

OPPORTUNITY ANNOUNCEMENT



The Home Depot - MAX Inbound Sales & Customer Service

Providing an Effortless Customer Experience to
The Home Depot Customers

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 100 intervals (50 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 100, service revenue will be reduced to \$6.25 per interval. If you do not believe that you will be able to service 100 intervals per invoice period, please select an alternate 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*

8/29/2022 – 9/16/2022

Phase II - Earn While You Learn!

A mix of Instructor-Led & Live Call-Taking

9/19/2022 – 10/07/2022

Class Time Offered

Monday – Friday

9:00 a.m. – 3:00 p.m. ET

12:00 p.m. – 6:00 p.m. ET

4:00 p.m. – 10:00 p.m. ET

*Agents must attend 1 "Log-in Party" on 9/3 & 9/4 (multiple times will be available)



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



[Click Here](#) to Check out
The Home Depot's
Value Wheel!

*Subject to change based on client needs



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Providing an Effortless Customer
Experience to The Home Depot Customers

THE HOME DEPOT VALUES



The Home Depot has eight core values that consistently guide their beliefs and actions. Service Partners on the Home Depot program can use these values to help guide them through every customer interaction. Because every customer is important – and the focus should be on respecting the customer, doing the right thing, and providing excellent customer service. The Home Depot's mission is to make it easy for the customer to do business with Home Depot so that they will shop with Home Depot for all their needs!

For more about The Home Depot's Values, [click here](#)
#bleedorange

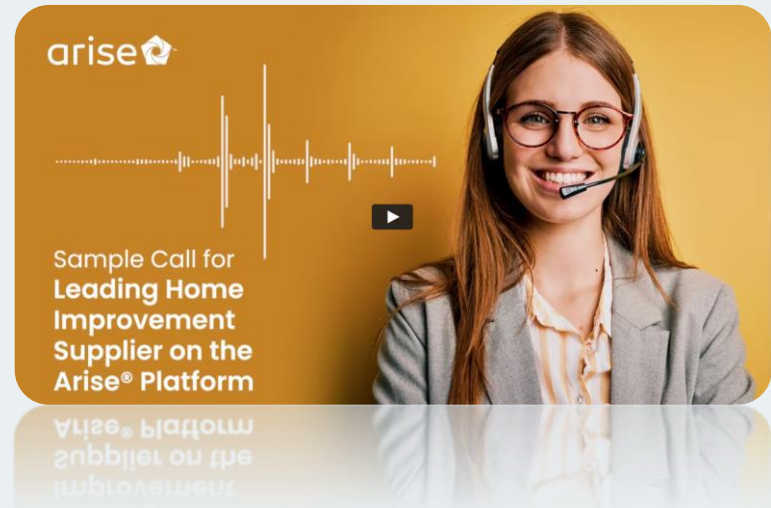
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The Home Depot - MAX Inbound Sales & Customer Service

Providing an Effortless Customer Experience to The Home Depot Customers

Listen For Yourself!



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 the Platform Standards

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

Additional Client Program Technology Standards

- Smartphone Required for secondary code verification
- 64 GB total Hard Drive or higher
- USB VoIP Headset
- Windows 11 Supported
- **Dual monitors required**



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



What to Expect

Use the Effortless Call Flow to Provide an Excellent Experience on Every Call

- 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 100 intervals (50 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 100, service revenue will be reduced to \$6.25 per interval. If you do not believe that you will be able to service 100 intervals per invoice period, please select an alternate 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
- Ability to use multiple resources to provide an Effortless Customer Experience



The Home Depot - MAX Inbound Sales & Customer Service

CERTIFICATION DETAILS

Instructor-Led & Self-Paced eLearning

Phase I:

Agent must attend one RSA Log on Party outside of class time (multiple times will be available)

- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation
- Registrants will learn about Home Depot and how to service General Merchandise and Major Appliance calls.
- 6 hours of instructor-led content per day

Instructor-Led Learning & Certification Call-Taking Earn While You Learn!

Phase II:

- A mix of Instructor-led content and live calls for General Merchandise and Major Appliance calls, and daily debrief in the classroom with the instructor.
- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

During this phase, Service Partners are required to attend class during normal classroom hours as scheduled. Some of that classroom time will be designated as call-taking time. A minimum of 20 intervals (10 hours) per week as outlined in the certification SOW are required to be serviced during this time.

See Page 1 For Class Dates and Times

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



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



Certification Completion Criteria

- Agent must achieve an $\geq 80\%$ on the final exam
- Refer to the Certification SOW for servicing requirements
- 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



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 with no refund.

Read complete course policies [here](#)

OPPORTUNITY ANNOUNCEMENT

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK, DRUG SCREEN & AFFIDAVIT OF ID

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: LFleming@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.

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 prerequisites 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: [(Posted Interval Login Minutes + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]
ASAT (Agent Satisfaction)	≥ 86%	Agent Satisfaction (How satisfied are you with the agent who assisted you?)
CES% (Customer Effort Score)	≥ 70%	Provide an effortless customer experience on every call by using the Effortless Customer Flow and the tools and resources provided.
LTSA (Likelihood to Shop Again)	≥ 72%	Represent the Home Depot Values and the Home Depot brand on every call.
AHT	≥ 400 to ≤ 700 seconds	Talk Time + Hold Time + After Call Work Time



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 a current, or former (within the last year), Home Depot employee.
- Have a pre-assessment score of 70% or lower.
- 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.
- 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.