OPPORTUNITY ANNOUNCEMENT

SHOP LC
DELIVERING JOY

One for One

Shop LC
Inbound Order Taking
Customer Calls

Service Revenue
$10.00 per hour
($5.00 per interval)

Service Revenue

Certification

Class Duration

11/15/2020 – 11/19/2020

Class Time Offered

9:00 a.m. – 1:00 p.m. ET

IMPORTANT: PLEASE PAY SPECIAL ATTENTION TO THE CLASS START DATE – WHICH IS A SUNDAY

Servicing Times Available

Most Intervals Available*
Fridays
Midnight - 11:59 p.m. ET

Special Servicing Requirements *
8 intervals (4 hours) required on Fridays

Subject to change based on client needs

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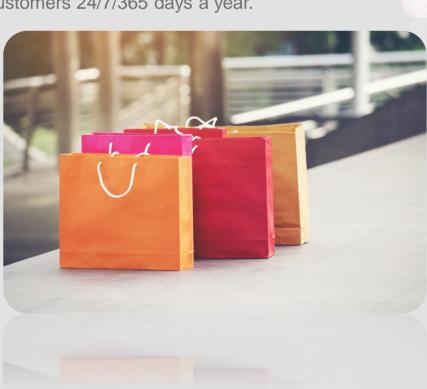**Shop LC
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About the Client | Shop LC

Established in 2007, Shop LC has grown its reach into over 80 million full-time equivalent U.S. TV households. Shop LC's value-conscious, interactive omni-channel business model focuses on fine jewelry, beauty, fashion, home decor and lifestyle product with continued growth in product offerings. Households, plus full commerce engine offers a robust experience for customers 24/7/365 days a year.

For more information about Shop LC review the client's website https://www.shoplc.com/

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Systems and Equipment
Equipment Must Meet Platform Standards
[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards
- 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

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What to Expect

Here is the scope of services and the kinds of tasks one can expect to handle on the Shop LC Program:

- 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

Capabilities of Top Performing Businesses for this Program

- Outstanding problem-solving skills - application of soft skills

- Displays patience, empathy, an ability to manage stress, the ability to work under pressure

- Skilled and efficient in writing and verbal communication

- Provides knowledgeable, friendly and eloquent customer service

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Instructor-Led & Self-Paced Work

In this phase:

Registrants will learn about the client, how to navigate systems, and how to deliver the script

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

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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 <u>before</u> the last day of class in order to be certified

Read complete course policies here

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THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK

- The background must be successfully completed within three business days. Failure to complete and Pass the background check will result in being dropped as the learner will not be able to gain access to client systems.
- 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 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 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.

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 the 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
  - 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.

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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 + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]x100
Quality Assurance	> 90%	Adherence to the client's QA guidelines
CSAT	> 90%	Level of happiness expressed by the customer at the end of the call
Average Handle Time (AHT)	< 3.5 minutes	Talk Time + Hold Time Average Handle Time is the average time spent resolving a customer issue, including talk time, hold time, transfer time (if applicable) and after call work

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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 servicing one or more SOWs that were terminated for cause
- Dropped from "enrolled" status in program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Has a Commitment Adherence below 90%