



## Frequently Asked Questions

### **How are evaluators selected for assignments?**

The online system offers the assignment to the closest evaluator using their postal code; it also matches up client specific criteria requests i.e. gender and age etc. If the job has not been accepted within 24 hours, it is then offered to the next eligible evaluator.

### **Why do I schedule a specific evaluation date?**

When you accept an assignment and confirm the date and time when the evaluation will be carried out. This is used by our system to track when evaluations are scheduled to be completed, and allows us to complete projects on time.

### **How do I see what evaluations are available?**

To see what evaluations are available for you, select 'Visits Available' from the options on your homepage. (We will alert you via e-mail when new assignments become available, these will be posted on your homepage).

### **Do I need to undertake training for an evaluation?**

Certain projects can only be accepted if you have been Certified as a shopper. This can be completed by undertaking the 'Evaluator Quiz' on the 'Show forms I can enter direct' page. It takes around five minutes to answer the eleven multiple choice questions.

### **How will I know if my request for an evaluation has been approved?**

On logging in, you will see a list of evaluations that you have accepted on your home page under 'My Visits'.

### **Why do I receive e-mails saying work is available, upon logging on there is nothing on my "Visits available" page?**

If you receive an e-mail saying work is available, and there is nothing on your visits available page once logged in, this means the assignment has been accepted by another evaluator. You can still click on jobs that have been accepted by other shoppers, if the evaluator cancels the assignment, you will be automatically be notified via e-mail that it is available.

### **Why was my application for an evaluation rejected?**

Mystery Customer Evaluations has established business rules set up with each of its clients. If your application to complete an assignment is rejected, it is due to the fact that one of these business rules has been violated. E.g. You visited the store last month, and therefore are not permitted to return for another two months.

### **What if I have challenges with completing evaluation?**

If you are not able to enter the results within 12 hours, then e-mail us immediately to let us know. We will rectify the problem and if need be, stop the system from automatically de-allocating the assignment.

### **How many times can I reschedule an evaluation online?**

Each evaluation can usually be rescheduled a maximum of one time.

### **How will I know if my request to change the date has been successful?**

The date on your accepted assignment will be updated and showing the new one.

### **How can I read what I have to do for the assignment?**

To find out about the scenario for the evaluation click on Briefing Notes. You can then read what the job consists of, restrictions and requirements for the assignments.

## **What do I do if I want to do the assignment?**

If you are happy with the scenario, meet the requirements and would like to carry out the assignment, then click on the visit to accept. Upon accepting you will be asked to select a date and time from the available slots.

## **What is automatic de-allocation of assignments?**

Evaluation results must now be reported within 12 hours of completion. If your results are not reported online within the 12 hour time frame, our de-allocation scheduler will immediately reassign the evaluation and you will not be paid.

We will not send e-mail reminders or call evaluators to chase up assignments that have past the date and time that they should have been entered. Please ensure that all results are reported in a timely manner.

## **How do I print off my Briefing Notes and Report?**

You will be able to print off your own 'Briefing Notes' and 'Report' once you have logged in.

## **What do I do if I want to cancel the assignment?**

If you cannot undertake the assignment you should select the 'Visits Available' option, then select 'Decline' for the evaluation you can no longer do. The assignment will then be removed from your 'Visits Available' page.

Please make every effort to complete work you have accepted as it is difficult to find replacements at short notice. Please be aware that irresponsible use of this function will result in your removal from the system.

## **What do I do if I want to change the date of the assignment?**

To change the date of an assignment you should select the name of the evaluation from your Scheduled Visits page and select Change Date N.B. this is only possible if your preferred date matches evaluation requirements i.e. you cannot reschedule a weekday evaluation to a weekend. If there are no dates left, you will be given a message that there are no available dates left, in this instance you should either complete the evaluation on the original date or e-mail [allocation@mysterycustomerevaluations.com](mailto:allocation@mysterycustomerevaluations.com) to see if there are any other dates the evaluation can be carried out on.

## **How can I enter my results online?**

You do this by Log in with your e-mail address and password.

## **Why is my paperwork not printing off correctly?**

Your printer setting may not be compatible with our website. Please open up Internet Explorer and follow these instructions:

From the menu select File and then Page Setup.

