NCPMobile

Mobile App For Android Devices

User Guide

Table Of Contents

Thank you for choosing the NCPMobile app. This guide contains instructions for installing and using the app to record your purchases for National Consumer Panel. All features and screens of the app are described on the proceeding pages.

If you have questions or need assistance while using the app and can't find the answers in this guide, please contact NCP's Panel Support Center at **1-800-962-6700**.

Contents   Page

The NCPMobile app can be installed via the Google Play store:

1) Using your mobile device, go to the Google Play store.

2) Search for "NCPMobile"

3) The NCPMobile app should appear as shown. Click on the "install" button.
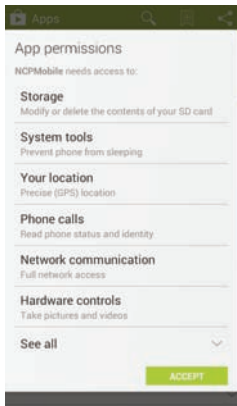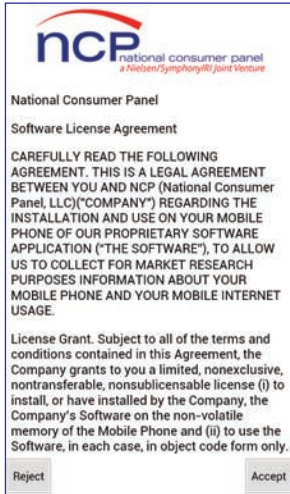
4) Accept permissions when prompted.

4) The NCPMobile app will begin installing. When the installation completes, the app will be available on your device. Depending on which device you have, it will show up on your home screen and/or in your device's app folder.

Setting Up The App

1) Launch the app

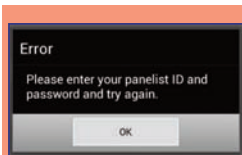Click the NCPMobile icon on your device's screen.
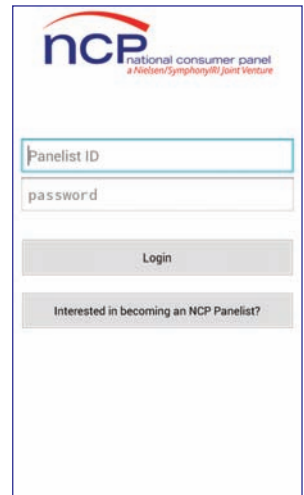
2) Disclaimer

The first time you launch the app you will see the disclaimer screen. Click "Accept" to continue.

3) Login

The first time you launch the app you will have to log in. Enter your assigned panelist ID and password in the designated fields and click "Login"

If you receive an error when logging in and have verified that you are entering the correct information, please contact the Panel Support Center and ask for Rep #22.

Please note: Steps 2 and 3 only have to be done the first time you use the app. Each time you use the app after that you will not have to view the disclaimer or log in again, unless you re-install the app or upgrade the app to a new version.

Setting Up The App

4) Welcome Screen

After the first-time disclaimer and login, this is the screen you will see each time you launch the app. You have two options on this screen. To begin entering purchases, click the "New Purchases" button.

If you did not purchase anything during the week but still want to receive credit for transmitting, click the "No Purchases This Week" button.

Important: Only select "No Purchases This Week" if you didn't make any purchases for the ENTIRE WEEK.
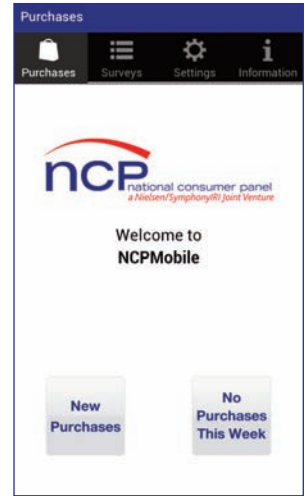
5) Tab Bar on the Top

On the top of most screens you will see these buttons:

These will take you to the following areas of the app:

This button has two functions, depending on where you are in the app. It will either 1) give you the option to cancel your current shopping trip and return you to the welcome screen, or 2) it will return you to the last shopping screen you were on if you switched over to the settings or information screens in the middle of entering a shopping trip.

