"How will you get these shops filled?"

SASSIE Scheduling: Book 3 in the Tough Questions series

How do you find reliable shoppers?

How do you fill tough locations?

Can you find shoppers with cameras?

TOUGH QUESTIONS.
TOUGHER SYSTEM.

SASSIE
mystery shopping systems

SmartMatch AutoScheduling • Shop Notifier • QuotaZ • Shopper DQ • JS on FaceBook • SSN Verification • Qualified Self Assign • Shopper Oracle

"How will you find reliable shoppers?"

Shopper Ratings & Shop Counts

Shopper Ratings and Shop Counts give your schedulers instant insight into each shopper's past performance and experience.

Shopper Secret Deactivations

Deactivating bad shoppers often results in them just creating a new shopper account. Stymie them by secretly deactivating them — they'll never get another shop (and they'll never know why).

Social Security Verification

As an authorized agent of the IRS, SASSIE can validate Shopper SSNs and EINs against the IRS' own databases.

Shopper Trapping

Shopper Trapping scans every new shopper signup (looking for patterns of names, email address, IP Address, etc) warns you if a bad shopper is trying to get back into your system.

Shopper Citations

Shopper Citations record notable events in a shopper's career. Issue Hero citations for kudo-worthy performance and Flake and Cancel citations for missed assignments (with the ability to affect shopper ratings). Now your shopper database can accumulate QUALITY in addition to QUANTITY.

Shopper DQ (Disqualification)

Shopper DQ marks a shopper as ineligible for shops for a specific client or location. Never send the wrong shopper to the wrong store again!

MSPA MYSTERY SHOPPING PROVIDERS ASSOCIATION

MSPA Gold   MSPA Silver

MSPA Certification

("Gold" for advanced, "Silver" for basic) shows which shoppers have successfully completed the MSPA shopper certification program.

Email Verification

ensures that shoppers can reliably get your email messages from SASSIE (and that their email address is REAL!)

IC PRO

IC Pro

IC Pro designates which shoppers are legally the "safest" to use from an independent contractor perspective. "IC Pro Gold" shoppers have been SSN-verified with the IRS, have declared themselves ICs with business names, logos and electronic I-9 forms and have allowed SASSIE to compile shopper invoices for every job they perform for you. Uncoincidentally, IC Pro shoppers tend to be the most professional and most reliable shoppers in the business!

"How do you get to 100% completion?"

"How do you fill tough locations?"

SmartMatch AutoScheduling

SmartMatch AutoScheduling analyzes your clients' locations and intelligently emails the shoppers most likely to perform the shop based on distance, population density, prior performance and demographic requirements.

Shop Notifier

Shop Notifier reaches shoppers where they're most available: on their mobile devices. Don't limit your schedulers to slow, unreliable email — Send shop alerts directly to shopper iPhones and Android devices!

Available on the App Store

ANDROID APP ON Google play

Qualified Self Assign

Qualified Self Assign allows your most qualified shoppers (highest ratings, most certifications, etc) to instantly assign shops to themselves. Your schedulers are in control of assigning shops to less qualified shoppers.

SASSIE/JobSlinger Facebook Posts

Thousands of shoppers get our SASSIE/ JobSlinger Facebook page updates!

Got some tough shops that need to be filled? Need to reach outside of your shopper database? Ask us to post your shop ad on our SASSIE Facebook page — it's FREE.

Jobslinger/SASSIE Fan Page
July 30

Good Morning Shoppers! Here's a fun airport shop opportunity. Eat, drink and get paid for it! Take this opportunity to evaluate a popular Bar & Restaurant. ...See More

1,153 people saw this post

1,153 people saw this post

1,153 people saw this post

JobSlinger Facebook App

JobSlinger's Facebook app lives where many shoppers go several times a day. One click immediately puts your SASSIE shops at a Faceebooking shopper's fingertips.

