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1. Registering as a New Shopper.

New Shoppers.

All people wishing to become a new Shopper will need to provide personal details by clicking on [Register](#) on the Survey Manager Express (SME) Home page. People who apply to become Shoppers via the HOED and CBS existing websites will be re-directed automatically to the SME Home Page.

The Internet address for SME is: <http://www.hoedshopper.com.au>

HOED
The customer experience company

Register Login

Home Contact Us

You are here: Home

For over 20 years, HOED has been measuring the Customer Experience for Australasia's leading organisations. A company of the [STW Communications Group](#), we offer an advanced range of services specialising in Customer Experience measurement and Retail Audit.

Account Login

User Name:

Password:

Login

Remember Login

[Register](#)

[Forgot Password?](#)

If you are registering as a Shopper for the first time please click here.

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New Shoppers can also apply via the HOED Home Page at <http://hoed.com.au> that will re-direct them to the SME Home page. Simply click on the Shoppers button, then click on Apply On-Line and you will be re-directed to <http://www.hoedshopper.com.au>

You will be presented with the following screen that prompts you for information that is required to set up your Account Profile. Please ensure that you answer every question correctly.

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Register Login

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Preferred User Information

Please enter all details completely and accurately. User Name is used for logging into SME (max of 30 characters).

Preferred User Information
*Note: Membership to this portal is Private. Once your account information has been submitted, the portal Administrator will be notified and your application will be subjected to a screening procedure. If your application is authorised, you will receive notification of your access to the portal environment. All fields marked with a red arrow are required.

User Name:

First Name:

Last Name:

Display Name:

Email Address:

Your Display Name is what will be shown on forms and screens that will identify you - normally just your Christian and Surname unless you want something different.

Enter a password.

Password:

Confirm Password:

Your password can be any combination of numerals and letters of between 4 and 8 characters - please remember it will be case sensitive.

Job Allocation

Gender (M or F):

Birth Date: 31 Calendar

Date format should be dd/mm/yyyy.

Name

Prefix:

First Name:

Middle Name:

Last Name:

Mr, Mrs, Ms, Dr etc

Address

Street:

City:

Region:

Country:

Postal Code:

Unit number/house number and street name ie 12 / 324 Smith Street

Suburb or City ie Haberfield

Enter your state ie NSW

Contact Info

Main Contact No:

Telephone:

Workphone:

Cell/Mobile:

Fax:

This is the number we will use to contact you first up.

Preferences

Time Zone:


Preferred Locale:

Don't forget to choose your timezone!

Register

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After entering all details click on  [Register](#) . You will receive a confirmation that your application has been received and is being processed.

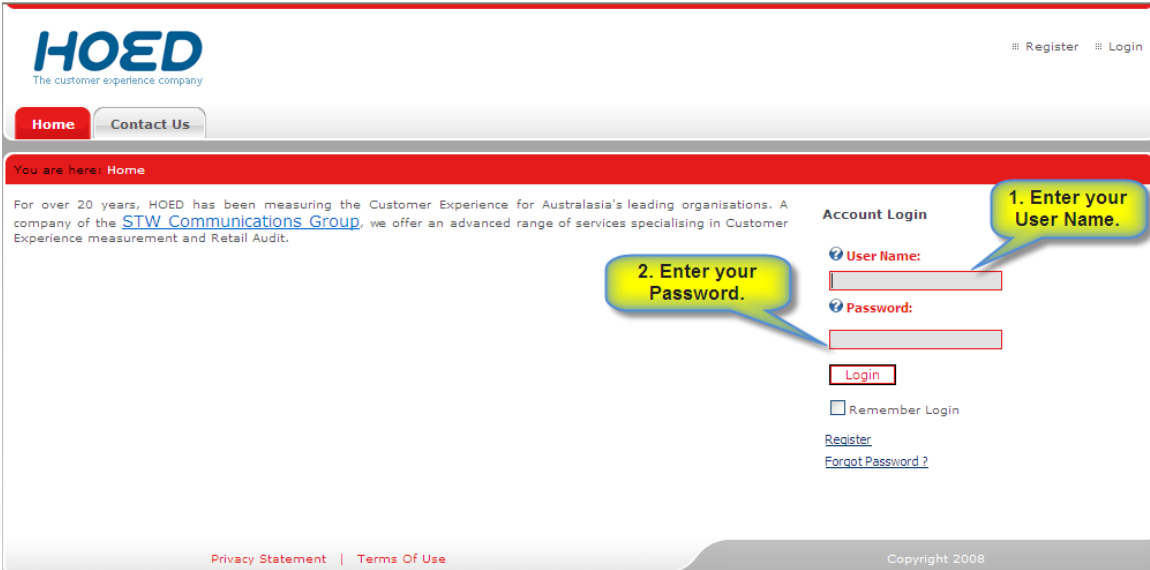
Normally, within 48 hours, you will receive an email advising you if your application has been accepted. If so, you can login to the SME Shopper Portal at <http://www.hoedshopper.com.au> using your login credentials ie User Name and Password.

