

OPPORTUNITY ANNOUNCEMENT



Coach | Tapestry - MAX
Inbound Customer Service

Service MAX Intervals...Earn MAX Revenue!*



Service Revenue

Service Revenue
\$15.00 per hour*

(\$7.50 per interval)

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

Service Partners servicing Coach MAX program are expected to service 50 hours/100 intervals per invoice period (approximately 25 hours/50 intervals/ per week, [see page 3](#) for examples)*. 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 (per invoice period) are less than 100 (50 hours), service revenue will be reduced to \$6.00 per interval. If you do not believe that you will be able to service 100 intervals per invoice period, please select the regular (non-MAX) Coach opportunity.

**The invoice periods run from the 1st of the month to the 15th and from the 16th to the 30th/31st. See [page 3](#) for clarification.*

Class Schedule

Phase I

09/26/2022 – 10/11/2022

Phase II – **Start Earning Revenue!**

10/12/2022 – 10/20/2022

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET



Certification

Intervals Available*

24 hours a day
7 days a week
365 days a year

Most Intervals Available*

7 days a week
8:00 a.m. to 11:00 a.m. ET
7:00 p.m. to 11:00 p.m. ET

Special Servicing Requirements*

- 4 hours (8 intervals) required Saturday and/or Sunday

**Subject to change based on client needs*



Servicing Times Available

OPPORTUNITY ANNOUNCEMENT



Coach | Tapestry - MAX Inbound Customer Sales & Customer Service



About the Client | Coach | Tapestry

Tapestry is a leading global house of brands. They unite the magic of Coach, Kate Spade New York, and Stuart Weitzman. They build on their world-class capabilities, deliver boldly on their corporate responsibility goals, and leverage their strengths, from financial power to digital expertise. All of this is in the service of developing their people, growing their brands, and better serving their customers and communities.



For more information about Coach | Tapestry, review the client's website: www.tapestry.com



System and Equipment

Equipment Must Meet Platform Standards

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

- USB VoIP Headset is required in certification and while servicing
- Minimum 8 GB RAM required
- Service Partners MUST maintain the most recent version of Windows 10 or 11 (fully patched with no pending updates) on their computer
- Windows 8.1 is NOT supported

OPPORTUNITY ANNOUNCEMENT



Coach | Tapestry - MAX Inbound Customer Service

Service Partners servicing Coach MAX program are expected to service 50 hours/100 intervals per invoice period (approximately 25 hours/50 intervals/ per week)*. 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 (per invoice period) are less than 100 (50 hours), service revenue will be reduced to \$6.00 per interval. If you do not believe that you will be able to service 100 intervals per invoice period, please select the regular (non-MAX) Coach opportunity.

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

SERVICING EXAMPLES:

- Service 25 hours/50 intervals the first week and 25 hours/50 intervals the second week, for a total of 50 hours/100 intervals .

OR

- Service 30 hours/15 intervals the first week and 35 hours/70 intervals the second week, for a total of 50 hours/100 intervals .

It's completely up to you, as long as you service MAX hours for each 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 (per invoice period) are less than 100, service revenue will be reduced to the non-max revenue rate.



Coach | Tapestry - MAX Inbound Customer Service

What to Expect When Servicing



What to Expect

Service Partners will perform the following for the program:

- Delivering an elevated, modern luxury experience on incoming contacts (phone calls, emails, and chats) from Coach Customers.
- Responsibilities include supporting customers who contact Coach for reasons such as:
 - Placing an order
 - Checking an order status
 - Inquiring about a repair
 - Seeking product information/recommendations
 - Resolving an issue



Capabilities of Top Performing Service Partners for this Program

- Respond to incoming contacts from customers in a professional and efficient manner.
- Maintain knowledge and ability to effectively articulate the Coach brand, products, policies, and procedures.
- Drive sales by offering to place orders and suggest complementary items based on customer needs and preferences.
- Mitigate customer escalations through effective decision making and problem-solving skills.
- Leverage multiple systems and tools to effectively handle customer contacts.
- Simultaneously handle multiple tasks including contact handling and data processing.
- Passion for working within a group environment that delivers exceptional customer experiences.
- Demonstrated customer service skills, preferably in a retail and/or contact center environment.
- Effective decision-making, problem-solving and follow-up skills.
- Excellent verbal and written business communication skills.
- Ability to multi-task in a fast-paced environment and handle shifting priorities.
- Strong attention to detail.
- Intermediate computer skills, including proficiency in Windows navigation and MS Office.
- Luxury retail experience



Coach | Tapestry - MAX Inbound Customer Service

CERTIFICATION DETAILS

Instructor-Led Learning & Self-Paced Work

In this phase:

Registrants will learn about the client, how to navigate systems, and how to provide order support and recommendations

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

13 days: 4 hours of instructor-led content per day and up to 2 hours of self-paced content

Certification Call-Taking Earn While You Learn

This Phase is:

- Time to earn revenue!
- Learners will apply all that was learned in Phase I and apply it to live calls.
- There will be a required debrief session that all learners must attend.
- Agents will complete minimum of 2-hours of call-taking
- Additional intervals may be serviced outside of the blended apply call taking times
- 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.

See Page 1 For Class Dates and Times

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



Coach | Tapestry -MAX Inbound Customer Sales & Customer Service

CERTIFICATION DETAILS

Certification Completion Criteria



- Complete pre-course work prior to day 1
- 100% successful completion of course content
- 100% attendance is critical
- 80% or greater on assessments, mid-term, and final assessments, including Runway presentations
- Successfully pass live certification call taking
- Complete certification call-taking servicing hours as outlined
- Achieve 85% or better on scored live certification calls
- Success Strategies for Certification
- Success Strategies for Production
- Complete Affidavit of Identification
- 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



We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.

Important: If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of \$20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

Read complete course policies [here](#)

SECURITY VERIFICATION ON THE ARISE PLATFORM

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.

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 ID

A completed, Affidavit of Identification with photo ID must be on file.

- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com

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.

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: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Call Quality Average	$\geq 75\%$	Average score of all Quality Monitoring Call Forms provided by the client during reporting period.
CSAT	≥ 4.5	Average Top Box scores for the reporting period as measured by the client's post interaction satisfaction surveys. Client leverages a 5-point scale within the survey with 5 being the highest. Top Box means only a score of 5 "counts".
Average Handle Time (AHT)	≤ 9 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.



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®.

You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

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.