

Re-shoring Business And Opportunities For America



## Customer Service Jobs

- **Background Check Required**
- **Spanish Speakers Wanted**
- **Comprehensive Training Provided**
- **Independent Contractors Needed**

Dear Prospective customer service professional,

- Are you tired of job hunting and unemployment?
- Are you a student?
- Stay-at-home mom?
- Veteran?
- Disabled?
- A teacher on summer vacation?
- A retiree?

*Welcome to Reba of America!*

**Re-shoring Business And Opportunities For America**

While other companies may be shipping jobs overseas, we at Reba of America are focused on bringing them back home, in **affiliation** with Arise Virtual Solutions. We provide legitimate work from home customer service jobs for independent contractors that include students, stay at home moms, veterans, retirees, and summer work for teachers.

Reba of America is a wholly owned subsidiary of Compass Puntas Investments, LLC.

### Arise Virtual Solutions

Arise Virtual Solutions was founded in 1997 and contracted by Fortune 500 companies to recruit and train home based customer service agents to take inbound calls and chats. The two types of independent contractors that may become affiliated with Arise Virtual Solutions are: (a) independent business owners (IBOs) who are incorporated and (b) customer service professionals (CSPs) who are not incorporated.

Compass puntas investment, LLC, is an incorporated independent business affiliated with Arise Virtual Solutions, and has Rebaofamerica.net as its web portal. We are proud to share our Arise affiliate status with any Customer Service Professional (CSP) who joins our team. As an Independent contractor you are not an employee of Arise Virtual Solutions and you are not an employee of RebaofAmerica.net. You are an affiliate home based customer service agent working for yourself but not by yourself. The cost of investing in this opportunity becomes a tax write off for independent contractors.

Arise Virtual Solutions has an A+ rating with the Better Business Bureau. They provide the contracts, the tech support, the security and the contacts that you need to succeed as a home agent. Together we work as a team to provide a win-win situation for the customers and clients that you choose to service on the schedule of your choice. For more information on this relationship please see <http://www.arise.com/us-faqs/>

## Application Checklist

1.  Email your resume to [hr@rebaofamerica.net](mailto:hr@rebaofamerica.net) or select the “Start Now” button. We will contact you to schedule a short interview to find out exactly what you are looking for. This is also your opportunity to learn more about Reba Of America and what we have to offer.
2.  Go to <https://partnersetup.arise.com/united-states-english/united-states.aspx> and click on "I understand that Arise offers a business opportunity, not employment.", "Get Started" and then select country "United States" to create your profile.
3.  Answer "Yes" to the question "Where you referred to Arise by an Arise Certified Professional?"
4.  Please enter CSP ID: 845023 in the box that is displayed. Click search, the name (Compass Puntas) will populate, click "Submit".
5.  Complete a short voice assessment.
6.  Submit your information for a background check\*.
7.  Enroll in CSP 101\*. Become client certified and you are ready to start earning money!
8.  Express interest in a client opportunity, enroll in certification\* and set up your home office.
9.  Once you get to this step you are on the Reba of America team, we will provide you with our EIN, and add you to the payroll.

\* There are small fees associated with these steps, none of which are paid to Reba of America:

- **Background Check:** There is a \$12.95 (\$25.95 in California, Colorado, Massachusetts, Nevada, South Dakota and Vermont) fee for the background check. Applicants are responsible for this fee which is paid to U.S. Information Search. Reba of America does not receive any funds for the background check. This is a requirement, for agents will have access to confidential information (credit cards and personal information).
- **CSP 101 Certified Training:** This course must be completed in order for you to become a Certified Client Support Professional; this will allow you to work for clients that Arise finds for us. This course teaches everything that is needed to know about working from home. The CSP 101 training course is self paced and is taken on your computer. You have up to 5 days to complete the course, and the final exam. A score of 85% or higher is required to pass and applicants are allowed 2 chances to take the exam. This course has a fee which is paid directly to Arise, **who may offer discounts from time to time**. Applicants are responsible for this fee and Reba of America does not receive any funds from this training course.
- **Client Certification Training:** This prepares you to service a client of your choice. The fees differ from one client to another and usually range from \$50 to \$150. These fees are paid directly to Arise. Applicants are responsible for this fee and Reba of America does not receive any funds from this training course. Training lasts 2-6 weeks depending on the opportunity and is scheduled from Monday to Friday. The classes are online in a virtual classroom. They are not self paced and no absents are allowed.
- **“Cost-Match Coupon”:** As an incentive, the cost of tuition for a client certification training course may be refunded by Reba of America after you have passed the final exam and have been on our team for twelve weeks actively servicing that client.

**You may cash-in your “Cost-Match coupon” after you have completed and passed the client certification training of your choice and have been on the payroll for 12 weeks.** A sample copy of the coupon is provided on page 7.

## Computer Hardware

- 1.4 GHz CPU
  - 2 GB RAM
  - 10 GB of free hard disk space
  - CD Rom
  - USB headset
  - Wired keyboard and mouse
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## Computer Software

- Windows XP Service Pack 3, Windows 7 Service Pack 1\* and Windows 8
- MS Office 2003 or LibreOffice
- Internet Explorer 7 or 8
- Adobe Acrobat Reader
- Java 5.0 update 10

\*Please note the use of Windows 7 32 bit and 64 bit operating systems are permitted on 80% of Arise's opportunities

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## Computer Security

### Recommended Anti-Virus

- AVG Anti-Virus
- Malwarebytes
- McAfee Internet Security
- McAfee Security Scan
- Norton Anti-virus
- Norton Internet Security
- Symantec Anti-virus
- Symantec Client Security

## Recommended Anti-Spyware

- MS Anti-Spyware\*
- Lavasoft Ad-Aware
- MS Security Essentials\*

## Recommended Firewalls

- Windows Firewall
- McAfee Internet Firewall
- Norton Firewall

\* Microsoft Security Essentials is recommended for anti-virus and anti-spyware protection. It is free and a great product.

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## Internet

- Download speeds of 1.5 mbps or greater
  - Upload speeds of 250 kbps or greater
  - No dial-up or wireless; Cable, Fiber Optic, or DSL broadband only
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## Telephone

The telephone must be a hard wire (land line) with a wired headset. Service providers that provide a POTS "plain old telephone service", cable telephony (Comcast phone service), digital service (AT&T U-verse), and VoIP such as Vonage are permitted.

The phone line **should not** have any features such as call waiting or voice-mail. The service should be directly connected from the wall to your telephone, and should not connect at any point with your computer. Additionally no cellular phones or 'software phones' such as Skype and Magic Jack are permitted.

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## E-mail

It is important that you have a secure email provider. If you do not have an email account with your internet provider, a free and secure email service Gmail is recommended. Email accounts with Yahoo, Hotmail or AOL should not be used.

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Please Contact Us online at [rebaofamerica.net](http://rebaofamerica.net)

**Sample Cost-Match Coupon:**

<b>Reba of America Cost-Match Coupon</b>		<b>00357</b>
Name of CSP.....	ID #.....	
Client Certification Course that was passed.....		
Cost of that Client Certification Course.....		
Date CSP started servicing the client.....	Date.....	
CSP signature upon receipt of the reimbursement.....		Date.....
Name of Authorized Rep.....		
Signature of Authorized Rep.....		Date.....

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