Customer Service Professional

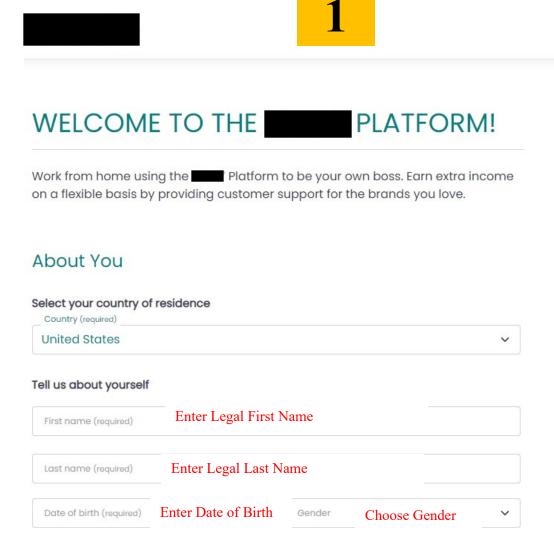
Step by Step

Registration Instructions

STEP 1—Click on the registration link below to begin and complete your registration profile.

REGISTRATION LINK

STEP 2—After clicking on the above link, please follow the illustrated steps and instructions (indicated in red):





What languages are you fl	uent in (check all t	that apply):
English	Spanish	Check All Languages that APPLY
French	French Qu	
Portuguese	German	
Italian		
Other Languages		
If you were referred to the p	platform, please er	nter the CSPID number you were given
2022182	Enter this CS	P ID number
Contact Info		
How to reach you		
Enter Email		
Re-Enter Email		
IMPORTANT – Enter	your working mob	bile phone no, for you will receive a CODE
Your address		
Enter Legal Address		
Enter Additional Addr	ress Information (A	Apt, Ste, NW, etc)
Enter City		
Enter State	~	Enter Zip Code

3

Login Set Up

Create your username and password

Enter a Username that you will **REMEMBER**

Choose a business-appropriate username that begins with a letter.

Follow the INSTRUCTIONS below in creating your Password

Passwords must be at least 10 Characters, including a-z (lower case) | A-Z (upper case) | 0-9 (numbers), symbols (@, #, \$).

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REVIEW & CHECK each box & Click **REGISTER**

Confirm and agree to the following

I'm over 18.
By registering, you agree to the <u>Terms of Use</u> , <u>Acceptable Use</u> , <u>Systems & Equipment Policy</u> , and <u>Privace Policy</u> (including <u>Cookie Use</u>).
The <u>NDA (Non-Disclosure Agreement)</u> is your agreement to not disclose information related to any clients (including the client's customers) to third parties. By checking the box, you agree to comply with the terms of the NDA.
This is not an employment opportunity. I understand that by registering to use the not be an employee of or any client and the services rendered through the establish any employment rights with or any client. Services will be provided on an independent contractor basis. If you have chosen to work for a company registered on the relationship with that company must be pegatiated between you and the company

Register



Now, check your phone to enter the Code sent...

VALIDATE YOUR CONTACT INFO

Please verify your phone number so we can keep in touch.

We sent a validation code to: Verify your phone number

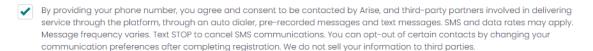
IF:

1 Your number is not listed correctly – *Click Edit Number*

2 You never received the code and your number is correct – *Click Resend Code*

Resend Code Edit number

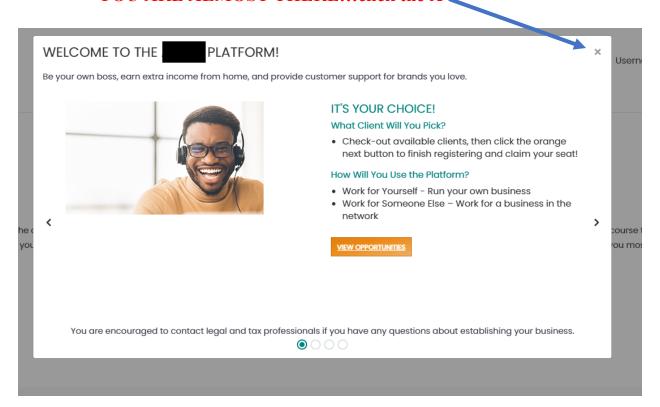
Enter Validation Code





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YOU ARE ALMOST THERE...click the X





Amazing opportunities are just a few steps away.