At the bottom of the SME Home page you will find a number of important documents, the Shopper Training Manual, a copy of the Statement by a Supplier and a Training Declaration that must be completed within 21 days of being accepted as a Shopper.

2. Existing HOED or CBS Shoppers – Logging In for the First Time in Survey Manager Express (SME)

Congratulations, the reason you are reading this is that you are an existing Shopper with a HOED account, a CBS account or both. When SME went live the HOED and CBS systems automatically redirect all Shoppers to the new SME Shopper Portal.

The Internet address for SME is: <http://www.hoedshopper.com.au>



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Register Login

Home Contact Us

You are here: Home

For over 20 years, HOED has been measuring the Customer Experience for Australasia's leading organisations. A company of the [STW Communications Group](#), we offer an advanced range of services specialising in Customer Experience measurement and Retail Audit.

Account Login

User Name:

Password:

Login

Remember Login

[Register](#)

[Forgot Password ?](#)

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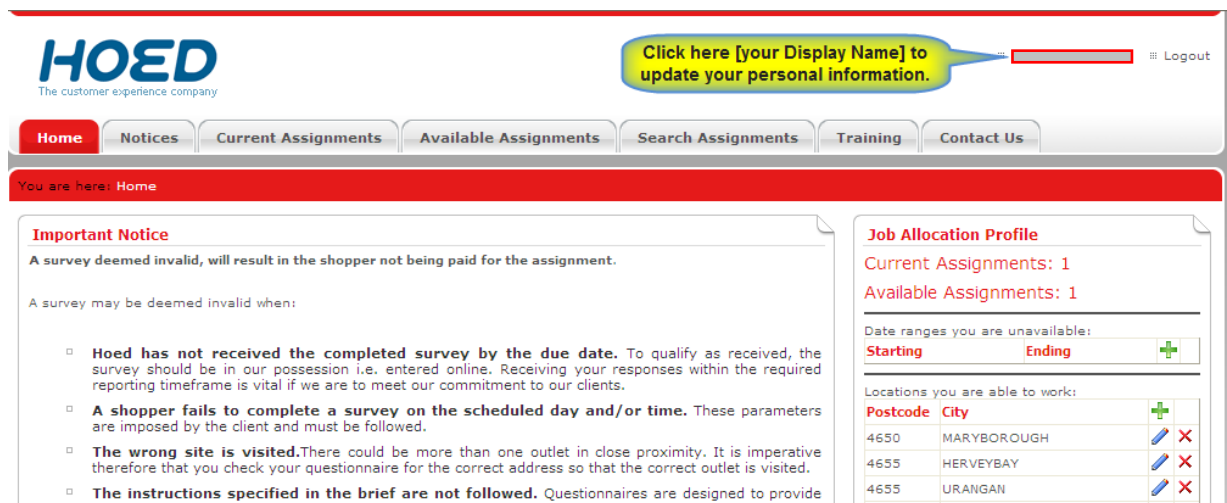
- If you are an existing **HOED Shopper** then you can simply log into your HOED account using your HOED user name and password .
- If you are an existing **CBS only Shopper** you will have been provided with a HOED account to use with the SME Shopper Portal.
- If you are a Shopper with both a **HOED and CBS account** you may use your existing HOED account to access the SME Shopper Portal. You would also have been provided with another HOED account to replace your CBS Account. Either of the two HOED accounts can be used to access the SME Shopper Portal.

