

OPPORTUNITY ANNOUNCEMENT



PRINCESS CRUISES

Princess Cruises - MAX Inbound Customer Sales

Service MAX Intervals...Earn MAX Revenue!

Service Revenue
\$13.00 per hour*
\$6.50 per interval

Average Revenue**
\$15.00 per hour*
\$7.50 per interval



Service
Revenue

**Additional Incentives

Additional incentives based on performance will be provided in the SOW.
Please note: Average Revenue is inclusive of incentives.

[See pages 8-9 for details!](#)

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

Service Partners servicing Princess Cruises 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 \$5.00 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) Princess Cruises opportunity.

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



Certification

Class Schedule

Phase I:
08/15/2022 – 09/07/2022*

Phase II: Earn While You Learn!
09/08/2022 – 09/14/2022

*Note: No class on Sept 5th

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET



Servicing
Times
Available

Intervals Available*

Monday - Friday
9:00 a.m. – 10:00 p.m. ET

Saturday - Sunday
11:00 a.m. – 8:00 p.m. ET

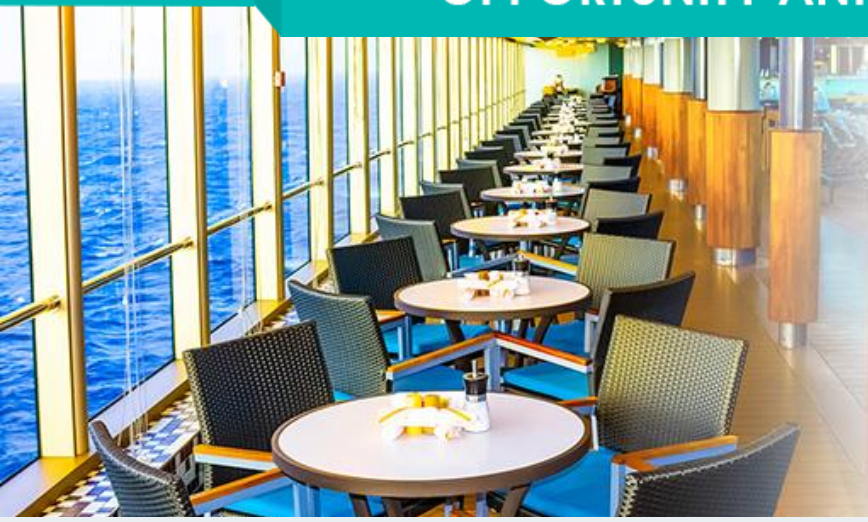
Special Servicing Requirements

3 hours (6 intervals) required on Sunday, Monday or Saturday or a combination of these days

Most Intervals Available

Monday - Friday
11:00 a.m. – 8:00 p.m. ET

**Subject to change based on client needs*



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About the Client | Princess Cruises

Princess Cruises is a leading global cruise brand of Carnival Corporation - the world's largest leisure travel company. From relaxing pursuits and enriching activities to world-class entertainment and gourmet cuisine, when you step aboard, you are setting a course for a world of wonderful new discoveries



For more information about Princess Cruises review the client's website www.princess.com



System and Equipment

Equipment Must Meet Platform Standards

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

Additional Client Program Technology Standards

- Dual monitors
- Connect to client systems using USB headsets, no landline required
- Windows 11 Supported



Princess Cruises - MAX Inbound Customer Sales What to Expect When Servicing

What to Expect



Here is the scope of services and the kinds of tasks one can expect to handle on a daily basis for the Princess Direct Sales Program:

- Answer and service all calls through the company's Reservations system and sell Princess North America products
- Take inbound calls from direct customers interested in a cruise vacation
- Use professional sales techniques on every call to make a reservation and enhance guest's experience
- Achieve monthly Key Performance Indicators as set forth in the SOW
- Use professionalism and excellent customer service on calls

Service Partners servicing Princess Cruises 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 \$5.00 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) Princess Cruises 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

- Outstanding problem-solving 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



PRINCESS CRUISES

Princess Cruises - MAX Inbound Customer Sales CERTIFICATION DETAILS

eLearning & Self-Paced Work

In this phase:

Service Partners will be provided with an overview of tools, knowledge, resources, and practice call-time necessary to use client systems and provide quality service to client customers with sales, booking and cruising information.