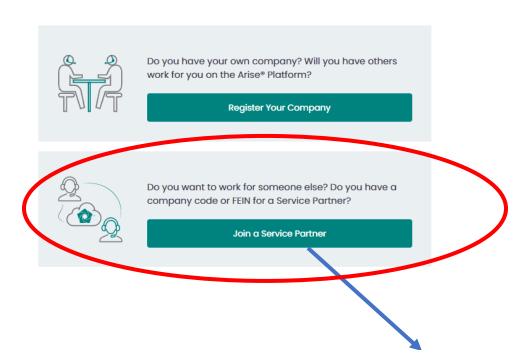
Browse the client programs that are available NOW! You can filter based on call type (service, sales, tech), servicing times (when you'll work), and of course the brands you like the most! Once you've completed registration you'll get more details like revenue information. When you've decided what interests you most, click on Finish Registering!

Finish Registering

Click Finish Registering to move to the next step....



DON'T WANT TO REGISTER AS A SOLE PROPRIETOR?



Click Join a Service Partner to move forward with the Registration



REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE PLATFORM

Please enter the FEIN (Federal Employment Identification Number) or Service Partner ID (IB ID) of your Service Partner.

Search by FEIN or ID



Enter this IB ID number...

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Verify the correct IBO company name is listed and click <u>NEXT</u>. Make sure you read the information listed...

BUSINESS SELECTED:

831976077 - Dedicated Dream Chasers LLC

Next

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REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE PLATFORM

Your Request is Pending

Service Partner Name: Dedicated Dream Chasers LLC

THIS IS IMPORTANT...

Please send your IBO an email to dedicateddreamchasersllc@gmail.com and request for them to accept your registration and to let you know when complete. Upon completed notification from the IBO, click *REFRESH the screen or log out and log back in* to proceed.

Just one step to go. Let's make it official!

We'll need your signature on these documents so make sure to read and sign them to continue moving forward on the Platform.

Agent Waiver Click view, review and sign the Agent Waiver View & Sign

The Acknowledgement and Waiver Agreement (the "Waiver") is a contract between a company usi... see more >

Agent NDA Click view and sign the Agent NDA View & Sign

The Non-Disclosure Agreement (the "NDA") is a contract in which you agree not to disclose i... see more >

After completing the NDA & Waiver, click NEXT



REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE PLATFORM

Now that you've signed the paperwork, the Service Partner you're working for just needs to approve and you're ready to pick your first Client Opportunity! Please contact your Service Partner if you experience a delay in moving forward.

Pending finalization

Service Partner Name: Dedicated Dream Chasers LLC

Your registration has been submitted to your Service Partner (the business you selected). You can continue your journey once your registration is approved. We recommend you reach out to the Service Partner to expedite this process and check back in 24 hours.

THIS IS IMPORTANT...

Now that you have completed the Agent NDA & Waiver, send your IBO an email to dedicateddreamchasersllc@gmail.com and request for them to finalize your registration and to let you know when complete. Upon completed notification from the IBO, log out and log back in and proceed with the registration.

This is an IMPORTANT SECTION. You will need at least 30 minutes – 1 hour to complete the Assessment. If you are not able to provide this time, logout and complete when you are able to do so.

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Amazing opportunities are just a few steps away.

Well-known brands are seeking help for their customers across a variety of industries. Complete the assessment so you can begin exploring.

Complete Assessment

Click and begin assessment

ASSESSMENT – IMPORTANT NOTES for each section of the Assessments

- 1. Provide your schedule **DO NOT LEAVE BLANK**
- 2. **READ THE INSTRUCTIONS** (some of the instructions can be misunderstood)
- 3. Provide the answer they want to hear and show the answer that should not be stated
- 4. Make sure you speak clearly
- 5. Make sure you read the question correctly on the English Assessment **AND TAKE YOUR TIME**
- 6. Make sure you speak clearly and listen attentively to the words being spoken as you record and repeat it back to them as you HEARD IT. *THIS IS IMPORTANT*
- 7. After you finish the assessment, provide the survey, click submit and then log out
- 8. Refresh the page

YOU ARE COMPLETE....