Remember that whatever account an Assignment is accepted, it can only be accessed for completion and updating via the same account.

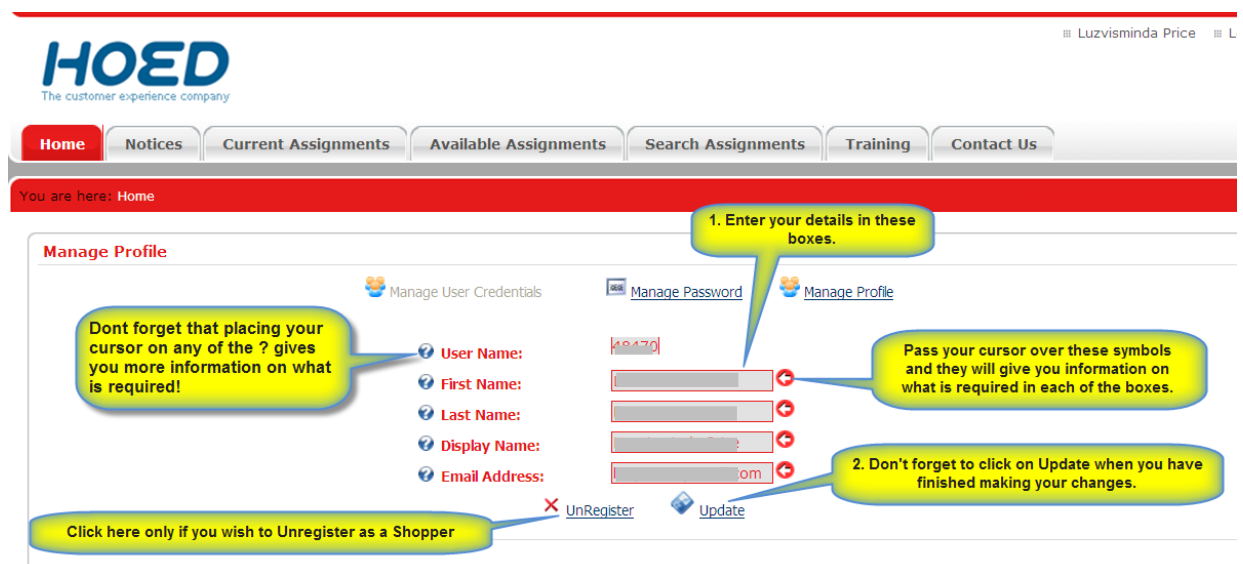
The need for Shoppers to use dual accounts is only a temporary arrangement until we complete the implementation of the new system. You will be sent an email prompting you to tell us which HOED account you wish to use in the future .


3. Changing Your Personal Information.


Changing your personal information such as your contact details, address etc is easy, just click on your Display Name (top right hand corner of the web page).




The following User Credentials screen will then be presented to you for updating;




To make more changes to your Account Profile please click on the  icon; the screen on the following page will be presented to you.

Make the necessary changes and then don't forget to click on  at the bottom of the page.