JobSlinger ReachOut

JobSlinger ReachOut puts you in touch with shoppers who aren't even in your database. With a few clicks you can send your toughest shops to nearby JobSlinger shoppers — over 100,000 of the most professional & motivated shoppers in the business.

"How do you find shoppers that use our Bank? Drive our cars? Live in Dubuque?"

Glasses

Bank

Cell Provider

Airport Access

Cars

Any Question You Like!

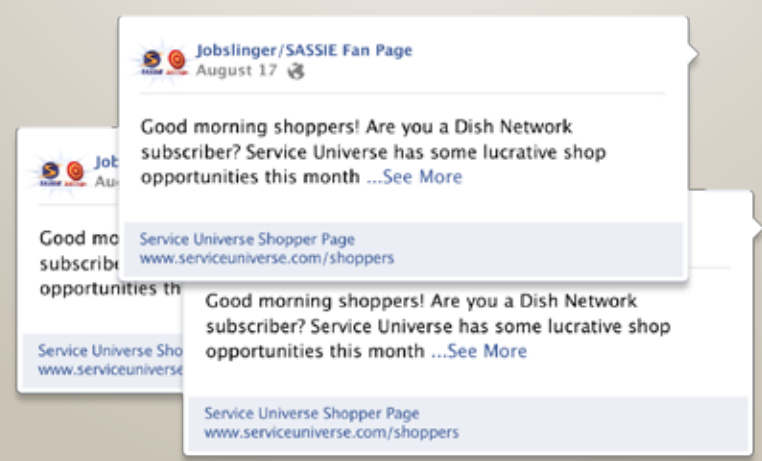## Shopper Application Questions

Shopper Application Questions help you get specific answers on applications for specific shops.

- 💬 "Do you wear glasses?"
- 💬 "What car do you drive?"
- 💬 "List the banks you have accounts in"

Assign shops only to shoppers who give you the answers you want!

SASSIE/JobSlinger Facebook Posts

Have us post your shop ad on our popular SASSIE/JobSlinger Facebook page and help you get the type of shoppers you need.

Jobslinger/SASSIE Fan Page
August 17

Good morning shoppers! Are you a Dish Network subscriber? Service Universe has some lucrative shop opportunities this month ...See More

Service Universe Shopper Page
www.serviceuniverse.com/shoppers

Good morning shoppers! Are you a Dish Network subscriber? Service Universe has some lucrative shop opportunities this month ...See More

Service Universe Shopper Page
www.serviceuniverse.com/shoppers

Shopper Oracle

See into the future! Enter a list of zip codes for a prospective client and the Shopper Oracle will show you how many nearby shoppers you have, broken out by Age, Gender, Rating, etc.

Extended Shopper Profile

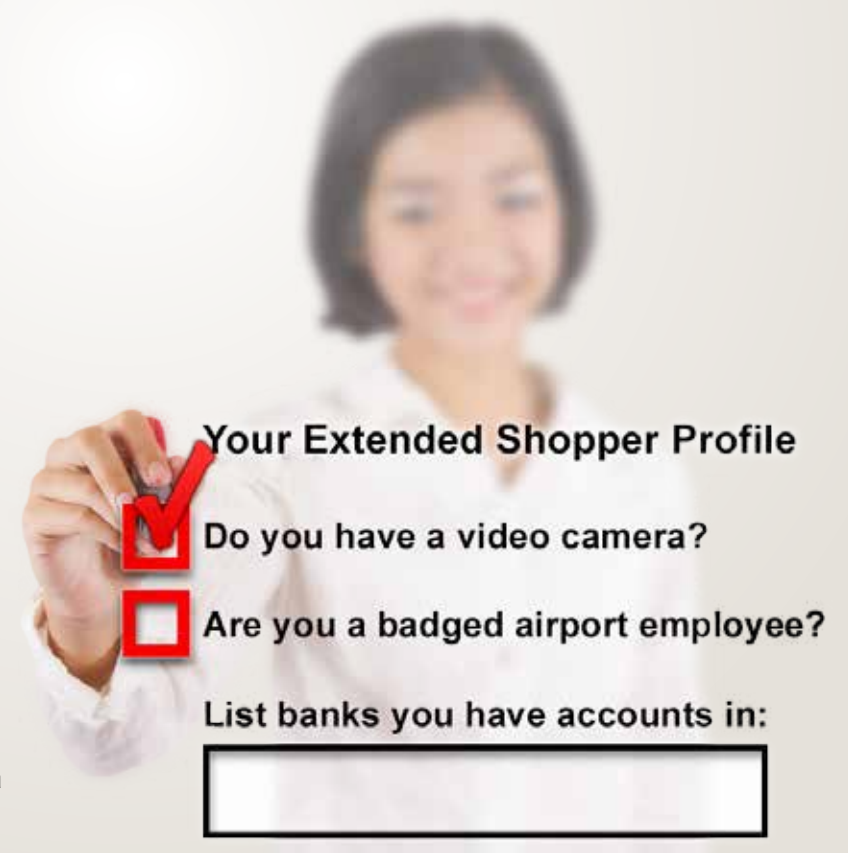Extended Shopper Profile captures any type of shopper data that you need.