Click this button to view the surveys that are available for you to complete.

Click this button to enter the settings section of the app which contains screens for updating shopper information, managing favorite retailers, and viewing the legal disclaimer. More information on "settings" can be found on the next page.

Setting Up The App

i **Information** Click this button to access the information screen, which contains information about your last transmission, your panelist ID, and details about contacting NCP.
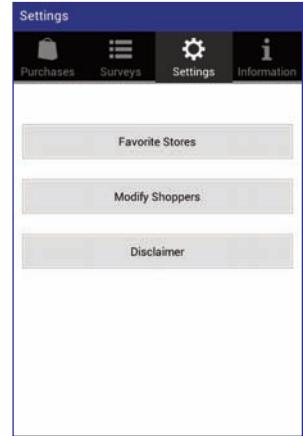
6) Settings

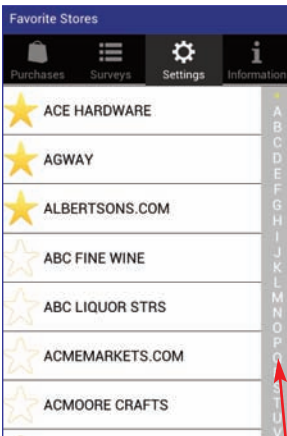There are three options on this screen:

Favorite Stores: manage your list of favorite stores that is used when entering your purchases.

Modify Shoppers: manage your list of shoppers that are used when selecting the primary and accompanying shoppers.

Disclaimer: view the legal disclaimer.

FAVORITE STORES

When using the app for the first time, no stores will be designated as favorites.

Adding/Removing Favorite Stores
You can add stores you frequently shop at to your favorites by simply clicking on the empty yellow star next to the store name. The star will become filled in and the store name will move to the top section of the list. To remove a store from your favorites, click the yellow star again so it is empty. You can designate up to **20** favorite stores.

The store list is in alphabetical order. You can skip to other letters of the alphabet by clicking on the letter on the right side of the screen.
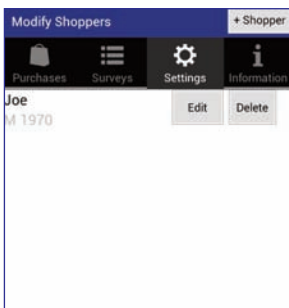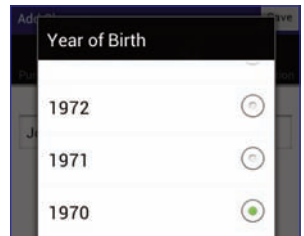
MODIFY SHOPPERS

The "Modify Shoppers" screen lists all the shoppers affiliated with your household that may be involved in shopping trips. This screen will be blank the first time you use the app. You can add, edit, and delete shoppers from this screen.
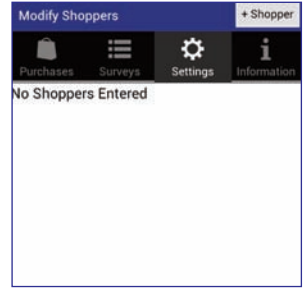
Adding a Shopper

1) Click the `+ Shopper` button at the top of the "Modify Shoppers" screen to bring up the "Add Shopper" screen.

2) Enter the shopper's name in the "Name" box. (A keypad will popup when you click in the box and will go away when you click "Done" on the keypad.)

3) Select the gender of the shopper. The one you select will be highlighted in yellow.

4) Enter the year of birth by clicking the `Birth Year` button. This will bring up a list of years to select from.

5) Click the `Save` button on the top of the screen and the new shopper will show up on the "Modify Shoppers" screen.