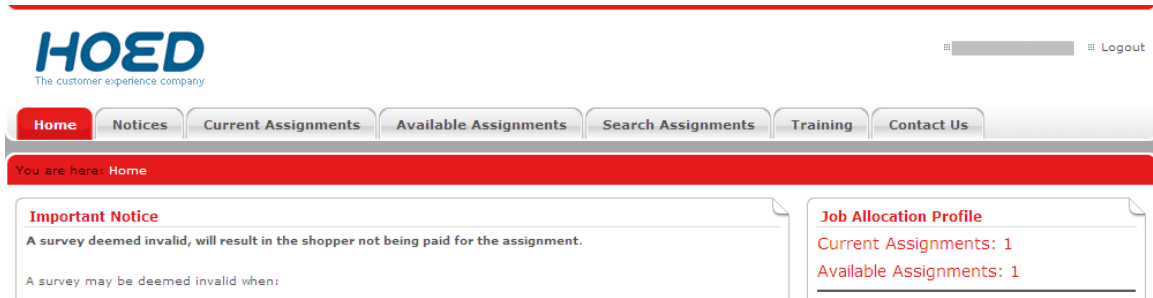
The screenshot shows the 'Manage Profile' page in the Survey Manager Express application. The page includes a navigation menu at the top with options like Home, Notices, Current Assignments, Available Assignments, Search Assignments, Training, and Contact Us. Below the navigation is a breadcrumb trail 'You are here: Home'. The main content area is titled 'Manage Profile' and contains several sections: 'Job Allocation', 'Personal Information', 'Address', 'Contact Info', and 'Preferences'. Each section has a list of fields with input boxes and red question mark icons indicating mandatory fields. Callouts provide specific instructions: 'Remember that these red symbols means that you must complete these details as mandatory.' points to the red question marks; 'For more information on what is required place your cursor over the question marks.' points to the question mark icons; 'Unit number/house number and street name ie 12 / 324 Smith Street' points to the Street field; 'Suburb or City ie Haberfield' points to the City field; 'Enter your state ie NSW' points to the Region field; 'This is the number we will use to contact you first up.' points to the Main Contact No field; and 'Don't forget to choose your timezone!' points to the Time Zone field. At the bottom of the form is an 'Update' button. The footer contains links for 'Privacy Statement' and 'Terms Of Use', and a copyright notice for 2008.

The  [Manage Password](#) icon takes you to the Password screen so you can make changes to your password. Just follow the instructions and don't forget that your password is case sensitive.

Remember the changes do not take effect until you click on  [Change Password](#) at the bottom of the page.

4. Starting Off. - The Home Page and Accepting an Assignment.

Once you have logged on as a Shopper you will be presented with the Survey Manager Express home page. Notice the TABS at the top of the page, these allow you to quickly locate the screens that you will need to complete Assignments.



1. The first thing you should do is check for any Important Notices.
2. Next, have a look at your Job Allocation Profile and ensure your details are correct.

Here you can see the number of your Assignments awaiting completion.




Here you can see the number of other Assignments that are available for your acceptance.

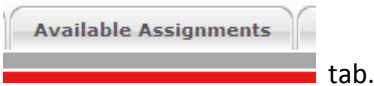
1. Click here if you need to add new periods of dates that you are unavailable to do Assignments.
2. Click here if you need to make a change to the postcode and suburbs that you are willing to do Assignments.
3. Click here if you need to delete a postcode from your list of postcodes that you are willing to do Assignments.
4. Click here if you need to add, delete or make changes to specific dates and times that you are unavailable to do Assignments.

Postcode	City		
4650	MARYBOROUGH		
4655	HERVEYBAY		
4658	URANGAN		
4659	BURRUM		
4660	WOODGATE		

Day	All Day	Start Time	End Time
Saturday	True	00:00	23:59

Time Frame	Visits
Pending	1

3. Check to ensure that any periods of time that you cannot do Assignments, for example when you are away on holidays, are recorded correctly.
4. Check to ensure that the locations that you are willing to work are up to date as these will determine how many Assignments you are eligible to be offered.
5. Check to ensure that any specific dates and/or times that you are unavailable to do Assignments are correctly recorded.
6. Editing these details is easy, just press on the required icons ie  is the Add a new entry,  is the Edit an existing entry, and  is the Delete the existing entry icon.
7. Lets now check what Assignments are available for acceptance. Click on the



8. A summary of Assignment details are presented so that you can choose which assignments you wish to accept.

The screenshot shows the HOED website interface. The "Available Assignments" tab is selected. A table lists assignment details. A callout points to a "Details" button, and another callout points to a print icon.

Client	Project	Job	Location	Address	City	Postcode	State	Visit Start	Visit End	Due by	Travel (Km)	Fee	Expenses
Mobil Red Horse Club	Mobil Red Horse Club	MobilRHC-Jun2009P7	Mobil Granville	107 Cambridge Street	MARYBOROUGH	4650	QLD	17/06/2009	20/06/2009	20/06/2009		\$22.00	

9. Once you click on the Select button you will be automatically allocated the Assignment.

The screenshot shows the HOED website interface with detailed assignment information. A callout points to the "Select" button, and another callout points to the "Cancel" button.

