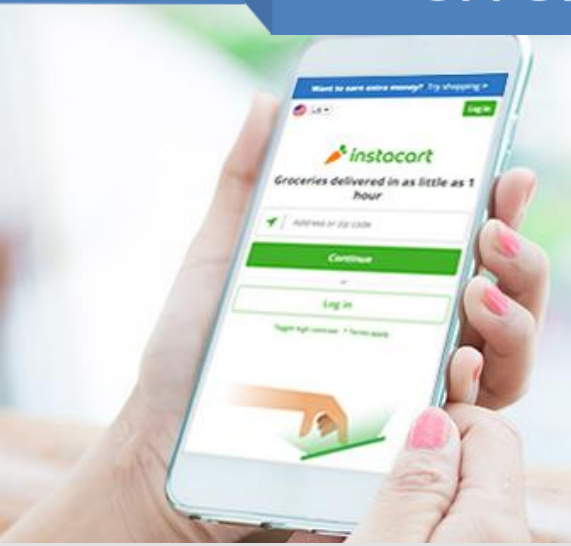


# OPPORTUNITY ANNOUNCEMENT



## **Instacart** **Omnichannel Support** Customer Calls, Chat & Email Support



### **Service Revenue**

**Service Revenue**  
**\$10.50 per hour\***  
\$5.25 per interval

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



### **Certification**

#### **Class Schedule**

Phase I  
03/08/2021 – 03/16/2021

**Start Earning Revenue on 03/17/21!**

Phase II  
03/17/2021 – 03/24/2021

Phase III  
03/25/2021 – 03/31/2021

Phase IV  
03/31/2021 – 04/02/2021

#### **Class Times Offered**

9:00 a.m. – 3:00 p.m. ET

4:00 p.m. – 10:00 p.m. ET

Please see page 5 for Certification SOW details



### **Servicing Times Available**

#### **Intervals Available\***

7:00 a.m. - 2:00 a.m. ET  
Monday - Sunday

#### **Special Servicing Requirements \***

4 intervals (2 hours) required on Saturday, Sunday or a combination of both

*\*Subject to change based on client needs*





## **Instacart Omnichannel Support**

Customer Calls, Chat & Email Support



### **About the Client | Instacart**

Founded in 2012, Instacart is an American company that operates as a same-day grocery delivery and pick-up service in the U.S. and Canada. Customers shop for groceries through their mobile app or website from the company's more than 350 national, regional and local retailer partners.



For more information about Instacart review the client's website <https://www.instacart.com/>





## **Instacart Omnichannel Support** Customer Calls, Chat & Email Support

### **System and Equipment**

#### **Equipment Must Meet Platform Standards**

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

#### **Additional Client Program Technology Standards:**

- **NEW! Dual Monitors (19" or larger) are required**
- Webcam required for class. Agents will be required to go on webcam daily during class. Agents will NOT need to be on webcam to service the program.
- Must have a minimum internet speed of 25 mbps
- Required – at least one monitor 19" or larger
- Suggested Dual monitors 17 – 19" LCD monitors in non-widescreen or 19 – 20" in widescreen format.
- USB Headset

**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.







## **Instacart Omnichannel Support** Customer Calls, Chat & Email Support What to Expect When Servicing



### **What to Expect**

This is an omnichannel support program where agents will handle customer chat, calls and emails to assist Instacart's customers.

- Agents will answer, manage, and document customer contacts to initiate, verify, change or cancel orders, and other general inquiries regarding the Client's product and services including, without limitation, the following contact channels: emails, chats and telephone calls.
- Represent the Instacart brand and spirit by demonstrating empathy for the customer, empowering and partnering with the customer, and personalizing the experience.
- Demonstrate a customer obsessed attitude and do whatever is needed to ensure total customer resolution.
- Some continuing certification modules will be required as per the SOW. These modules typically range from 5-10 minutes.



### **Capabilities of Top Performing Businesses for this Program**

- Ability to interact with customers utilizing strong written and verbal communication skills as well as deep customer empathy.
- Proficient typing skills to handle 3 chats at a time, quickly and efficiently with high quality
- Must be able to type a minimum of 40 words per minute
- Outstanding problem-solving skills
- Ability to provide knowledgeable, friendly and eloquent customer service
- Understanding how to navigate and efficiently use tools





## **Instacart** **Omnichannel Support** Customer Calls, Chat & Email Support CERTIFICATION DETAILS

### **Instructor-Led & Self-Paced Work**

#### **In this phase:**

Agents will learn about the client, how to navigate systems, and how to address customer inquiries and concerns

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

### **Live Calls and Chats** **Earn While You Learn**

#### **In this phase:**

- Learners will start taking calls and chats
- Opportunity for learners to apply all that was learned in class and apply it to live calls and chats
- Learners will need to be available after class to complete 15 hours per week to gain experience of handling Voice and then Chats

### **Instructor-Led & Self-Paced Work**

#### **In this phase:**

Agents will learn about the client, how to navigate systems, and how to address shopper inquiries and concerns

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

### **Instructor-Led Content & Live Calls and Chats** **Earn While You Learn!**

#### **In this phase:**

- Opportunity for learners to apply all that was learned in class and apply it to live chats
- Learners will need to be available after class to complete 15 hours per week to gain experience of handling chats
- During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week, including 4 intervals (2 hours) on Saturday and/or Sunday, during times posted in Starmatic and as outlined in the SOW.

**See Page 1 For Class Dates and Times**

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





**Instacart**  
**Omnichannel Support**  
Customer Calls, Chat & Email Support  
CERTIFICATION DETAILS

## **Certification Completion Criteria**

- Timely completion of all pre-work
- Successfully pass all quizzes and exams (Score 90% or higher in final exam)
- Complete all continuing certification modules (as assigned)
- 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

Read complete course policies [here](#)





**THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK – IF YOU HAVE NOT COMPLETED ONE IN THE PAST SIX MONTHS. IF YOU HAVE, THIS STEP CAN BE SKIPPED.**

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.

- The background check must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems
- 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.
- 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.
- 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 would 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 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.

**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.

**AFFIDAVIT OF ID**

- 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](mailto: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	$\geq 90\%$	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
CSAT	$> 87\%$	Level of happiness expressed by the customer at the end of the chat
Transfer Rate	$< 3\%$	Percentage of chats that have to be transferred in order to complete
Quality Assurance	$> 90\%$	Adherence to the client's QA guidelines







## **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.

- 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:**

- Was the designated agent under 1 or more Statements Of Work that was terminated for cause.
- Contact information for the business's owner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the business owner or any of the business's agents, they will be dropped from this opportunity without further notice.
- If the agent services Instacart for any other company with which Instacart is contracted.
- If the agent works directly for Instacart.

### **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.