MODIFY SHOPPERS (cont'd)

Editing/Deleting a Shopper

To edit a shopper's information, click the [Edit] button next to the name of the shopper on the "Modify Shoppers" screen. This will bring up the "Edit Shopper" screen, which works the same way as the "Add Shopper" screen. Edit the appropriate fields and click the [Save] button.

To delete a shopper, click the [Delete] button next to the name of the shopper on the "Modify Shoppers" screen.

7) Information

In the information screen you will find useful information, including your panelist ID, contact information for NCP, the date of the last transmission you made (either successful or unsuccessful), and the last UPC barcode you scanned with the app.
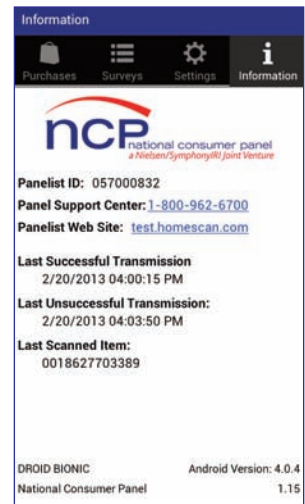
8) Surveys

The surveys screen displays any surveys that are waiting for you to complete. If surveys are waiting, a red circle containing the number of surveys available will appear next to the surveys tab on the bottom bar.

When you click on the survey, it will launch in a separate browser window on your device.
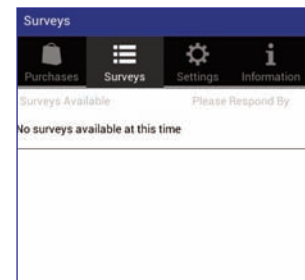
Some things to know about entering purchases:

- When you enter purchases, you will enter each item that was bought during each shopping trip you or someone else in your household made.

- A shopping trip is any visit made to a single store (online stores included) on any given day.

- If you shopped in multiple stores during the day or during the week, that would be considered multiple shopping trips. So you would enter all the purchases for one store, going through the steps listed below, and then repeat for the other stores you shopped at.

- After each shopping trip you enter, the data is automatically transmitted to NCP. There are no additional steps you have to do to transmit your data.

- You do not have to wait until you are home to enter your purchases - you can enter them at any time and anywhere you have your mobile device with you and are able to connect to the internet.

- You may not be able to scan every item you purchased. Items that do not have a valid UPC barcode should be looked up on the "Non-Barcode Items" screen of the app. If you can't find a product category in this section that corresponds to your item, you will not be able to enter it.
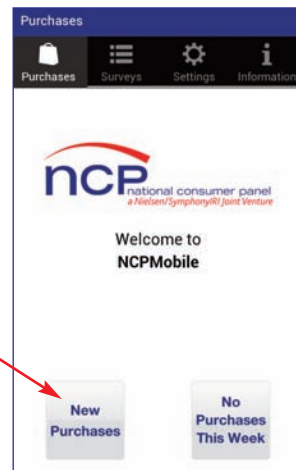
1) Welcome Screen

To begin entering purchases, click the large "New Purchases" button.

Note: You can cancel the shopping trip during any of the proceeding screens by clicking the [Purchases] button on the top bar of the app.
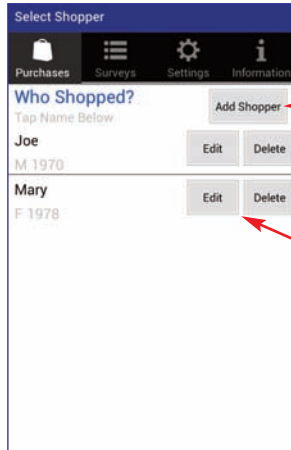
2) Select Shoppers - Who Shopped?

Select the name of the primary shopper who made the trip you are entering.

You can add names to the list of primary shoppers here (instead of using the settings screens) by clicking the "Add Shopper" button.