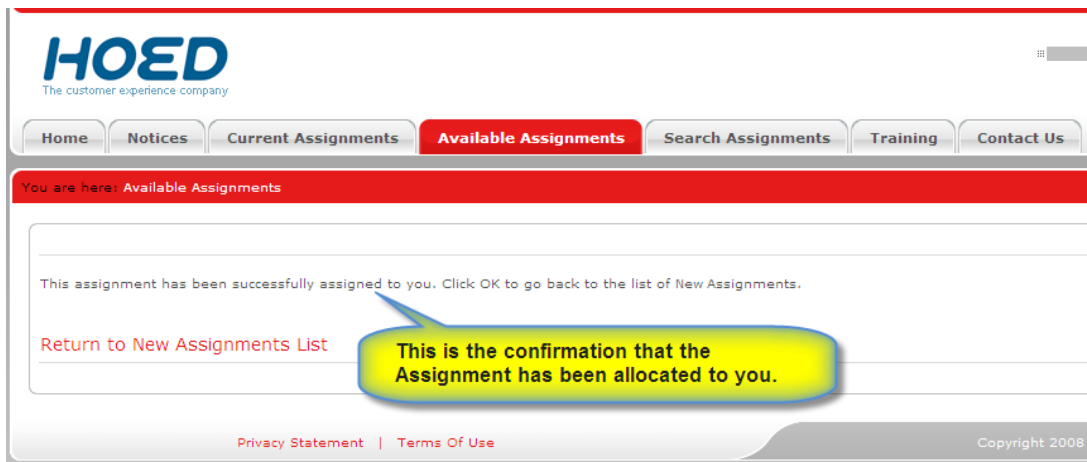
Mobil - Red Horse Club
 Mobil - Red Horse Club
 Tel: 107 Cambridge Street MARYBOROUGHQLD

Visit ID: 995384
Job Name: MobilRHC-Jun2009P7
Job ID: 17199
Start Date: 17/06/2009 **Visit Fee:** \$22.00
End Date: 20/06/2009 **Advance:** \$0.00
Submit By: 20/06/2009 **Expenses:** \$0.00

Job Notes
 MOBIL - RED HORSE CLUB - AUDIT VISIT - P7 - JUNE 2009
 TIME FRAME
 Your assignment must be completed by 5pm on the day of the assignment. To fulfil these requirements please contact allocations immediately and advise why you are unable to complete the assignment.
 Shopping Dates: View Questions
 Days: Monday to Sunday
 Times: 9am and 5pm

By clicking 'Select' you confirm you have read the special conditions above.

10. The allocation of the Assignment to you will be confirmed.



11. Congratulations you now have an Assignment allocated to you and the Assignment is now listed in the **Current Assignments** tab.

5. Doing An Assignment.

1. Go to the Current Assignments page and review the Job Pack, this will give you the complete details about how to do the Assignment – you must read this before you do the visit or telephone interview.

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Home Notices **Current Assignments** Available Assignments Search Assignments Training Contact Us

You are here: Current Assignments

1. Click here to review the Job Pack for the Assignment you wish to do.

Client	Project	Job	Location	Address	City	Postcode	State	Visit Start	Visit End	Due by	Travel (Km)	Fee	Expenses Pack	Job
Mobil Red Horse Club	Mobil Red Horse Club	MobilRHC-Jun2009P7	Mobil Granville	107 Cambridge Street	MARYBOROUGH	4650	QLD	17/06/2009	20/06/2009	20/06/2009		\$22.00		Submit
Mobil Red Horse Club	Mobil Red Horse Club	MobilRHC-Jun2009P7	Saltwater Creek Road	15 Saltwater Creek Road	MARYBOROUGH	4650	QLD	17/06/2009	20/06/2009	20/06/2009		\$22.00		Submit

2. Click here to commence completing the Questionnaire.

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2. Once you are ready to enter the details into the on-line Questionnaire click on the



icon.

3. Check that the Questionnaire you are about to complete is correct, note the following important information;

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Home Notices **Current Assignments** Available Assignments Search Assignments Training Contact Us

You are here: Current Assignments

Check is this the right Client?

Client Details
Mobil - Red Horse Club
Tel:


Job Details
VisitID: 995384
Job Name: MobilRHC-Jun2009P7
Job Number: 17199 - 146
Shopper: [redacted]
Start Date: 17/06/2009
Due Date: 20/06/2009
Date and Time of Visit: [redacted]
dd/mm/yyyy hh:mm

Is this you?

