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<p>Independent Business Owner Revenue</p> <p>\$0.22 per ACD minute or \$9.00 Average Revenue Opportunity.</p> <p>Potential revenue fees \$9.00 to \$13.20 per hour.</p> <hr/> <p>Minimum Hours Required</p> <p>15 Hours per Week 5 (of the 15) hours serviced on Sunday and/or Saturday</p> <hr/> <p>Year Round Opportunity</p>	<p>Education Schedule</p> <p>3/12/12 to 4/06/12 Monday -Friday 9AM-1PM EST or 6PM-10PM EST</p> <hr/> <p>Client Education Requirements</p> <p>Quizzes and Exams = 85% Minimum to Pass</p> <p>Receive an average or better score and achieve target average talk time for 3 live calls.</p> <hr/> <p>Type of Service / Channel</p> <p>Sales & Customer Service</p>	<p>Equipment Needed</p> <p>PC with Windows 7, Windows XP, Windows XP Professional, Windows XP Home or Windows 2000 Professional</p> <p>Numbered Pad Keyboard Required</p> <p>(MAC OS or Windows Vista NOT SUPPORTED)</p> <hr/> <p>Cost Of Client Education</p> <p>\$249*</p> <p>A. \$179 due prior to start of course.</p> <p>B. \$70 due upon successful completion of the education course.</p> <p>*Note: This is a Deferred payment opportunity.</p>

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I. Opportunity Information

Founded in 1956 and headquartered in Lincolnshire, IL, Quill.com serves the needs of over a million small to medium sized businesses. As a premier business to business office products provider, Quill.com sells everything from paper and ink and toner to cleaning supplies and technology with 24-hour-a-day access to more than 65,000 business essentials. Introduced in 1996, Quill.com was one of the first successful Web sites launched in the office products industry and has been a wholly-owned subsidiary of Staples, Inc., since 1998. Please visit their website at www.quill.com for more information about the company.

Arise is pleased to announce that they will be contracting with additional Virtual Services Corporations to provide service of a minimum of 10 hours a week with at least 2 hours serviced during peak (Monday – Friday 10:00AM EST – 12:00NOON EST & 2:00PM EST - 4:00PM EST) for Quill.com.

Independent Business Owners and/or Client Support Professionals are ineligible to participate in this client opportunity if they meet any of the following criteria:

- ❖ Have **1 or more SOW** terminations on file.
- ❖ Have a Commitment Adherence **below** 90%.
- ❖ Have dropped from enrolled status in a client opportunity **less than 4 weeks** before expressing interest in this client opportunity.
- ❖ Currently enrolled in or in interested status for any other client opportunity.

II. Essential Functions and Responsibilities

The Independent Business Owner and/or Client Support Professional employee will service incoming calls by:

- ❖ Handling incoming telephone orders (order taking).
- ❖ Servicing calls in an efficient manner.
- ❖ Placing orders for customers via client's online order management system.
- ❖ Up selling additional items to increase sales.
- ❖ Offering comparable products where requested items are unavailable.
- ❖ Maintaining excellent schedule adherence practices, as well as consistently meeting or exceeding performance standards defined.
- ❖ Demonstrate a pleasant and professional telephone manner.
- ❖ Stay current on products, promotions and procedures.

III. **Independent Business Owners and/or Client Support Professional must meet all of the following criteria in order to be considered:**

- ❖ **Sales and Customer service skills and experience are required.**
- ❖ Good standing with Arise Accounting Department.
- ❖ Clear understanding of the English language as well as a clear ability to communicate in the English language.
- ❖ Advanced problem solving competency.
- ❖ Computer literacy a must.
- ❖ The Independent Business Owner and/or Client Support Professional will be required to complete a voice evaluation as part of client qualification process. Instructions for completing assessment will be sent via e-mail once interest has been expressed and IBO employee has passed preliminary evaluation.
- ❖ Ability to multitask and be flexible