You can also edit or delete a shopper by clicking the corresponding button next to their name

## 3) Select Shoppers - Who Accompanied?

Select the name(s) of any shopper that accompanied the primary shopper on the trip you are entering, then click the Next button.

Please note: "Shopped Alone" is already selected by default. If you are making a different selection make sure the check mark shows up next to the shopper(s) you select.
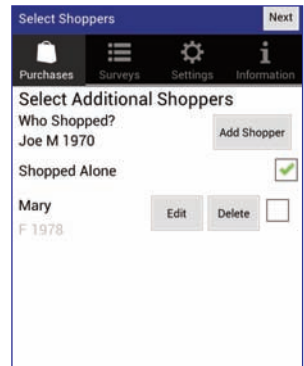
4) Select Shoppers - Shopping Date

The shopping date on the bottom of the screen defaults to the current day. If you shopped on a different day click the date to bring up a calendar with which you can select the appropriate date of the shopping trip you are entering. When you are done setting a date, click the Next button.
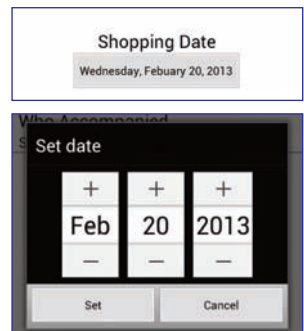
5) Select a Retailer

Use this screen to select the name of the store you shopped at. If you designated any favorites they will be listed first.
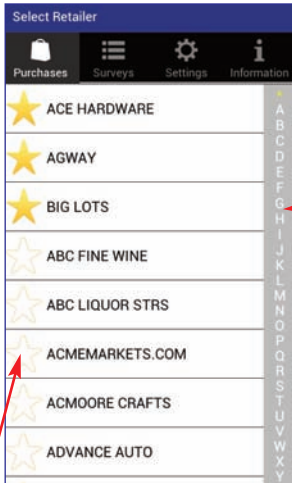

The store list is in alphabetical order. You can skip to other letters of the alphabet by clicking on the letter on the right side of the screen, on the "All" tab.

You can make stores a favorite by clicking the empty star next to the store name. The star will fill in and the store will move to the top section of the list. On the other hand, if you click a filled-in star it will become empty and will no longer be a favorite.

6) Item Cart

This screen will display the store and shopping date you selected for the current trip. As you enter your purchases this screen will also list each item that you entered.

To begin entering your purchases click the `Add Item` button.
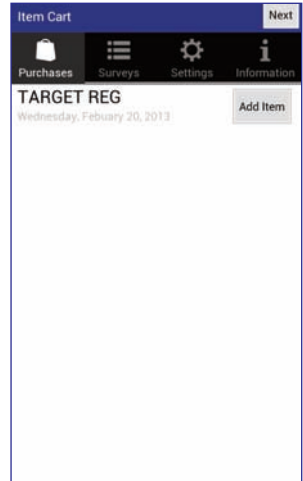
7) Scan a Barcode

Position the UPC barcode on the package for the item you are scanning inside the box on the screen. The app will detect the barcode automatically and sound a success tone before advancing to the next screen.

If the app is having trouble detecting the barcode, you can give it extra light by clicking the `Light` button. This button will only work if your device has a built-in flashlight.

You can also enter the barcode manually by clicking the `Enter Barcode` button on the bottom of the screen and then typing the UPC barcode on the next screen.

For items that do not have a barcode (i.e. fresh fruit, fresh vegetables, bakery items, take-out food) please click the `No Barcode` button on the bottom of the screen to enter these types of purchases. Instructions on how to use the Non-Barcode Items screen as well as a complete list of products this applies to can be found on pages 17-19.

Scan a Barcode (cont'd)

The barcode reader will eventually time out if the barcode cannot be detected properly. At that point you will be presented with three options:

Enter Code: The app will advance to the next screen where you can type the barcode manually.