Amazing opportunities are just a few steps away.

ADDITIONAL STEPS REQUIRED

After you have completed the steps, please note the following: You will receive an email from Hellosign.com with the following documents for your review and signature:

- a. Independent Contract Agreement (ICA)
- b. W-9
- c. Direct Deposit Authorization Form

Upon receipt of the signed documents, we will review and finalize your registration to allow you the opportunity to start reviewing the available clients to choose to service.

IMPORTANT NOTES

Payroll Dates: 15th and 30th day of the month

Platform Usage Fee: \$19.75

Our Company Service Fee: \$40.00

The Platform usage fee covers and pays for 24/7 Technical Support, scheduling system, services of providing work from home job opportunities and distribution of payroll.

Our company service fee covers and pays for the following services: time and support service to handle all issues and answer all questions, continuing education and training sessions, correspondence to allow you to succeed as an independent contractor working from home and payroll distribution.

Our company will provide you 1099 tax information to view and a CSP Payroll Financial Report to help you notate the estimated amount of taxes that would need to be taken out each payroll and put aside to pay every three months.

SETTING UP YOUR OFFICE

Please see below the list of equipment and software needed to set up your office and start servicing remotely.

- 1. Laptop, Desktop or MAC Computer:
 - 1. MAC the required Operating Systems
 - a. Intel core i5 2.7 GHz processor or better
 - b. Operating System of MAC OS x 10.10 Yosemite or higher.
 - c. Download of the bootcamp software
- 2. Computer Monitor (15" or higher...)
 - 1. 1280 x 1024 (SXGA) screen resolution or 1920 x 1080 (Full HD or 1080p).
 - 2. Dual monitors may be required on some client programs.
- 3. Operating Systems: (one of the following listed below)
 - 1. Windows 10
- 4. Computer Hard Drive:
 - 1. 2.8 or more GHz (20 GB available space/60 GB total space) or Intel i class dual core processor
 - 2. Atom, Celeron, Pentium and Opteron processors are not permitted.
- 5. Memory: 4 GB of RAM or Better
- 6. Computer Keyboard and Mouse
- 7. Hard-Wired Land Line Telephone connection (plain old telephone line) w/long distance and international long-distance service (preferably through your cable provider). Based on the client preference, the following are also excepted: cable telephony, digital service or business class VOIP. Softphones and cell phones are not permitted.
- 8. Hardwired Broadband Internet Service via DSL, Cable or Fiber Optic with an internet connection: minimum download speed of 10 mbps and a minimum upload speed of 3 mbps. Wireless connection is PROHIBITED. USB connected modems are not supported.
- 9. Internet Software: Internet Explorer 8.0, 9, 10 or 11, on Windows 10. Optional: Mozilla (Firefox) and/or Google Chrome.

- 10. Computer Protection: Microsoft Security Essentials for Windows 10.
- 11. Noise cancelling headset with microphone (Brands: Logitech, Plantronics or Microsoft)
- 12. Computer Desk/Chair
- 13. Office space
- 14. Combination Dry Erase Board w/Cork (optional)

ENROLLING & SERVICING A CLIENT

By now, you have completed your registration and you are at the point to where you can now start reviewing the client program to start working from home, servicing Fortune 500 companies. Such as theme parks, major telecommunications, cruise lines, online retailers and much more.

The average pay rate for these wonderful opportunities are between \$9.00 - 15.00 an hour, with the ability to earn additional incentives and bonuses.

In addition, please note the client certification courses ranges from \$0.00 - 249.00 and the certification course fee varies per client.

To receive further information regarding how to enroll with a client, please view the CSP Job Aid Bible provided to you by our IBO, which will provide further step by step system instructions as you start servicing remotely.

We look forward to you joining our TEAM!!!