Ensure that Paper Size is set to A4, Orientation is set to portrait, and all Margins are set to 0.

## **Why can I not print my report properly?**

For you to be able to print your report you must have acrobat reader version 5.0 or greater installed on your PC. Older versions may not work properly and can print large black boxes or you may get an error message saying 'could not find the Colour Space named Cs6'. Acrobat Reader is only required to print the report, the file you are printing is a PDF file. The report is in html, which does not require acrobat reader.

To download the latest version of Acrobat Reader you can either:

1. You do not have any visits on your scheduled visits page you can go directly to the webpage by the link on the front page of the Mystery Customer Evaluation web site or this link: [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)
- 2) This will bring up the box saying 'File Download' and you can then follow the instructions in point 4).

## **What are Pop-Up Blockers?**

if you have a pop-up blocker installed on your PC it can prevent certain messages appearing and thus stop you viewing/printing off your paperwork. If this happens turn off your pop-up blocker before printing your 'Report' and 'Briefing Notes' N.B This can be done temporary.

## **I can't access your web site. Is there a reason for this?**

Prophet is not compatible with versions of Internet Explorer 4 or earlier. You must be using Internet Explorer 5 (or more recent versions) to be able to access it.

Please also ensure that your security settings are on low. To do so follow these instructions:

Open Internet Explorer

Choose Tools on the menu bar.

Select Internet Options.

Choose the Privacy tag and make sure that the setting is on Accept all cookies.

## **Some of my personal details have changed, what should I do?**

Our system relies on the information we have about you being up to date, this enables us to match the correct evaluator to each job. If any of your details change you can update them once you have logged by clicking on 'Edit my Profile'.

## **How can I change my password?**

To change your password logon and select change password from the options. You will then be asked to enter your old password and submit a new one. Once submitted your new password will become active within ten minutes.

## **How can I find out my password if I have forgotten them?**

If you have forgotten your login details there is a facility on the logon page to request that the details are e-mailed to you.

## **When and how will I be paid for the assignments undertaken**

Your fee's and expenses will be credited into your account (bank or paypal) on the 7th - for all assignments undertaken the previous month (between the 1st and 28th). Depending on who you bank with, the payment should say 'MCE Fees' or 'Bank Credit'. You will not receive a payslip N.B. We require your Sort Code and Account details once for the account you require fees paid into.

## **What should I do if I have a query with my pay?**

All pay queries should be e-mailed to [accounts@mysterycustomerevaluations.com](mailto:accounts@mysterycustomerevaluations.com)

## **Where do I provide my bank account details?**

Register your bank details on your personal profile on joining. If you haven't already done so, you can register them in the 'Edit My Profile' on your home page when logged in.

## **When I enter my pay claim details it sometimes says I have gone over the maximum?**

For each pay claim field we set amounts which if exceeded will ask for a reason why. This is quite simple when it is something like the fees or the test purchase which are a set amount but for mileage we have to put in a figure just in case someone types in say 100 instead of 10 by mistake.

If you go over the limits that are set in the system first please check you have entered the correct amounts and if you think you have, just enter a reason for each field that the system says you have exceeded. All claims over the set limits will be checked and if there are any queries we will contact you.

Please note: When entering a figure you do not need to enter the £ sign. If say your claim was for 60 pence you should enter 0.60 as your claim (not 60 as this would enter a claim of £60)

## **Why do I have to type in receipt numbers?**

We regularly check the receipt number with the clients Electronic Point of Sale Systems (EPOS). This allows us to make sure the visit was undertaken at the correct time, date and where applicable, that the test purchases were accurate.

Obtain a receipt for each assignment where you are required to make a purchase. If you fail to collect a receipt where directly specified to, the evaluation may be deemed invalid, and you will not be paid.

### **How do I return receipts?**

On occasions, following completion of your report you will be required to return your receipt. This can be done by email or post. Please email receipts to [receipts@mysterycustomerevaluations.com](mailto:receipts@mysterycustomerevaluations.com) or when requested, post to the office.

### **What are my tax commitments?**

By accepting assignments, you are not an employee of Mystery Customer Evaluations. You act as an independent consultant and are solely responsible for any Tax or National Insurance liabilities that may arise on your earnings. Mystery Customer Evaluations does not deduct PAYE or National Insurance from the fees that are paid.