This is the earliest date that you can do this Assignment.

This is the latest date that the Questionnaire must be completed and received by HOED.

GENERAL
Q1.1 Date of visit: [redacted]
This is the actual date and time of the visit.

4. Work through the Questionnaire in the order that the Questions are presented.
5. If you need to save your work before you have completed the Questionnaire, so that you can come back to it later on, all you need to do is click on the  button at the end of the Questionnaire.
6. When you have completed entering the answers to the Questions please complete the Expenses Claim if appropriate for the Assignment.

Expenses Claim

If you have a claim for an out of pocket expense enter amount here (leave field blank if no claim)

Total spent: \$
Don't enter dollar sign (\$)

Receipt details: (brief description e.g. ATM use)

If you have received authorisation to make a travel claim provide details (leave field blank if no claim)

Travel Number:

Travel Distance: km
Enter whole number of kms only. No units.

Parking Cost: \$
Don't enter dollar sign (\$)

Public Transport Cost: \$
Don't enter dollar sign (\$)

For a local call leave blank. For an STD call provide details.

STD Code & Number:

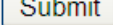

Length of STD call: seconds
Enter whole number of seconds only. No units.

Cost of STD call (if known): \$
Don't enter dollar sign (\$)

To change Bank Account Details print off Training Declaration from Website & send in.

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Expenses that you are able to claim for will be clearly detailed in the JOB Pack. Any other expenses must be AUTHORISED before you spend any money.

7. Once the Questionnaire is completed just click on the  button. You will then be returned to the Current Assignments TAB.
8. If a Questionnaire requires Follow-Up then the following procedure applies;
 - Those Assignments that require that you be contacted by the store for follow-up will have a date listed by which follow-up must occur. Complete the Questionnaire as soon as possible and once completed Submit it, and await follow-up from the store.
 - The Questionnaire will now be moved into the Awaiting Follow-Up grid under the  TAB of Survey Manager Express.
 - As soon as follow-up occurs finish off the Questionnaire by clicking on UPDATE and then SUBMIT it immediately.
 - If follow-up is not reported by the Follow-Up Deadline you will be sent an email on the day after prompting you to report whether follow-up did happen or not.

- The list of Assignments that are awaiting follow-up looks like the following screen.

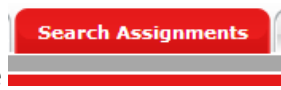
The screenshot displays the 'Current Assignments Awaiting Follow Up' section of the Survey Manager Express interface. It features a navigation menu at the top with options like Home, Notices, Current Assignments, Available Assignments, Search Assignments, Training, and Contact Us. Below the navigation, there are two tables. The first table, 'Current Assignments Awaiting Follow Up', lists various assignments with columns for Client, Project, Job, Location, Address, City, Postcode, State, Date Shopped, Follow Up Deadline, Due By, Travel (Km), Fee, Expenses, and Pack. A callout points to the 'Follow Up Deadline' column, stating 'Notice the date by which follow-up must have occurred.' Another callout points to the 'Update' button in the 'Job' column, stating 'Click here to enter details about the follow-up and then SUBMIT.' The second table, 'Current Assignments', shows a list of assignments with columns for Client, Project, Job, Location, Address, City, Postcode, State, Visit Start, Visit End, Due by, Travel (Km), Fee, Expenses, and Pack. It includes 'Submit' and 'Remove' buttons for each entry. The footer contains links for Privacy Statement and Terms Of Use, and a Copyright 2008 notice.