- 💬 "What cell phone provider do you use?"
- 💬 "What cable service do you subscribe to?"

Within seconds you can add new questions to every shopper's profile AND use that data to find the right shopper for the right shop.

Your Extended Shopper Profile

☑ Do you have a video camera?

☑ Are you a badged airport employee?

List banks you have accounts in:

"How do you avoid paying big   bonuses in tough locations?"
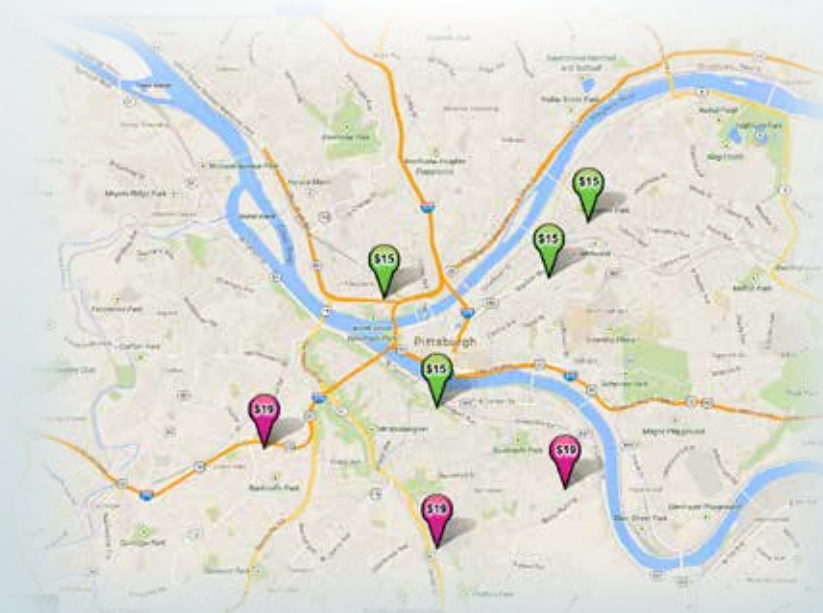
SASSIE Maps
(on the Shopper Job Board)

SASSIE Maps helps shoppers "bundle" multiple shops into one trip, making them more likely to take tough locations. SASSIE Maps uses Google Map technology to display your shops to shoppers on an interactive map. Filters for "Business Classification" and "Shopper Eligibility" help shoppers find the shops they want with speed and ease.