- A combination of self-paced and instructor-led
- 4 hours of instructor-led classroom
- 2 hours of self-paced work

Certification Call-Taking Earn While You Learn!

In this phase:

- Time to earn revenue!
- Learners will apply all that was learned in Phase I to certification call-taking.

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



Princess Cruises - MAX Inbound Customer Sales CERTIFICATION DETAILS



Certification Completion Criteria

- Successfully attain 80% average on E-learning modules
- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass live certification call-taking days (if applicable)
- 100% completion of daily self-paced work
- Passing status on all Mock Call Simulation
- Select and service a minimum of 15 intervals per week
- Attend daily debrief session with instructors (100% Attendance)
- Must service in a noise free environment



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](#)

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THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK, INCLUDING A DRUG SCREENING, 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.

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: sbrown@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.

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 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.
- If the learner is removed or dropped from the opportunity for failure to complete all steps, no refunds will be provided



PRINCESS CRUISES

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: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Monthly Minimum Close Ratio	25%	Monthly* Bookings vs Sales Calls Taken (i) Deposited Direct and TA bookings. (ii) Direct and TA Sales Calls Taken $\frac{(\text{TA Bkgs} + \text{DIR Bkgs deposited within the month})}{(\text{TA Sales Calls} + \text{DIR Sales Calls within the month})}$
Monthly Minimum Revenue for Bookings	≥\$501,200	Monthly* Revenue has to be (i) added within the month. (ii) remain in a non-cancelled status as of end of the month. (iii) added by the specialist's PCID Revenue considered consists of (i) Net Fare (on bookings opened and deposited within the month) (ii) SSV (added within the month) (iii) Air (added within the month) (iv) PVP (added within the month) (v) ShorEx (added within the month) *All SSV Revenue needs to be active and will be locked in on the 5th of the following month.
Quality Score	≥80%	Average quality score achieved by the agent based on customer experience
Average Handle Time	13 – 16 minutes	The average time spent resolving a customer issue, including talk time, hold time, transfer time, and after call work

*Monthly Sales Incentive eligibility requires a minimum 25% close ratio for the month.

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PRINCESS CRUISES

Additional Incentives Details – Direct Bookings

Additional Incentives available with 31+ Direct Bookings. See details below.