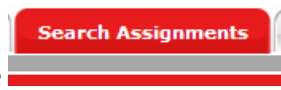
Client	Project	Job	Location	Address	City	Postcode	State	Date Shopped	Follow Up Deadline	Due By	Travel (Km)	Fee	Expenses	Pack	Job
Toyota Motor Corporation	Toyota Motor Corporation	Toyota-Apr2009WalkIn	Fraser Motors	137-145 Imlay Street	EDEN	2551	NSW	29 Apr 2009 02:15 PM	02 May 2009 02:15 PM	04 May 2009 02:15 PM	0	\$20.00			Update
Toyota Motor Corporation	Toyota Motor Corporation	Toyota-Apr2009WalkIn	Echuca Toyota	101 Northern Highway	ECHUCA	3564	VIC	30 Apr 2009 12:03 PM	03 May 2009 12:03 PM	05 May 2009 12:03 PM	0	\$20.00			Update
Toyota Motor Corporation	Toyota Motor Corporation	Toyota-Apr2009WalkIn	CMI Toyota - Cheltenham	869 Port Road	CHELTHENHAM	5014	SA	04 May 2009 12:44 PM	07 May 2009 12:44 PM	09 May 2009 12:44 PM	0	\$20.00			Update
Toyota Motor Corporation	Toyota Motor Corporation	Toyota-Apr2009WalkIn	Brighton Toyota	77 Nepean Highway				07 May 2009 03:25 PM	09 May 2009 03:25 PM						Update
Toyota Motor Corporation	Toyota Motor Corporation	Toyota-Apr2009WalkIn	Southside Toyota - Upper Mt Gravatt	1922 Mt Logan Road	UPPER MT GRAVATT	4122	QLD	25 May 2009 10:25 AM	28 May 2009 10:25 AM						Update

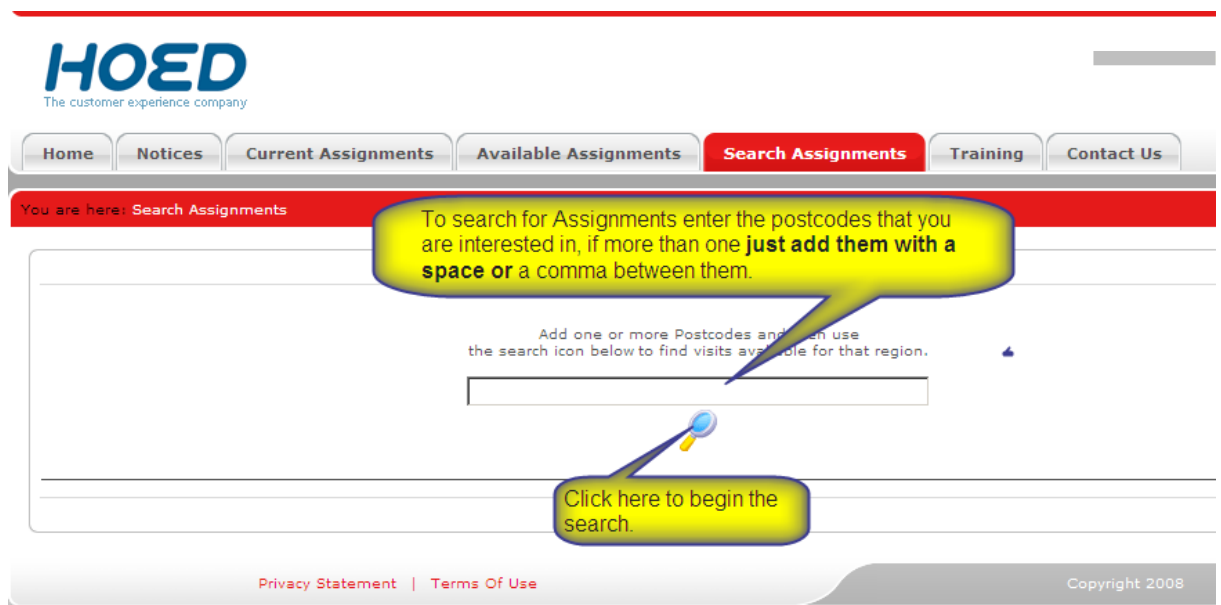
Client	Project	Job	Location	Address	City	Postcode	State	Visit Start	Visit End	Due by	Travel (Km)	Fee	Expenses	Pack	Job
THE NUANCE GROUP	THE NUANCE GROUP	Nuance-Jun2009	Airside Brisbane-9	Brisbane International Airport	BRISBANE	4000	QLD	15 Jun 2009 12:00 AM	26 Jul 2009 12:00 AM	26 Jul 2009 12:00 AM	0	\$20.00			Submit Remove
THE NUANCE GROUP	THE NUANCE GROUP	Nuance-Jun2009	Airside Brisbane-12	Brisbane International Airport	BRISBANE	4000	QLD	15 Jun 2009 12:00 AM	26 Jul 2009 12:00 AM	26 Jul 2009 12:00 AM	0	\$20.00			Submit Remove

