The World's Premier Mystery Shopping System

SASSIE
mystery shopping systems

ARMED & READY

UPDATED!

Speed + Control = Power

Every gear in your company is spinning at maximum velocity, yet you can turn on a dime at a moment's notice. SASSIE is the engine that takes your company where it needs to go.

"You need to start shops today? No problem."

Every hour can make or break a deadline. You can't afford a human traffic jam when launching a new program, so let SASSIE make everyone in your company a "mystery shop mechanic."

• Put forms online as quickly as you can type
• Create clients instantly
• Upload locations in minutes

Go into cruise control with SASSIE Scheduling.

Shopper history, demographics and certifications. Travel distance, program requirements & population density. SASSIE Scheduling automatically analyzes dozens of factors to identify the shoppers most likely to accept AND complete those specific shops.

Need more speed? With SASSIE's "Self Assign" and "Qualified Self Assign" options, the shops practically assign themselves.

No traffic. No speed bumps. You're in for a smooth ride.

SASSIE eliminates the everyday hassles of running a mystery shopping company:

• Run shopper payments in minutes with Paypal integration
• Unparalleled server performance and stability — with "hot" backups included
• Monitor company efficiency with Admin Dashboards

Tap into the world's largest pipeline of mystery shopping resources.

• Over 2 million SASSIE shoppers worldwide: road-tested and recruitable
• The best AND biggest mystery shop development team in the world
• Your only competition IS the competition — we never work with end-clients

You're in the driver's seat — no pit stops required.

SASSIE gives you total control of your company's operations, so you can get yourself on the road TODAY.

For more details, go to marketing.sassieshop.com/info/1/

Go Beyond Mystery Shopping

Become indispensable to your CURRENT clients…
and land NEW clients in NEW markets

Customer Satisfaction : Never let your clients look elsewhere

"We need more than mystery shopping… we want to hear what actual customers are saying."

This can be the beginning of the end of a client… or this can be the beginning of a brand new revenue stream with interactive computer, voice and mobile response services:

• ICR web surveys
• IVR phone surveys
• IMR mobile surveys (web and text enabled cell phones)

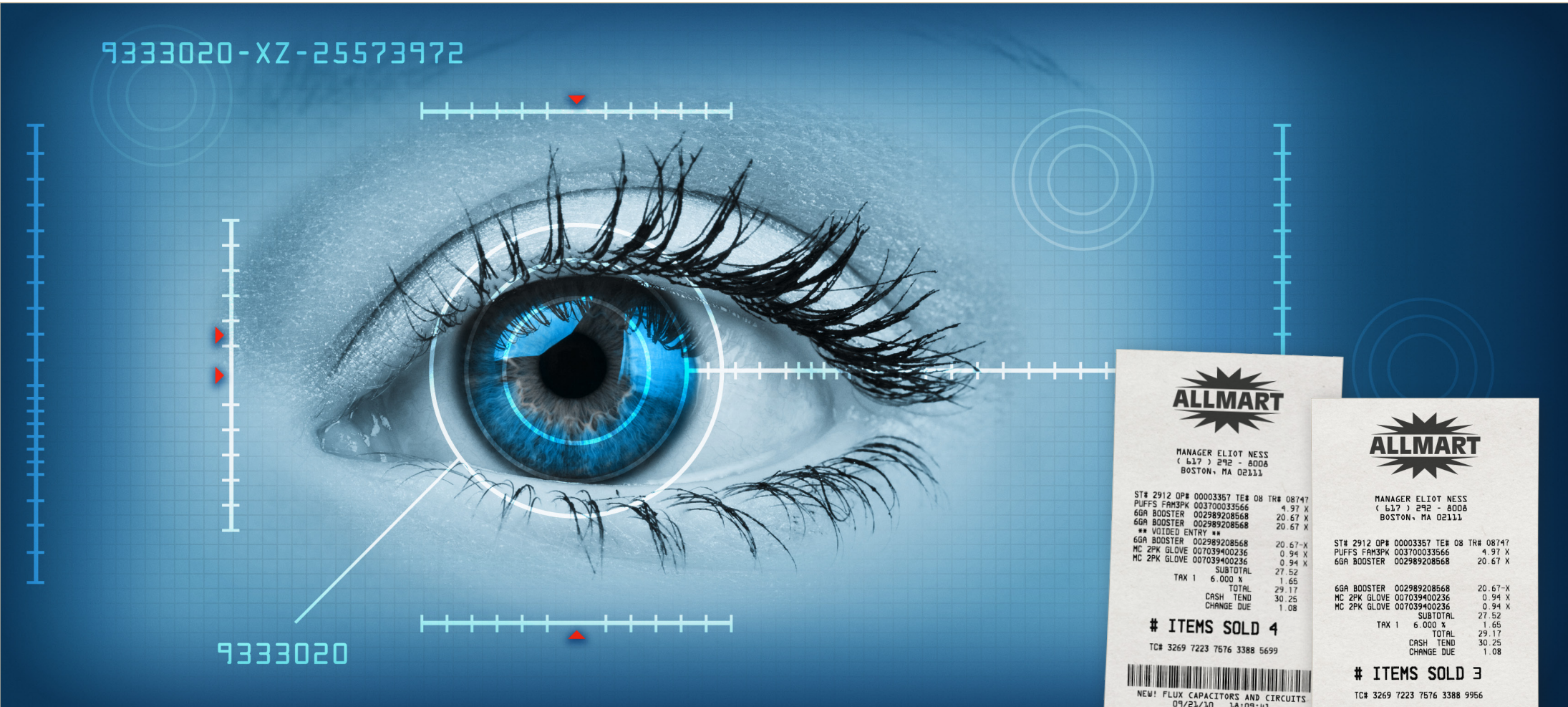## Client Operations: "Sticky" and "Recession Proof"!