Revenue Tier		1	2	3	4	5
Direct Revenue		\$1-\$174,999	\$175,000-\$349,999	\$350,000-\$524,999	\$525,000-\$699,999	\$700,000-\$874,999
Bookings Tier	Direct Bookings					
0	0-30					
1	31-35	120.80	145.80	170.80	195.80	220.80
2	36-40	137.60	162.60	187.60	212.60	237.60
3	41-45	155.40	180.40	205.40	230.40	255.40
4	46-50	174.20	199.20	224.20	249.20	274.20
5	51-55	194.00	219.00	244.00	269.00	294.00
6	56-60	214.80	239.80	264.80	289.80	314.80
7	61-65	236.60	261.60	286.60	311.60	336.60
8	66-70	259.40	284.40	309.40	334.40	359.40
9	71-75	283.20	308.20	333.20	358.20	383.20
10	76-80	308.00	333.00	358.00	383.00	408.00
11	81-85	333.80	358.80	383.80	408.80	433.80
12	86-90	360.60	385.60	410.60	435.60	460.60
13	91-95	388.40	413.40	438.40	463.40	488.40
14	96-100	417.20	442.20	467.20	492.20	517.20
15	101-105	417.20	487.00	517.00	547.00	577.00
16	106-110	417.20	528.60	558.60	588.60	618.60
17	111-115	417.20	572.20	602.20	632.20	662.20
18	116-120	417.20	617.80	647.80	677.80	707.80
19	121-125	417.20	665.40	695.40	725.40	755.40
20	126-130	417.20	665.40	765.00	800.00	835.00
21	131-135	417.20	665.40	803.30	838.30	873.30
22	136-140	417.20	665.40	842.60	877.60	912.60
23	141-145	417.20	665.40	882.90	917.90	952.90
24	146-150	417.20	665.40	924.20	959.20	994.20
25	151-155	417.20	665.40	986.50	1026.50	1066.50
26	156-160	417.20	665.40	1029.80	1069.80	1109.80
27	161-165	417.20	665.40	1074.10	1114.10	1154.10
28	166-170	417.20	665.40	1119.40	1159.40	1199.40
29	171-175	417.20	665.40	1165.70	1205.70	1245.70
30	176-180	417.20	665.40	1165.70	1278.00	1323.00
31	181-185	417.20	665.40	1165.70	1326.30	1371.30
32	186-190	417.20	665.40	1165.70	1375.60	1420.60
33	191-195	417.20	665.40	1165.70	1425.90	1470.90
34	196-200	417.20	665.40	1165.70	1477.20	1522.20
35	201-205	417.20	665.40	1165.70	1529.50	1574.50
36	206-210	417.20	665.40	1165.70	1582.80	1627.80
37	211-215	417.20	665.40	1165.70	1637.10	1682.10
38	216-220	417.20	665.40	1165.70	1692.40	1737.40
39	221-225	417.20	665.40	1165.70	1748.70	1793.70
40	226-230	417.20	665.40	1165.70	1806.00	1851.00
41	231-235	417.20	665.40	1165.70	1864.30	1909.30
42	236-240	417.20	665.40	1165.70	1923.60	1968.60
43	241-245	417.20	665.40	1165.70	1983.90	2028.90
44	246-250	417.20	665.40	1165.70	2045.20	2100.00

*Monthly Sales Incentive eligibility requires a minimum 25% close ratio for the month.

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Additional Incentives Details – Travel Agent Bookings

Additional Incentives available with 11+ Direct Bookings. See details below.

Revenue Tier		1	2	3	4	5
TA Revenue		\$1 \$174,999	\$175,000 \$349,999	\$350,000 \$524,999	\$525,000 \$699,999	\$700,000 \$874,999
Bookings Tier	TA Bookings					
1	1-5					
2	6-10					
3	11-15	23.00	33.00	43.00	53.00	63.00
4	16-20	28.00	38.00	48.00	58.00	68.00
5	21-25	33.00	43.00	53.00	63.00	73.00
6	26-30	38.00	48.00	58.00	68.00	78.00
7	31-35	43.00	53.00	63.00	73.00	83.00
8	36-40	48.00	58.00	68.00	78.00	88.00
9	41-45	53.00	63.00	73.00	83.00	93.00
10	46-50	58.00	68.00	78.00	88.00	98.00
11	51-55	63.00	73.00	83.00	93.00	103.00
12	56-60	68.00	78.00	88.00	98.00	108.00
13	61-65	73.00	83.00	93.00	103.00	113.00
14	66-70	78.00	88.00	98.00	108.00	118.00
15	71-75	83.00	93.00	103.00	113.00	123.00
10	76-80	88.00	98.00	108.00	118.00	128.00
11	81-85	93.00	103.00	113.00	123.00	133.00
12	86-90	98.00	108.00	118.00	128.00	138.00
13	91-95	103.00	113.00	123.00	133.00	143.00
14	96-100	108.00	118.00	128.00	138.00	150.00

*Monthly Sales Incentive eligibility requires a minimum 25% close ratio for the month.



PRINCESS CRUISES

Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

- 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](#)

All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

- Servicing agents must log in to client application every 7 days or they will lose access.

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

- Are currently servicing any Carnival, Princess, Holland, or MSC programs through any other vendor or Arise application.
- Are currently servicing 3 or more programs. If an agent is servicing 2 programs, they can enroll in this course.
- Are working directly or providing contracted services to any travel agency or any other cruise line other than Princess or its affiliate while providing services under the SOW.
- 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.