



Staples Opportunity at a Glance!

Don't miss your businesses opportunity to turn extensive sales experience into a solid revenue opportunity while servicing one of the most popular office supply companies!



Independent Business Revenue

\$10.00 per hour guaranteed / minimum Revenue Opportunity

Potential of additional \$2/hr based on performance in key metrics

Top Performers Revenue:
\$12.00 per hour!

Minimum Hours Required

10Hours per Week

May require weekend hours

Year Round Opportunity for IBO's and CSP's outside of Florida

Staples Course Schedule

5/15/12 through 6/6/12

M-F

9:00am-1:00pm EST

Requirements for Staples Opportunity

Quizzes and Exams = 90% Minimum to Pass

Complete a minimum of 3 sales calls with a minimum passing score of 96%

Type of Service / Channel

Sales /phone

Equipment Needed

PC with XP, Windows 2000 or Windows 7

MAC OS, Windows Vista Not Supported

Cost Of Staples Course

\$279 *

A. \$209 due prior to start of course.

B. \$70 due upon successful completion of course.

Note: * This is a Deferred payment opportunity.

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Attention Interested Independent Business Owners and/or Client Support Professionals

Independent Business Owners and/or Client Support Professionals who express interest and pass a preliminary profile review will be required to complete a telephone assessment as part of the client qualification process!

- Instructions for completing assessment will be sent via e-mail once interest has been expressed and Independent Business Owner and or Client Support Professional has passed preliminary evaluation.

- **Independent Business Owner and or Client Support Professional's who do not complete the required assessment will be removed from the opportunity!**

- Please ensure that your Independent Business Owner and or Client Support Professional contact information is accurate and up to date in the Arise portal!

I. Opportunity Information

Staples, Inc invented the office superstore concept in 1986 and today is the world's largest office products company. Staples operates more than 2,000 office superstores and also serves its customers through mail order catalog, e-commerce and contract businesses. Please visit their website at www.staples.com for more information about the company and the many products they offer.

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

- **Are located in Florida.**
- **Have 1 or more terminations on file due to performance.**
- **Have a Commitment Adherence score below 90%.**
- **Have dropped from enrolled status in a client opportunity less than 4 weeks before expressing interest in this client opportunity.**
- **Are currently enrolled in a client opportunity.**

II. Essential Functions and Responsibilities

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

- Providing exceptional service for sales calls.
- Must have the ability to up-sell and cross-sell as required per call.
- Meet or exceed Staples Performance metrics:
 - i. Average order size, availability, quality assurance, conversion of sales windows (LEAP), sales conversion (SCR), conversion of Extended Protection Plus warranties (EPP) and **95% schedule adherence.**
 - ii. Must have the ability to demonstrate empathy towards the customer.
 - iii. Excellent judgment, decision-making skills, and a high attention to detail.

III. Independent Business Owners and or Client Support Professional Requirements

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

- **CANNOT be located in Florida.**
- **Experienced in sales.**
- Ideal Independent Business Owner and/or Client Support Professional will have consistent availability for posting shifts between 1:00PM and 5:00PM EST.
- Clear and concise oral communication skills, clear understanding of the English language and an ability to clearly communicate in the English language.
- Good written communication skills.

- **Independent Business Owners and or Client Support Professional will be required to complete a telephone assessment as part of client qualification process.** Instructions for completing assessment will be sent via e-mail once interest has been expressed and Independent Business Owners and or Client Support Professional has passed preliminary evaluation.
- Independent Business Owners and or Client Support Professionals who contract on this application are required to be available for 60 minutes per week to discuss performance objectives and feedback. After initial 30 days requirement will be monthly instead of weekly.
- Commitment Adherence score of 90% or higher.
- Cannot have 1 or more SOW terminations on file due to performance.
- Have not dropped from enrolled status in a client opportunity less than 4 weeks before expressing interest in this client opportunity
- Independent Business Owners and or Client Support Professionals who successfully certify are required to begin servicing immediately upon completion of certification.

IV. Application Details

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

A. Average Handle Time

- i. Average Handle Time (AHT) is 385 - 415 seconds

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

- i. **Monday-Friday: 7AM – 11PM EST.**
- ii. **Saturday and Sunday: Note: Due to minimal chat room coverage during weekend posted times, Independent Business Owners and or Client Support Professional are not eligible to service weekend hours until cleared by a Lead contact post-certification.**

C. SOW Information

- i. The Independent Business Owner and or Client Support Professional will be required to service a minimum of 10 hours per week.

D. Quick Post Schedule

- i. Hours for this application post every Thursday at 5:00PM EST.

E. Independent Business Revenue:

- i. \$10.00 base rate per hour.
- ii. Potential for an additional \$2.00 per hour based on performance in key metrics.