Once you're involved with the operations side it's difficult for clients to walk away. Also, marketing budgets get slashed in lean years, but operations budgets can't be cut for legal and/or logistical reasons.

• **P.R.I.S.M.** – (Performance Review Internet Survey Management System) incorporates staff performance reviews and employee satisfaction surveys for a "full spectrum" view of your company.

• **Sassie Auditmation** – Automate your clients' Brand, Merchandising, Legal and Price audits

• **Testcaster** – Deliver cost-effective online training and testing (with automated or human grading, cheat prevention technology and easy instant test creation)

TestCaster

BOTTOM LINE: IF IT CAN BE PUT ON A PAPER FORM, IT SHOULD BE PUT INTO SASSIE!

Qualified, Verified & Certified

9333020-XZ-25573972

9333020

RuleZ
Now on Review view!

Screen shopper answers like a psychic

Not every shopper is brilliant… so your forms HAVE to be.

• Show or hide specific questions (i.e skip patterns)
• Auto-fill answers (e.g. time calculations)
• Detect contradictory answers

> **Warning: The shopper's answer to Q #21**
> **I would recommend this location to a friend.**
> **contradicts their answer to Question #3**
> **I would never return.**

Photo DNA
Available Now!

Automatically catch photoshop frauds SASSIE-wide!

PHOTO DNA cross-checks millions of receipts & photos for duplicates or fakes across all of SASSIE:

• **Data-Match alerts** – detects embedded data that most Photoshoppers can't touch.
• **Image-Match alerts** – detects unusually close visual matches

ALLMART

MANAGER ELIOT NESS
(617) 242 - 8008
BOSTON, MA 02111

ST# 2912 OP# 00003357 TE# 08 TR# 08747
PUFFS FAM3PK 003700033566   4.97 X
6GA BOOSTER 002989208568   20.67 X
6GA BOOSTER 002989208568   20.67 X
** VOIDED ENTRY **
6GA BOOSTER 002989208568   20.67-X
MC 2PK GLOVE 007039400236   0.94 X
MC 2PK GLOVE 007039400236   0.94 X
                SUBTOTAL   27.52
        TAX 1 6.000 %   1.65
                  TOTAL   29.17
               CASH TEND   30.25
              CHANGE DUE   1.08