Unlimited Location Groups

Unlimited Location Groups help you avoid last second mega-bonuses. Group your tough locations separately from your easy locations and schedule them simultaneously at different rates.
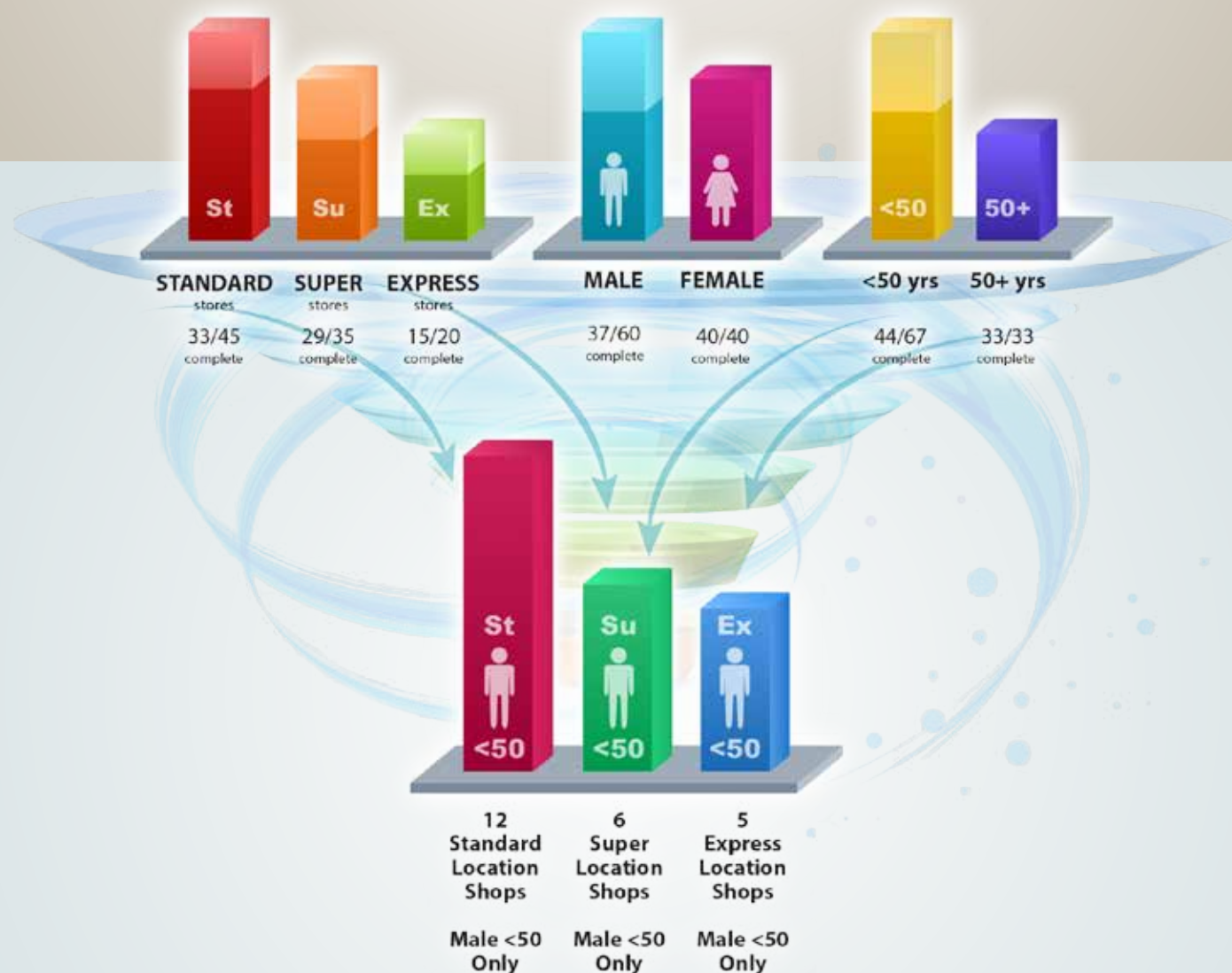
QuotaZ

QuotaZ makes sure you never miss a shop. Set the target number (or percentage) of shops and QuotaZ will monitor your progress.