Try Again: Will return to the scanning screen where you can try to capture the barcode again.

No Barcode: You can select the item from the Non-Barcode Items screen if it doesn't have a barcode and is represented by one of the product categories listed on pages 18-19.

8) Item Details

This screen is where you enter important information about the item you entered:

Barcode: The barcode you scanned will show up here. If you chose to enter it manually this is where you would type it. If you click on the barcode field a keypad will popup for you to use to type the barcode. The keypad will go away when you click "Next" or "Done" on the keypad.

Please note: If the barcode entered is a valid UPC barcode there will be a green check next to it. If the barcode is invalid there will be a red "x" and you will not be able to advance to the next screen until it is corrected.
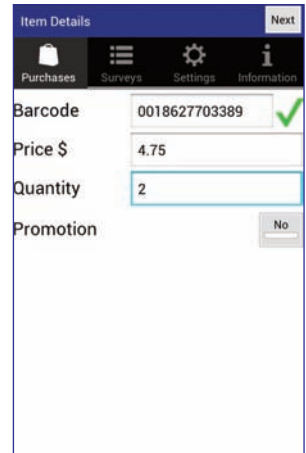
Price: Enter the price you paid for the item. You may be prompted to confirm, depending on the price you entered. You do not have to enter decimals, they will populate automatically.
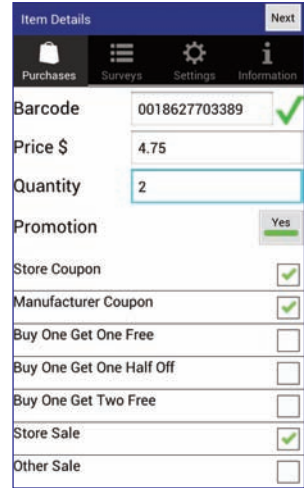
Please note: For certain stores it is not necessary to enter the price. In that case you will not see a price field on the screen.

Item Details (cont'd)

Quantity: Enter the quantity of the item that you purchased. The default value is 1. You can enter a quantity up to 99. You may be prompted to confirm, depending on the quantity you enter.

Promotion: If any kind of deal was applied to this purchase, such as a coupon or a sale, click on the Yes/No toggle button so that "Yes" shows up and is highlighted. A list of applicable promotions will appear.

Select all that apply (a check mark will be placed next to each option you selected. Click on the option again to de-select).
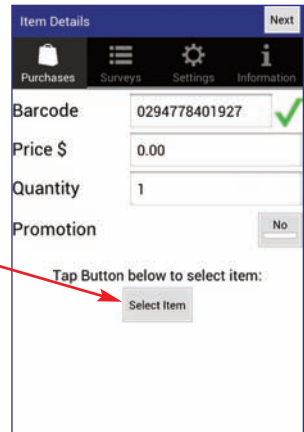
Click the [Next] button to continue on to the next screen.

A note about special "nsd02" barcodes:

Some products you scan may have a special retailer assigned barcode on it's packaging, known as an "nsd02" barcode, instead of a valid UPC barcode. If you scan one of these items, the Item Details screen will have an extra button on it.

When you click the [Select Item] button you will be taken to the "Non-Barcode Items" screen where you can select the product category that corresponds to the item you scanned (see intructions on page 17 for how to use the Non-Barcode Items screen). The barcode will then be replaced by the product you selected and you can continue on as normal. If you selected the wrong product category you can click the button again to change your selection.

Please note: If you know ahead of time that the product has an nsd02 barcode on it, it is important that you still scan the barcode before looking it up on the list.

9) Store Coupon

This screen will only show up if you selected the "Store Coupon" option for promotion.

Coupon Face Value: Enter the face value of the coupon.

Coupon Source: Select where you obtained the coupon from.

