.

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.

