



# The Scoop

## A Newsletter for FPI Testers

March  
2014



### Oops! I Made a Mistake!

Each week we receive requests from testers to retake a screening survey because they hit a wrong key or typed in a wrong answer. Unfortunately, we are unable to reset screening surveys when this happens. To avoid this problem please read each question carefully, and take your time when answering the screening questions.

### Enjoy Testing with FPI?

Tell your friends and family how easy it is to test with FPI! We are always in need of new testers. FPI regularly conducts tests in locations throughout the metro area. New testers may sign up at [www.fpitesters.com](http://www.fpitesters.com), or call our Customer Care department at (763) 354-2776. Thanks for spreading the word!

Just a reminder: we offer a fantastic fundraising program for non-profit organizations! Find the details at [www.fpitesters.com](http://www.fpitesters.com). Click on the Fundraising tab.

### Need Assistance?

For your convenience we offer several ways for you to receive assistance:

- **By Phone:** Call Customer Care at (763) 354-2776 for assistance. Customer Care is available from 9:00 AM to 9:00 PM Monday through Friday and from 9:00 AM to 5:00 PM on Saturday. During busy times or after hours, you may leave a message. Voicemail messages will be answered as soon as possible.
- **By Live Chat:** Go to [www.fpitesters.com](http://www.fpitesters.com) and click on "Chat Now" from our home page. You will be connected with a Customer Care representative. Live Chat is available during regular Customer Care hours.
- **By Email:** Reply to emails sent to you by FPI and you will receive assistance within 24 hours on weekdays, and within 2 days if sent on the weekend.

### Can Another Adult Drive My Child to His Test?

If a parent is not needed for the test they may allow another adult or older sibling to bring the scheduled child, provided the child has a confidentiality form signed by their parent. You may access this form at [www.fpitesters.com](http://www.fpitesters.com). Click on Tester Info and then on Forms. All children under 18 must present this completed form unless they are accompanied by their parent.

Customer Care:  
763.354.2776  
9-9 Mon-Fri 9-5 Sat  
[www.fpitesters.com](http://www.fpitesters.com)

Thank you for being an FPI Tester!  
*Taste Food. Get Paid.*



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