Click the [Next] button to continue on to the next screen.
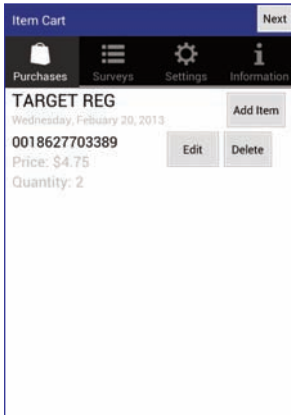
10) Manufacturer Coupon

This screen will only show up if you selected the "Manufacturer Coupon" option for promotion.

Coupon Face Value: Enter the face value of the coupon.

Coupon Source: Select where you obtained the coupon from.

Click the [Next] button to continue on to the next screen.

11) Item Cart

At this point the item cart will appear again and the item you just entered will be included on the list.

You can modify any of your entries by clicking the "Edit" button next to the item, which will bring up the item details screen for that item, where you can change any of the values you entered.

You can delete any of your entries by clicking the "Delete" button next to the item.

Click the Add Item button to scan another item for this shopping trip. Repeat steps 7 thru 10 for the next item.

Click the Next button if you have finished scanning all the items for this shopping trip.

12) Product Usage

Select where you plan to use the majority of items you purchased during the trip.

Select "At Home" if most of the items will be brought into your household before they are used.

Select "Prior to Getting Home" if you don't intend to bring the items home (i.e. a snack purchase from a convience store or vending machine that is consumed on the go).
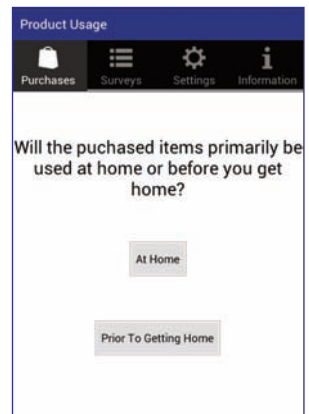
13) Payment Details

This screen is where you will enter details about the overall shopping trip.

Total Spent: Enter the total amount you spent for the entire trip (includes everything you scanned in addition to anything you weren't able to scan, as well as sales tax.)

Frequent Shopper Card: Select whether or not you used a frequent shopper/loyalty card during this shopping trip. If you select this it should show "Yes" and will be highlighted.

Double/Triple Coupons: If you used coupons for the shopping trip, select whether or not they were double and/or triple coupons. If you select this it should show "Yes" and will be highlighted.

Payment Method: Click the box under payment method to bring up a list of payment methods to choose from. Then select the method you used to pay for your purchases.

Card Type: This will only show up if you choose either Credit Card or Debit/ATM Card as the payment method. Click the box under card type to bring up a list of cards, then select the card you used.

14) Transmit

At this point, you are done entering your shopping trip. Once the necessary fields for this screen have been completed, you are ready to transmit everything you entered. Click the Transmit button to transmit your data to NCP.

Successful Transmission:
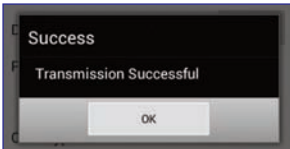
If the transmission was successful a message will pop up on the screen. When you click "OK" the app will return to the welcome screen where you can enter another shopping trip or exit the app.

Failed Transmission:
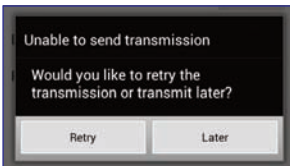
If the transmission failed, a message will pop up on the screen. You will have the option of trying the transmission again, or you can transmit later. Lack of internet/wi-fi connectivity is the main reason why a transmission would fail. If you choose to transmit later, your data will be saved and will automatically be included in the next transmission you make. Please contact the Panel Support Center if you continue to receive an error when attempting to trasmit.

Non-Barcoded Items

The Non-Barcode Items Screen

Certain items do not have a UPC barcode on them. Since tracking the purchase of these items is still important, the NCPMobile app contains a "No Barcode" section in which you can choose the product category that your item belongs to, instead of scanning a UPC barcode.