F. Service Level Requirements

Independent Business Owners and or Client Support Professionals will be expected to adhere to the following Service level requirements:

Service Level Requirements*	
Commitment Adherence (Schedule Release Ratio)	> = 90%
AUX	< = 5%
Ring No Answer	< = 4%
Priority Commitment	100%
QA	> = 2.5
AHT Range	385-415 seconds
Sales Conversion Rate (SCR)	> = 8%
LEAP (LEAP Opps / LEAP applicable calls)	> = 6.50%
EPP (Extended Purchase Plans)	> = 14%
AOS (Average Order Size)	> = \$204
Schedule Adherence	> = 95%

*Failure to meet one or more of the Service Level Requirements by any Independent Business Owner and or Client Support Professional shall be deemed to be a failure to perform and may subject this SOW to immediate termination by the Company and/or the revocation or suspension of such Independent Business Owners and or Client Support Professional’s certifications by the Company. The Service Level Requirements may be modified by the Company from time to time upon notice to the Independent Business Owners and or Client Support Professional.

This opportunity is strictly for sponsored Independent Business Owners and or Client Support Professional’s located outside of Florida.

V. Course Details

A. Total Cost of Course: \$279 – This is a deferred payment opportunity.

- i. **Pre-Enrollment: \$209** to be paid by credit card or voucher via the Arise portal within 24 hours of Independent Business Owners and or Client Support Professional being client qualified. Participation in opportunity is not guaranteed until this initial payment has been received.

- ii. **Post Certification: \$70.** \$14 to be deducted from the Independent Business Owners 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.

Client Course Details-Learn how to do business with Arise for Staples:

- i. Daily Webcast Sessions: 5/15/12 through 6/6/12
- ii. Total Length of Course: 15 Days
- iii. Course Times Available: 9:00am-1:00pm EST
- iv. Pre Work: Available via Arise at least three days prior to the start of the course.
- v. Self Paced Hours: 30 hours of self paced work.

No course scheduled on 05/28/12 in observance of Memorial Day

B. Client Course Requirements

To be eligible for certification in this application the Independent Business Owners and or Client Support Professional will need to:

1. Complete a minimum of 3 sales calls with a minimum passing score of 96%.
2. Demonstrate the ability to use and navigate web sites
3. The Independent Business Owners and or Client Support Professional will be evaluated based on the Staples Virtual Service Corporation certification form.
4. Independent Business Owners and or Client Support Professional must receive an average or better rating on each of following items.
 - Conscientious, on-task behavior
 - Initiative/resourcefulness and positive attitude
 - Ability to follow directions, cooperative behavior
 - Listening skills, oral-expression
 - Responds well to coaching, participates fully
 - Demonstrates continuous improvement

D. Client Course Attendance Policy:

No client course absences will be permitted. If an Independent Business Owner and or Client Support Professional misses a day of the client course, then they will be required to re-take the entire course again in order to obtain certification. No credit or refund shall be

issued to any Independent Business Owner and or Client Support Professional that must retake the course. The Independent Business Owner and or Client Support Professional will be responsible for payment of the second client course.

If the Independent Business Owner and or Client Support Professional is more than 15 minutes late to a scheduled course meeting they will be marked as tardy. Being tardy twice will equal one absence and the Independent Business Owner and or Client Support Professional shall be removed from the course. The tardy Independent Business Owner and or Client Support Professional may re-take the entire course again in order to obtain certification. No credit or refund shall be issued to any Independent Business Owner and or Client Support Professional who must retake the course. The Independent Business Owner and or Client Support Professional will be responsible for payment of the second client course.

E. Refund Policy:

The following schedule applies for all cancellations:

- No refund requests will be honored after the Independent Business Owner and or Client Support Professional has "ENROLLED" in an Client course. Once enrolled, fees paid cannot be transferred between opportunities or to other Client Support Professionals of the same Independent Business Owner.
- All Independent Business Owners and or Client Support Professionals should be aware and conscious of their obligations before deciding to ENROLL in a client course. Enrolling should not be taken lightly and Independent Business Owners and or Client Support Professionals should plan accordingly before enrolling.
- No refunds will be given if the Independent Business Owners and or Client Support Professional is not certified.

F. Cancellation Policy:

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



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IV. Misrepresentation Policy:

There is an expectation that Client Support Professional enrolled in a Client 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.



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Misrepresentation includes but is not limited to (1) someone other than the registered Client Support Professional attending a Client Course on behalf of the Independent Business registered, (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 registered Client Support Professional. The decision as to whether a Client Support Professional has engaged in misrepresentation is at the sole discretion of Arise. Upon determination of misrepresentation, Arise shall immediately expel the Client Support Professional from the Client Course and terminate any and all SOWs between Arise and the Independent Business, involving such Client Support Professional. Any acts of misrepresentation are deemed grounds for permanent removal from the Arise network.

Lonni Cubas
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