6. Searching for Additional Assignments.

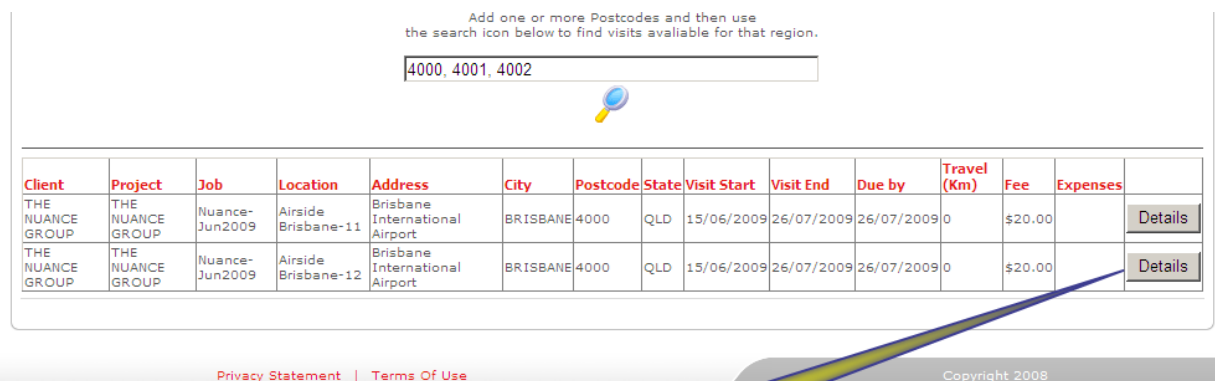
1. You are able to search for additional Assignments that are available outside of the postcodes and suburbs listed in your Account Profile. You may want to do this because you have more time available or because you wish to do more Assignments.



2. Simply click on the  tab.
3. You are presented with the Search Assignments Page as follows;



4. Enter the postcodes that you are interested in looking for Assignments.
5. Once you click on the Search Icon you will be presented with a screen as follows that lists all of those Assignments that are available.



The Assignments available for your selection are listed as shown above. Click on the DETAILS button for those that you wish to consider for acceptance. You will get another screen with more detail and that will allow you to SELECT it after which the Assignment moves to your CURRENT ASSIGNMENTS TAB.

6. To select an Assignment click on the Details button, you will then be presented with the following screen.

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Home Notices Current Assignments Available Assignments **Search Assignments** Training

You are here: Search Assignments

Add one or more Postcodes and then use the search icon below to find visits available for that region.

4000

THE NUANCE GROUP
THE NUANCE GROUP
Tel:
Address: Brisbane International Airport
BRISBANEQLD

Visit ID: 995873
Job Name: Nuance-Jun2009
Job ID: 17203
Start Date: 15/06/2009
End Date: 26/07/2009
Submit By: 26/07/2009

Visit Fee: \$20.00
Advance: \$0.00
Expenses: \$0.00

Job Notes
THE NUANCE GROUP VISIT - JUNE 2009
Your assignment is subject to the specified timeframes. Should you be unable to fulfil these requirements please contact us immediately and advise why you are unable to complete the assignment.

Shopping Dates: Visit questionnaire
Days: Monday to Sunday (vary the day/time from your last visit)
Time: 2-3 Hours prior to the flight departure time
Note: BRISBANE AIRPORT ONLY, visit Monday to Friday, between 9am and 3pm.
PERTH AIRPORT ONLY, visit Monday to Friday 8am to 5 pm, Saturday and Sundays 12noon to 4pm, they are not open on public holidays that you visit only 2 hours before the flight otherwise you will not get paid as they only open 2 hours prior to departure.

By clicking 'Select' you confirm you have read the special conditions above.

Select Cancel

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7. Once SELECTED the Assignment moves into your CURRENT ASSIGNMENTS TAB.

Thankyou for your commitment to our business, should you require further information please go to the Frequently Asked Questions that are found on the Home Page of the SME Shopper Portal.