The Non-Barcode Items screen is accessed by clicking the [No Barcode] button on the scanning screen, or by selecting the "No Barcode" option on the scanning timeout screen. When you select "No Barcode" you will be presented with a screen containing a scrollable list of product categories to choose from.

If you click on a product with an arrow next to it another screen will appear containing more detailed products to narrow down you selection.

Note: The pictures that accompany the products will be automatically downloaded by the app the first time you use it with a **wi-fi connection**, so as not to impact your data plan. Once downloaded, they will always be visible.

Once you select a product from the list, the rest of the steps for entering your purchases will be the same as if you scanned a UPC barcode.

The Non-Barcode Items Screen (cont'd)

The following product categories are available on the Non-Barcode Items screen. If the item you are trying to enter does not fit into any of these product categories and does not contain a valid UPC barcode to scan you will not be able to enter it as part of your shopping trip:

Apparel: Includes any item you wear, from head to toe, including accessories such as jewelry, belts, hats, and so on. **Do not scan this barcode to record purchases of non-UPC barcoded handbags, wallets, backpacks, perfume/cologne, etc.**

Baked Goods: Includes baked goods purchased at a bakery or other retailer. Select **Other Baked Goods** if the item(s) purchased does not fit into any of the categories listed. If you purchase a bagel prepared with cream cheese or butter or some other filling, please record the purchase under the Take Out category.

Candy/Nuts & Seeds: Includes loose candy, nuts, and/or seeds purchases.

Cheese - Self-Served: Includes cheese that is pre-packaged by the retailer, or you choose and package it yourself.

Cheese - Clerk-Served: Includes cheese you order from a clerk-attended counter.

Coffee (Cup of Coffee): Includes ready-to-drink coffee (coffee that has been prepared for you).

Coffee (Ground/Whole Bean): Includes ground or whole bean coffee (flavored or unflavored) that is purchased to be prepared and consumed at a later time.

Cold Cuts & Lunch Meat - Self-Served: Includes items that are usually found in the refrigerted sections. **Please do not select this to record sandwiches or cheese.**

Cold Cuts & Lunch Meat - Clerk-Served: Includes items that you would order from a clerk-attended counter. **Please do not select this to record sandwiches or cheese.**

DVD/Blu-ray/Video Game Rental: Includes movies and video games rented from a self-service rental machine located either inside or outside a store. When recording this item, please indicate the merchant's store name, not the name on the machine where you rent the movie or vendor. **Do not select this to record rentals or purchases made from a typical video store.**

Floral: Includes living plant and flower purchases such as fresh cut flowers, corsages, bouquets, houseplants, etc., sold either inside or outside the store. **Do not select this to record purchases of plant food, potting soil, artificial flowers/plants, planting pots, and other items of this nature.**

Non-Barcoded Items

Fruits: Includes all fruit purchases that do not have a barcode or have a barcode that the barcode reader will not accept.

Gasoline: Includes gasoline purchases (including diesel and other fuels) from a pump at a gas/service station. Even gas you put in a container for your lawn mower, boat, etc., counts! Use **Gas Trip Only** if you just purchased gas during a trip to the service station. Use **Gas With Purchase** if the gasoline was purchased along with other items from the gas station's convenience store. **Do not use this to record purchases of kerosene, propane, home heating oil, etc.**

Meat/Poultry/Seafood: Includes all meat, poultry, and seafood purchases that do not have a barcode or have a barcode that the scanner will not accept. Select **All Other Meat/Poultry/Seafood** if the item(s) purchased does not fit into any of the categories listed.

Photos - Ordered Online: Select this if you order your photos via the Internet and then have the photos mailed to you or you pick them up at a retailer.

Photos - Retailer Printed: Select this if you or a member of your household uploaded or dropped off digital media or film to be printed by a retailer.