- ❖ Must have a number pad keyboard
- ❖ Excellent judgment and decision-making skills, high attention to detail and the ability to multi-task in a fast pace environment
- ❖ Good keyboard (typing/pc) skills
- ❖ Good mathematical skills
- ❖ High attention to detail
- ❖ Strong desire to succeed as an independent business owner
- ❖ Excellent Verbal and Written Communication Skills, i.e. listening, paraphrasing, courteous, professional and friendly demeanor
- ❖ 7 yr criminal background check required
- ❖ **Only PCs with Windows 7, Windows XP, Windows XP Professional, Windows XP Home, or Windows 2000 Professional with the latest service pack installed are permitted for IBO CSP employees in certification and servicing. Mac OS, and Windows Vista are not allowed for certification or servicing.** The IBO's CSP employee's PC must meet the Arise technical specifications to attend and certify for this opportunity, Click on the link below for Arise requirements:

https://portal.arise.com/Localization/en-US/Workstation_Requirements_v6.pdf

- **The Independent Business Owner and/or Client Support Professional will be required to start servicing the application immediately upon completion of certification and fulfill their minimum weekly commitment without interruption for the first 60 days. If the Independent Business Owner and/or Client Support Professional is not able to begin servicing immediately upon completion of the certification course, then it is suggested that the Independent Business Owner and/or Client Support Professional DOES NOT express interest in the opportunity.**
- **Must attend ONE log-on session on 03/13/12 at either 9am-1pm EST or 6pm-10pm EST.**

IV. Application Details

Arise reserves the right, at its sole discretion, prior to contracting to revise the posting requirement, compensation and individual service level metrics.

A. Average Handle Time

- Average call length is 360 seconds.

B. Independent Business Owner Revenue

The Independent Business Owner and/or Client Support Professional will receive the **higher** of:

- i. **\$0.22 per ACD Minute**
- Or -
\$9.00 per hour alternative base rate
- ii. **Potential Service Fees: \$9.00-\$13.20 per hour**

C. Service Hours (hours of operation might vary slightly to adjust to Client/Market requirements)

- *Monday - Friday* *8:00AM EST – 10:00PM EST*
- *Saturday* *8:30AM EST – 5:00PM EST*
- *Sunday* *Closed*

• **Peak Service hours for IBO Employees are as follows:**

Monday – Friday 10:00AM EST – 12:00PM EST & 2:00PM EST - 4:00PM EST

D. SOW Information

The Independent Business Owner and/or Client Support Professional will be required to select a minimum of 10 hours per week with at least 5 hours serviced during peak (Monday – Friday 10:00AM EST – 12:00NOON EST & 2:00PM EST - 4:00PM EST).

E. Quick Post Schedule

Hours for this application will post on Thursdays at 6:00 PM EST each week.

F. Service Level Requirements

The Independent Business Owner and/or Client Support Professional will be expected to adhere to the following Service level requirements:

<u>Service Level Requirements*</u>	
Commitment Adherence (Schedule Release Ratio)	> = 90%
Priority Commitment	100%
QA – (FASST)	> = 54%
AHT	< = 360 seconds
AOS	See below

Average order size is determined by the following:

- Qtr Add on Sales / Phone Order **\$31.25**
- New Acct Sales / Phone Order **\$85.07**
- Phone Sales / Phone Order **\$183.43**

QA is determined by IBO employee’s adherence to the following quality requirements per call:

- Friendliness
- Accuracy
- Solutions
- Sales
- Timeliness

The Independent Business Owner and/or Client Support Professional are expected to maintain an overall QA score of $\geq 54\%$.

*Failure to meet one or more of the Service Level Requirements by any Assigned Employee shall be deemed to be a failure to perform and may subject this SOW to immediate termination by the Company and/or the revocation of such Assigned Employee's certifications by the Company. The Service Level Requirements may be modified by the Company from time to time upon notice to Virtual Services Corporation employees.