 # ITEMS SOLD 4

TC# 3269 7223 7576 3388 5699

NEW! FLUX CAPACITORS AND CIRCUITS
          09/21/10   18:09:41

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 # ITEMS SOLD 3

TC# 3269 7223 7576 3388 9956

NEW! FLUX CAPACITORS AND CIRCUITS
          09/10/10   18:01:41

FRAUD ALERT: 95% MATCH

IC PRO
Protect your business from IC challenges

Government agencies are challenging independent contractor status for mystery shoppers. IC Pro makes the strongest case possible that your shoppers are NOT employees, automatically handling:

• W-9 & Tax ID collection
• IC status declaration
• Shopper Invoice Submission
• Business Name and Logo

TestCaster (used by the MSPA)

Automatically use your most qualified shoppers

• Screen new shoppers with Sign-Up tests
• Satisfy discriminating clients with Client-Specific tests
• Assign shops to qualified shoppers
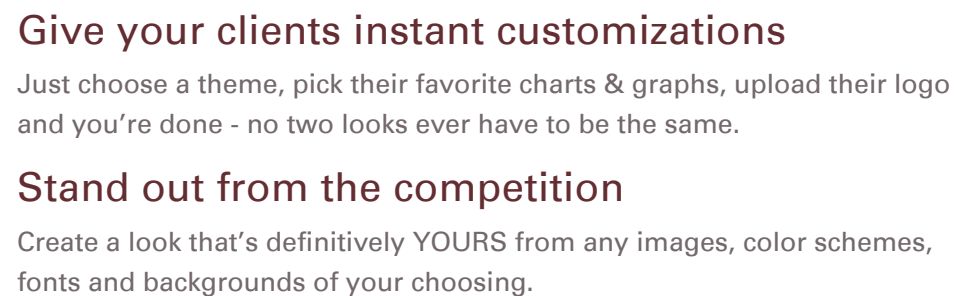
GeoVerify

Want verified shop time and location? There's an app for that!

Shoppers can instantly prove when and where they were with our JobSlinger mobile app

Available on the iPhone App Store

Available on the Android Market

Now on Android!

Shop Info   Geo Verify   Burger Thing

Geo Verify

Latitude=21.109513&Longitude=
-86.761656&timeStamp=08/29/2010
22:03:11 EDT

GeoVerify Code: MH64HG6

Beauty and Brains

At first they'll be seduced by the gorgeous graphics… but they'll find true love with the deeply insightful data that lies within. With Chameleon's incredible drag and drop tools, you're only minutes away from winning the hearts and minds of your clients.

SHOP VIEWS

CLIENT THEMES

NEW!

DASHBOARDS

Now on iPad!

Available on the iPhone App Store

Give your clients instant customizations

Just choose a theme, pick their favorite charts & graphs, upload their logo and you're done - no two looks ever have to be the same.

Stand out from the competition

Create a look that's definitively YOURS from any images, color schemes, fonts and backgrounds of your choosing.

Tell the story beyond the survey

Chameleon Shop Views shows how each shop relates to recent shops, other locations, and company/subdivision trends

Grab the attention of the busiest CEOs

Chameleon Dashboards immediately deliver the critical birds-eye view that the upper execs crave… yet automatically scale down when viewed by lower level managers

For more details, go to marketing.sassieshop.com/info/4/

The truth, at their fingertips

Mountains of data are useless without the tools to find the truly valuable nuggets within. SASSIE gives your clients the precision tools to dig out the actionable truths with just a few clicks.

Survey Drill Down

(Survey Summary and Answer Summary)

Present your client's entire survey in one summary. Reveal charts and summary information on any question of interest. Reveal details on any shop that included a particular answer.

Level Drill Down

(Location Wizard)

Serve up an eagle eye view of the upper levels of the company. Cut through the layers of subdivisions, locations, shops and answers until the real reason behind the scores is revealed.

Geographic Drill Down

(Map-Tastic!)

