

GIVING A CITATION TO A SHOPPER

- Type in the last name of the shopper that you want to give a citation to, then click “Search”.

MAIN ADMINISTRATION PAGE

[Admin Dashboard](#)

CLIENT-SURVEY

Cafe Zupas: Dine-In Visit [filter menu](#) [>](#)

CLIENTS	SHOPS	SHOPPERS
Manage Client & Form Settings GO	Shop Tools View Admin Shop Log GO	Shopper Billing
Login as Client Reports GO	Review Shops Review Shops GO	Shopper Search (partial entry OK) Last Name <input type="text"/> Email <input type="text"/> SEARCH
Export Shops/Surveys GO	Schedule Shops Scheduler Log GO	Shopper Tools Shopper Bulk Email GO

- Highlight the shopper’s name that you want to give the citation to. Click on “Citation”

Shopper Search

Enter first few letters of LAST NAME

(Adv Search: add comma and first letters of first name. Example: **Sm,J** finds **Joe Smith**)

OR

Enter first few letters of EMAIL ADDRESS

[SEARCH](#)

Select shopper (passwords displayed) :

2 found

Kasinger, Jennifer [OK] (djkasinger@cox.net, jennifer7)

Kasinger, Jennifer M [OK] (jennifer@shopperjobs.com, jennifer7)

[Log](#) [Profile](#) [Duplicate Search](#) [Citations](#) [Disqualifications](#)

- This screen will show if the shopper has a citation. If you click on the “+” on the left this will show what the account/rep has written about the shopper.
- To added a citation click on “Add a Citation”.

Adding/Editing citations for Jennifer M Kasinger [OK] (jennifer@shopperjobs.com)

Expand	Date	Mgr Name	Type/Class	Client: Job ID	Rating/Weight	Visible?	Edit
Add a Citation							
+	9-2-08	Becky Hodges	None / None	Incredible Pizza Conroe : [Offline]	- / 0	Y	NON-EDITABLE
+	4-5-13	Archiver	Archive	Incredible Pizza Conroe	10 / 1	Y	NON-EDITABLE

[Return to List](#)

Citation Administration

Shopper:	#150, Jennifer M Kasinger (Broken Arrow, OK)		
Creation Date:	12-27-13		
Client:	Choose client		
Created By:	Jennifer Kasinger		
Type:	None	Class:	None
Rating:	5	Weight:	0
<input type="checkbox"/> Hide this citation from the shopper			
<input type="checkbox"/> Email this citation to the shopper			
Comments:	<div style="border: 1px solid black; height: 50px; width: 100%;"></div>		

[Add New](#)

Shopper: (The name is already filled in)

Creation Date: (This is already filled in)

Client: Choose the client that you assigned the shopper to.

Type: Pick the type of citation you want to give the shopper. I have listed the definitions below.

- **9-8 STANDARD:** a basic standard citation.
- *** 1 FLAKE:** This is when you assign a shopper a shop and they don't call or email you letting you know they can't do the shop.
- *** 10 HERO:** You can give this to a shopper that does an outstanding job for you. Does a shop last minute for you. Maybe does their shops the next day after they receive the assignment.
- **5-2 HISTORY:** This can be for if you have a history with the shopper. (Maybe you have to continuously call or email them to see if they are going to do their shop, they finally do, but after several contacts from you)
- *** 4-3 NEEDED EXTENSION:** Shopper continues needing an extension on their shops.
- **7-6 CANCEL:** Shopper contacts you and cancels their shop in a timely manner.

The descriptions with "*" would be very helpful to you and to the other account/ reps.

Class: Pick scheduler.

Rating: Give the shopper their rating based on the type.

"Hide this citation from the shopper": decided if you are going to let the shopper see the citation.

"Email this citation to the shopper": decided if you want to email the shopper this citation.

Comments: Make comments about why you gave the rating and type. Please make all comments clean and professional. **(YES I KNOW WE WOULD REALLY LIKE TO SAY IT LIKE IT IS, BUT PLEASE BE CLEAN.)**