

Starmatic Swap Feature FAQs

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Glossary of Terms

Term	Definition
CA%	Commitment Adherence Percentage
CR	Client Results
CSP	Client Support Professional
IB	Independent Business
IBO	Independent Business Owner
Starmatic™	The scheduling system that is utilized by Arise to request intervals on specific client programs and by IBs and their CSPs to accept servicing hours
Shortfall	The shortage in amount of hours in regards to the relationship between the amounts of hours needed vs what is being serviced.
SA%	Schedule Adherence Percentage

Introduction to Starmatic's Swap Feature

1) What is swap?

Swap is a feature in Starmatic designed to allow IBs and their CSPs the opportunity to put intervals up for swap with other IBs and their CSPs after the Lockdown Period of 48 hours before your scheduled interval(s).

2) When can I swap?

The swap policy allows you to put intervals up for swap after the 48 hour lockdown period, **but only up until 2 hours** before your scheduled interval(s).

3) What is the 48 hour lockdown period?

The lockdown period is the 48 hour period before the start of your scheduled service interval. If you release intervals within that time period, your company's CA% and SA% will be negatively affected. Intervals released via Starmatic before the 48 hour lockdown period will NOT have a negative impact on your company's CA% and SA%.

4) Do I have to put my interval(s) up for swap if I am within the 48 hour lockdown period?

You do not have to put your interval(s) up for swap, however, it may benefit your business and CA% if you do so. If you put your interval up for swap, and the interval is picked up by another IB, your company's CA% and SA% metrics will not be negatively impacted.

5) Why can't I put intervals up for swap before the 48 hour lockdown period?

You are able to release your scheduled intervals before the 48 hour lockdown period without negatively impacting your company's CA% and SA%. As such, there is no need to use the swap feature if it is 48 hours (or more) before your scheduled interval. Swapping is specifically designed to be used **after** the 48 hour lockdown period – providing you with an additional opportunity to be relieved of servicing a scheduled interval without negatively impacting CA% and SA%.

Swap Benefits

6) What are the benefits of the swap feature?

Swap allows you to put intervals that you scheduled but may not be able to service into the swap pool and provides other IBs and their CSPs with an opportunity to pick those intervals up. If the intervals are

picked up, you are no longer responsible for the interval and your company's CA% and SA% will not be negatively impacted.

7) What other benefits does the swap policy provide?

The Swap Policy is designed to benefit IBs and their CSPs by providing enough time for them to know whether or not their interval has been picked up by another IBO/CSP – and plan accordingly. This allows more time to you to make arrangements to service an interval if it was not picked up for swap.

Swap Policy

8) Which Client Programs utilize the swap feature?

All client programs utilize the swap feature.

9) Does the swap policy apply to Canadian and European client programs too?

The swap feature applies to all Client Programs for the US, Canada and Europe.

10) What if my swapped intervals are not picked up?

If your interval is not picked up for swap, you are responsible for servicing that interval. If you do not service that interval, both CA% and SA% will be negatively impacted.

11) What if I release my intervals that were not picked up (or successfully swapped)?

If you release your interval, your CA% and SA% will be negatively impacted because you are within the 48 hour lockdown period. However, we request that you release the interval(s) if you know for sure that you will not be able to service it in order to provide other IBs and their CSPs the opportunity to service.

12) What is the difference between swapping and releasing?

Releasing before the 48 hour lockdown period **will not** negatively impact your company's CA% and SA%. Releasing after the 48 hour lockdown period **will** negatively impact CA% and SA%. If you put your intervals up for swap; and it gets picked up, you are no longer responsible for servicing those intervals and therefore your company's CA% and SA% will not be affected.

13) Does swap affect my company's metrics?

A successful swap does not affect your company's metrics and therefore your CA% and SA% will not be negatively impacted.

14) Will I get a notification when my swapped intervals are picked up?

You will receive an email when your swapped interval is successfully picked up. You will also receive an email approximately two hours prior to the start of the interval if your swapped interval does not get picked up.

15) Can I pick up swap intervals that are available instead of urgent service?

Urgent Service hours and swap hours are viewed as available hours and show no difference in Starmatic.

Miscellaneous

16) How many intervals can I put up for swap?

There is no limit to how many intervals you can put up for swap. However, you should keep in mind that while there is no limit to how many intervals you can put up for swap, you are still responsible for servicing the intervals until they are picked up.

17) I am trying to put my intervals up for swap but it will not let me. Why is this happening?

If you are trying to put your scheduled interval up for swap and the system is not allowing you to do so, it could be for one of the following reasons:

- a. You are releasing before the 48 hour lockdown period and therefore, the swap feature is not available. If you release before the 48 hour lockdown period your company's CA% is unharmed
- b. You are trying to swap within two hours of your scheduled interval, which the swap feature will not allow you to do so. You can only swap after the 48 hour lockdown period and up until two hours before your scheduled interval

18) I put my interval(s) up for swap, why is my CA% and SA% so low?

Putting your intervals up for Swap does not automatically relieve you from servicing that interval. You are only relieved from servicing the intervals if the swap was successfully picked up, meaning that another IB or its CSP picked up the intervals. It is likely that your company's CA% and SA% suffered because you put your interval up for swap, it was not picked up, and you did not service it. This will negatively impact your company's CA% and SA%.

Example of the updated swap feature:

You- or your CSP - are scheduled to service at 4:00 p.m. on Friday, April 3rd:

- You could release the Friday April, 3rd 4:00 p.m. interval at any time before 4:00 p.m. on Wednesday, April 1st – with no impact to your company’s metrics
- You could put up your scheduled interval up for swap up any time after 4:00 pm Wednesday, April 1st until 2:00 p.m. on Friday, April 3rd
 - After 2:00 p.m. on Friday, April 3rd, you would not be able to put up your scheduled April 3rd 4:00 p.m. interval for swap
 - Between April 3rd 2:00 p.m. and April 3rd 4:00 p.m., you should either make arrangements to go ahead and service that interval as originally scheduled, or release that interval. However, if you release that interval during that timeframe, your company’s metrics will be negatively impacted
- Note that for the purposes of this example, we are using the date and interval of April 3rd 4:00 p.m. – 4:30 p.m. This policy applies to all 30 minute intervals as individually scheduled. Meaning that if you were also scheduled to service at 5:00 p.m. on Friday, April 3rd, you would be able to release that interval any time before 5:00 p.m. on Wednesday, April 1st or put it up for swap up until 3:00 p.m. on Friday, April 3rd - and so on

48 hour timeline example of the eligible and ineligible swap period for a service interval scheduled at 4:00 pm on April 3rd