Give them the world... literally! From there, they can dive into countries, states, provinces and counties and examine their data from a brand new perspective.
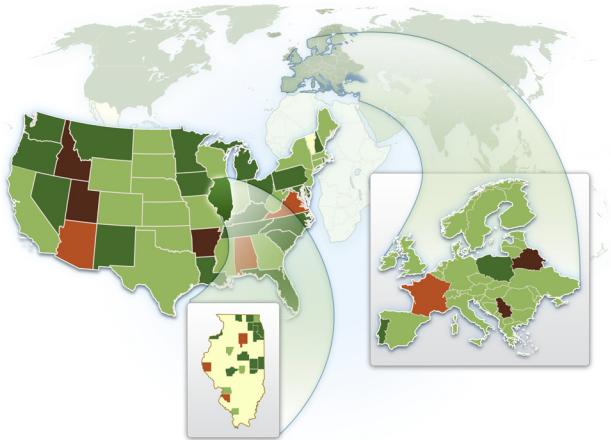
Map-Tastic!
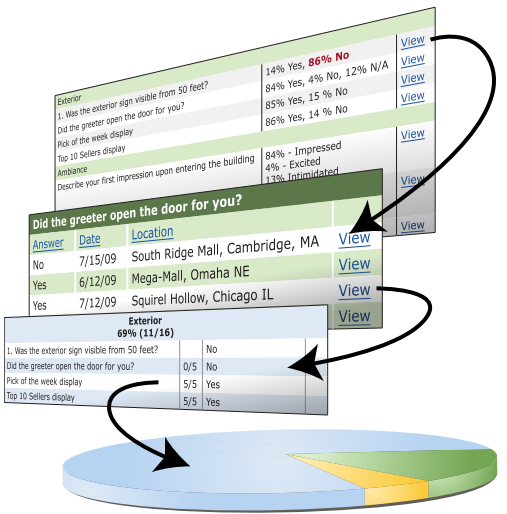
Survey Summary and Answer Summary

Dazzle. Inform. Empower.

Whether it's trending, comparisons, data mining or just pure eye candy your clients want, SASSIE's advanced reporting suite is ready to perform.

Give them a Preview... with Report Revue!

Where to begin? Report Revue gives your clients an online "jukebox" of short demos of each report to get them warmed up!
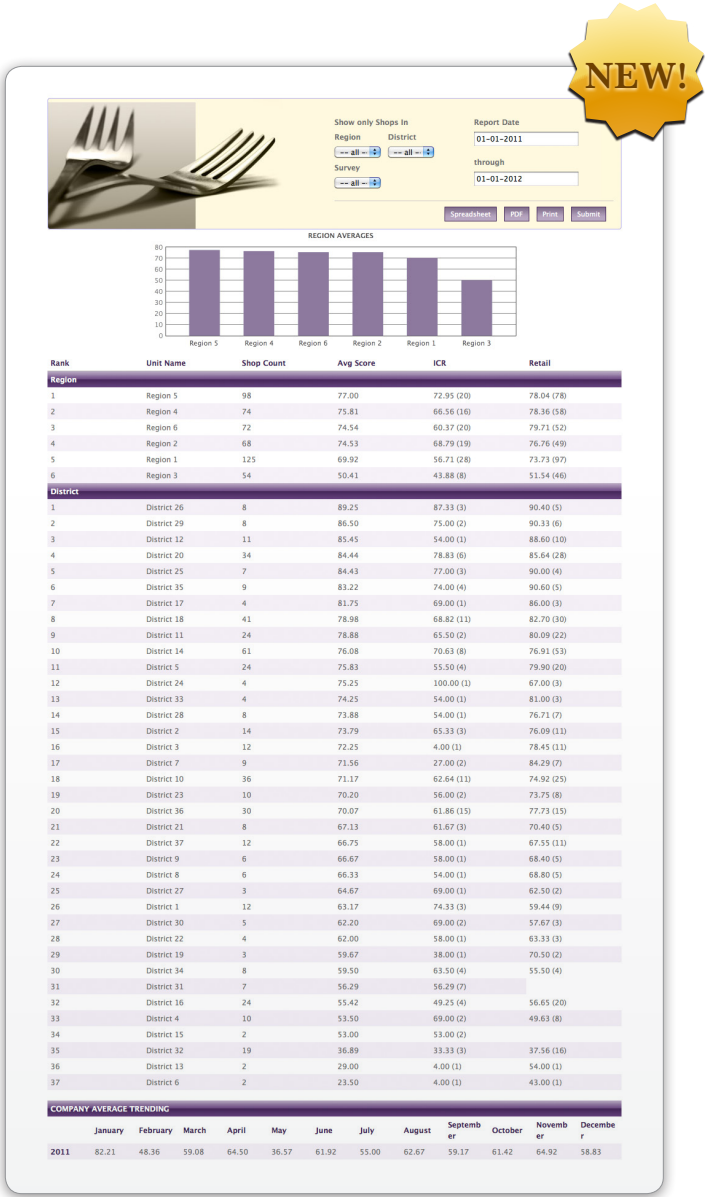
Our Main Attractions:

Who's Hot Who's Not – It's something every company needs to know: "Who are my strongest and weakest performers?"

Head to Head Report – Compare surveys side by side (such as mystery shopping vs. customer satisfaction) and answer crucial questions such as: "How do our company standards correlate to actual customer satisfaction?"

Universal Data Reporting – It is the ultimate question: "How do I rank against my competitors?" Embed universal industry-specific questions in your surveys and make yourself the undisputed authority in that industry.

Data Mining/Cross-Tab Reports – It's SPSS made easy! Use data-mining filters on any report or generate full cross-tab reports.

Create your own custom reports with ToolZ, our easy-to-use programming language.

If you have HTML experience, you can use ToolZ!

For more details, go to marketing.sassieshop.com/info/6/

The goods, any way they want it

It's not only about WHAT your clients get… but also HOW and WHEN your clients get it.

Sassie lets you serve it up fast and fresh!

WHAT DO THEY WANT?

Online Reports – Our suite of interactive web reports

PDFs – PDF reports and shops for printing or emailing

PDF books – Batch-printable PDF shop compilations

Spreadsheets – Excel-compatible spreadsheets

Exports – Download raw shop export data or special custom formats (custom XML, Triple S, CSV, Tab)

HOW DO THEY WANT IT?

Via Web Browser – Our online reports are available to every major browser/OS combination

Via Web link – Convenient one click links to shops

Via Email – PDFs emailed directly to managers

Via Custom Protocol – FTP, SOAP, JSON, SCP, Custom API

Via Collaboration – Team up with other SASSIE providers and auto-synchronize shops for large-scale multinational clients

WHEN DO THEY WANT IT?

On Demand – Online reporting is available 24/7 with up-to-the-second results

On Publication – Send shops the moment your editors complete them

On Trigger – Instant notifications when a certain score, a certain answer or any number of conditions are triggered

On Schedule – Clients can email personalized web links to every manager with a few clicks

On Cycle – Results can be automatically delivered every week, day, hour, etc…

![SASSIE mystery shopping systems]

The Premier Mystery Shopping System since 1998

Over 2 million+ users
Over 100+ MS companies
Over 9000+ clients
Over 140+ countries

Read what our customers say about SASSIE™

"I have had experience in building a web-based software platform for mystery shopping and managed our internal system for five years. My ultimate goal in looking for an external software development company was to free up my time so I could better manage and build my business… I have been very pleased with the software and find it powerful and reliable."

— Kelly Kasper, Service Check

"These people are like the Google or Apple of the mystery shopping software industry — they're constantly innovating and pushing the envelope. I don't think anyone will ever catch up to them."

— Tom Mills, Service Sleuth

"How does SurfMerchants and the SASSIE team affect my business? I feel like they are my partners and that I could not do it without them!"

— Marci Bikshorn, Service Excellence Group

"SASSIE is an easy to use, powerful system that is flexible enough for large and small clients. But most importantly, their service team is first rate, and works with us like a true partner."

— Mike Green, Customer Impact

"One of the biggest reasons I stay with SASSIE is that you're well established in the industry and will be around for a very long time…"

— Lorri Kern, KSS Inc.

"Our business could not have grown as fast or be as streamlined as it is without the power of SASSIE. SASSIE allows us to concentrate on obtaining new business while it effectively automates many facets of current business. There is no doubt in my mind that the entire Mystery Shopping industry has benefited from the SASSIE system."

— John Saccheri, Mystique Shopper, LLC