Photos - Self Serve Retailer Kiosk: Select this if you shop at a photo kiosk where you can order and edit and immediately print high-quality photo products directly from your digital images.

Prepared Foods: Includes food items that need no preparation before eating, such as chicken salad, sushi, etc., as well as foods that need to be heated or somehow otherwise prepared before you eat/serve them. **Do not select this to record prepared foods purchased from restaurants or fast food establishments.**

Rx Prescriptions: Includes all prescriptions and refills purchased in a store, online, or through mail order that do not have a UPC barcode. Only enter the prescriptions at the point of purchase or upon delivery.

Self Serve Fountain Beverage: Includes Soft Drinks and Frozen Drinks that you purchased in a convenience store or at a retailer with an in-store food service. For instance, if you went to a self-serve fountain machine and filled up a cup or container. **Do not select this if you purchased the drink at a fast food restaurant.**

Take Out - Home Delivery: Includes pre-ordered food from a restaurant/fast food establishment (Chinese food, pizza, etc.) that is delivered to your home or elsewhere.

Take Out - Pick Up/Eat-in: Includes food that is ordered by phone or drive thru or inside the establishment for pick up or to eat-in.

Vegetables: Includes all vegetable purchases that do not have a barcode or have a barcode that the scanner will not accept. **Note:** Cooking Greens examples include collard, mustard, kale, swiss chard, and broccoli rabe.

Adding New Stores

If the store(s) you shop at are not included on the retailer list in the app, you can try to find it in NCP's database via the panelist website:

1. Go to **www.ncponline.com** and log in to the website with your app username and password.

2. Select the "Support Center" tab

3. Click the "Find A Store" link along the left side of the screen.

4. Enter the store name in the appropriate field. You can also enter additional information if you wish. Then click "go".

5. Click on the store location that you want to add and confirm when prompted.

The store list in your app will be automatically updated with the new store the next time you make a data transmission.

If the store you are looking for is not available in the app and you can't find it in our database, please select the type of store from the list that best represents the store you shopped at. I.e, if you shopped at "Home Depot" and it wasn't available, you would select "Hardware Store" instead. If there is no appropriate store type please select "All Other Stores".

Helpful Tips

Here are some tips for getting the most out of the NCPMobile App:

- Scan the barcodes of all your purchases. If the product does not have a barcode, look it up on the Non-Barcode Items screen and select the product from the list if it exists.

- If you are having trouble with the scanner recognizing barcodes:
  - Make sure the full barcode is lined up inside the scanning box. Try moving your device closer or further away from the barcode if it isn't recognized right away.
  - Scanning the barcode from above sometimes works better than scanning from the side.
  - Make sure the camera lens on your device is clean – sometimes smudges or fingerprints can interfere with scanning.
  - Try using the light button if it is enabled for your device.
  - While extra light usually helps, sometimes too much glare can also cause a problem.
  - If all else fails, you can manually type in the barcode by clicking the "Enter Code" button on the scanning screen. When entering the code manually, make sure to type ALL numbers that show up under the barcode, from left to right.

- Use the "favorites" feature of the retailer screen so you don't have to keep scrolling through the list for stores you shop at most frequently.

- Set up your favorite stores and your shoppers ahead of time (via the Settings screen) so they are already available when you start entering purchases.

- The list of shoppers you add do not have to live in your household. If you shop with someone outside of your household they can be added to the list as well.

- If you don't make any purchases at all during the week, make sure to select the "No Purchases This Week" option so you still get credit for your weekly transmission.

- If you lose or damage your device, or will not have it available for any reason to scan your purchases during the week, make sure to contact the Panel Support Center and inform them so you can continue to receive credit for being a member.

- Remember to record "on the go" purchases that may not make it back to your home.

- Online purchases count! When purchasing online, scan the product when you receive it. Make sure to select the appropriate ".com" version of the retailer. If one does not exist on your list of stores, choose ONLINE SHOPPING when selecting the retailer.