QuotaZ Examples:

- ★ 3 shops per location
- ★ At least 40% female shoppers
- ★ At least 30% shoppers over 50
- ★ 20 shops per division
- ★ 45% standard/ 35% superstore / 20% express

STANDARD stores	SUPER stores	EXPRESS stores	MALE	FEMALE	<50 yrs	50+ yrs
33/45 complete	29/35 complete	15/20 complete	37/60 complete	40/40 complete	44/67 complete	33/33 complete

12 Standard Location Shops	6 Super Location Shops	5 Express Location Shops
Male <50 Only	Male <50 Only	Male <50 Only

QuotaZ Quota Filler

QuotaZ Quota Filler can help you get the shoppers and/or locations you need the most. If you're short on shops by male shoppers under 50, QUOTAZ can automatically schedule more of those shops on your next "run".

Shopper Lockout

Shopper Lockout prevents shoppers from doing the same shop within a specified time period.

"Can you test / screen shoppers before they do our shops?"

TestCaster

TestCaster is a full-featured online testing system designed to train and screen shoppers for general mystery shopping aptitude or for specific shop types (i.e. fine dining, automotive, banking, etc.).

Featuring question banking, question randomization, weighted answer scoring, and both automated and human grading, TestCaster can also award "Shopper Qualifications" to passing shoppers.

Shopper Pick Date

Shopper Pick Date gives you precision scheduling controls by requiring shoppers to pick specific dates that they can do each shop.

Sunday & Saturdays only

5 shop maximum

2 Buffer Days between shops

Shopper Qualifications

Shopper Qualifications can be granted automatically (via TestCaster) or manually to shoppers who qualify for preferred handling or specific shops.

These qualifications are recognized by our AutoScheduling system, making it easy to grant advance or exclusive access to preferred shops.

Finding Shoppers

✓ SmartMatch AutoScheduling
✓ Shop Notifier
✓ SASSIE Maps
✓ JobSlinger ReachOut
✓ JobSlinger on Facebook
✓ Shopper Oracle

Assigning Shops

✓ Shopper Pick Date
✓ Self Assign
✓ Qualified Self Assign

Selecting the Best Shopper

✓ Extended Shopper Profile
✓ Shopper Citations
✓ Shopper Disqualification
✓ TestCaster
✓ Qualifications
✓ IC Pro
✓ MSPA Shopper Certification
✓ Email Verification

Managing Accounts

✓ Urgent Log
✓ QuotaZ
✓ Unlimited Location Groups

FACT: SASSIE sends over 390 million shopper emails each year

✦ As a dedicated scheduling company, KSS partners with more than 100 mystery shopping providers every year and we have the opportunity to work on many platforms (both in-house and third party systems). Without a doubt, SASSIE is by far the easiest for schedulers and shoppers to use. New schedulers acclimate so quickly to SASSIE's intuitive scheduling system that it cuts our training time by 1/3rd - and time is money!
— *Lorri Kern, KSS International, Inc.*

✦ We use Shopper Oracle as part of our upfront proposal process. It helps us check coverage for a prospective new client's locations so we know right away if additional recruiting will be needed. This gives us a jump start when we need to implement a program ASAP (which happens most of the time)!
— *Christopher Warzynski, Beyond Hello*

✦ SurfMerchants is the trend-setter in the industry when it comes to staying ahead of the curve such as in reporting development, scheduling tools, and mobile offerings. I continue to look at the offerings of other reporting providers and can without hesitation say that SurfMerchants still holds the #1 spot on the "leader board."
— *Marci Bikshorn, Service Excellence Group*

✦ For the last 15 years, almost every employee of our company has spent the majority of their day on SASSIE. Whether it's paying shoppers, scheduling, proofreading, managing accounts, our customers accessing their results, or selling to new customers, it all happens on SASSIE.
— *Tom Mills, HS Brands International*

TOUGH QUESTIONS.
TOUGHER SYSTEM.

SASSIE
mystery shopping systems

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