

CUSTOMER PERSPECTIVES™

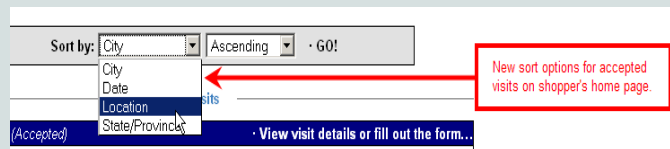
First Quarter 2010 Shopper Newsletter



Prophet Upgrades

You may have already noticed some of the new features in the Prophet system.

New Sort Option for accepted visits on shopper homepage: Shoppers can now sort their accepted visits by “City”, “Location” or by “State/Province”. These new options supplement the “Date” and custom sort options that were already available.



Format assistance for date & time fields: The correct format for entering date and time values is now displayed directly beneath the text box. This helps show which fields are dates or times as opposed to simple text. This format adjusts automatically to match the expected format for the user's region/language.



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- ★ Congratulations to our most recent group of **TOP SHOPPERS**. These shoppers are always reliable and respond quickly to staff questions. Their reports are accurate, detailed and thorough. **AND** they follow our clients' guidelines.
- ★ Myra A. Rye Brook, NY
- ★ Linda B. Raleigh, NC
- ★ Elizabeth C. Dallas, TX
- ★ Antoinette L. Green Cove Springs, FL
- ★ Elise M. Greensboro, NC
- ★ Colleen Q. Hingham, MA
- ★ Martha S. San Carlos, CA
- ★ Peter T. Providence, RI
- ★
- ★ **Thank You!**
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HOT SPOTS

If you know anyone near the following areas where we always need shoppers, please let us know or direct them to our website (www.customerperspectives.com) to sign-up

California: San Francisco Bay area/ Monterey

Connecticut: I 95 —New Haven to Greenwich

Massachusetts: Central, Western, Leominster area, Cape Cod

Maine: Ellsworth / Winter Harbor

New Hampshire: Northern, Southwestern, Central, Seacoast

New York: Poughkeepsie/Newburg, Rochester area, Ithaca area

Vermont: all areas

Shopper Survey Results

Several months ago we asked shoppers for feedback about ways we could help them do their jobs easier and/or better. Thanks so much to those who took the time to respond. Many of your ideas have already been implemented:

Faster Payment: We have tightened our process so that successfully completed shops can be reimbursed before the 15th of the following month. Remember, shops have to meet our client's requirements and pass quality assurance to be considered "successful". The shopper log-in page will tell you if payment has been made through PayPal and you will be notified via email from PayPal when money is available to you. You must respond to the PayPal email within 30 days in order to have the funds released. If you change your PayPal email address, please update your homepage and notify paula@customerperspectives.com to ensure that your payment is sent to the correct account.

Ability to reschedule your shops: We realize situations arise that may prevent you from doing your "shop" on the date you selected. Most clients allow shops to be done during a block of time but occasionally they require the shop to be done on a specific day or during a specific timeframe.

If the option to reschedule is available, you may reschedule your shop. If you have difficulty choosing another date, it may be because another shopper has already chosen that date, there is not enough time passed since you last shopped that location or there are not enough days between visits to do same location. Please contact the project manager for resolution instead of canceling the shop.

If the option is not present and you find it necessary to reschedule, you must contact the project manager. Please do so in a timely fashion rather than waiting until the shop becomes overdue. The project manager's name and email address is on your original email notification as well as on your homepage.

More feedback from us: Many of you asked for more feedback, positive or negative, especially from our quality assurance team. We are making every effort to be responsive to this request and hope that you will find the feedback helpful. If you are asked for additional information, clarification or faxing of a receipt, please respond promptly. We are committed to making our client deadlines and your promptness can make the difference between us being able to submit your shop to the client or our having to ask a different shopper to conduct the shop.

Other requests are in process and we will update you periodically regarding our progress. Thanks again for your assistance in helping us help you, our valued partners.

Judi Hess
President



Recorded Calls

Please note that when performing a recorded telephone shop, there is a possibility that you may have to leave a message and receive a return call from the employee.

Schedule your recorded telephone shops for a time when you are going to be available to receive a return call. If you do receive a return call, tell your caller that you will have to call them right back and then do so.