V. Education Details:

A. Total Cost of Course: \$249 – This is a deferred payment opportunity.

- **Pre-Enrollment: \$179** to be paid by credit card or voucher via the Arise portal within 24 hours of Independent Business Owner and/or Client Support Professionals being client qualified.
Participation in opportunity is not guaranteed until this initial payment has been received.
- **Post Certification: \$70.** \$14 to be deducted from the Independent Business Owner and/or Client Support Professional's invoice on the 22nd of each month for 5 consecutive months until the remaining balance of the course price has been liquidated. Please note: Vouchers cannot be applied towards the deferred payment portion of an opportunity.

B. Education Schedule:

- Daily Webcast Sessions: 3/12/2012 through 4/06/2012
- Total Length of Course: 20 Days
- Course Times Available:
 - i. 9:00AM – 1:00PM EST
 - ii. 6:00PM – 10:00PM EST
- Pre Work: None
- Self Paced Hours: 38 hours of self paced work.

C. Client Education Requirements:

Certification in this application for the Independent Business Owner and/or Client Support Professional will be dependent on:

- i. Successful completion a Basic Knowledge Exam with a minimum passing score of 85%.
- ii. Successful completion of a Final Exam with a minimum passing score of 85%.

D. Education Attendance Policy:

No education course absences will be permitted. If the Client Support Professional misses a day of the education course, then they will be required to re-take the entire course again in order to obtain education. No credit or refund shall be issued to any Independent Business Owners whose Client Support Professional must retake the education course. The Independent Business Owners' and/or Client Support Professional will be responsible for payment of the second education course.

If the Client Support Professional is more than 15 minutes late to a scheduled education course meeting they will be marked as tardy. Being tardy twice will equal one absence and the Client

Support Professional shall be removed from the education course. The tardy Client Support Professional may re-take the entire education course again in order to obtain education. No credit or refund shall be issued to any Independent Business Owner's whose Client Support Professional must retake the course. The Client Support Professional will be responsible for payment of the second education course.

E. Refund Policy:

The following schedule applies for all cancellations:

No refund requests will be honored after the Client Support Professional has "ENROLLED" in a certification course. Once enrolled, fees paid cannot be transferred between opportunities for sponsorship of another Client Support Professional with the same Independent Business. All Independent Business Owners should be aware and conscious of their obligations before one of their affiliated Client Support Professionals enrolls in an application Certification.

Enrolling should not be taken lightly and Independent Business Owners and/or Client Support Professional should plan accordingly before enrolling.

No refunds will be given if the Client Support Professional is not able to complete certification or fails to certify.

F. Cancellation Policy:

Arise reserves the right to cancel any certification course for any reason at any time. For courses cancelled for insufficient enrollment, all certification fees shall be refunded to the Independent Business Owners. In the event of weather emergencies, or other corresponding emergencies, every effort will be made to re-schedule the course meeting.

G. Misrepresentation Policy:

There is an expectation that the Client support professional enrolled in a Client Certification Course will attend as scheduled, perform their own work on all assignments and take exams with honor, integrity and professionalism. Arise has a "zero tolerance" for misrepresentation and unethical behavior. Misrepresentation includes but is not limited to (1) someone other than the Independent Business Owners and/or Client Support Professional attending a Certification Course on behalf of the Independent Business Owners and/or Client Support Professional, (2) publishing in any manner, whether written or oral, course work, assignments, projects, exam questions or results, and (3) the performance or submission of assignments or exams that is not the work of the Independent Business Owners and/or Client Support Professional. The decision as to whether an Independent Business Owners and/or Client Support Professional have engaged in misrepresentation is at the sole discretion of Arise. Upon a determination of misrepresentation, Arise shall immediately expel the Independent Business Owners and/or Certified Professional from the Client Certification Course and terminate any and all SOWs that the Independent Business Owners and/or Client Support Professional is assigned to provide services under for all Arise Clients. Any Independent Business Owners and/or Client Support Professional caught acting in misrepresentation will be permanently removed from the Arise network and not qualify for any future Arise Client Opportunities.

