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Inspiring trendsetters and eBay members have created incredible collections. Follow them—connect with things you need and love.

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**Best.Toys.Ever.**  
Created by pharrellwilliams



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Let us show you our appreciation.

**ebay**™ Fashion | Electronics | Collectibles | Daily Deals | Sell to Buy

**eBay Buyer Protection**  
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# eBay Thanks You

We're celebrating our community with a month of amazing stories and giveaways.

**Devin Wenig**  
President, eBay Marketplaces

Dear (eBay member):

105,000,000 stories and counting - That's how large the eBay community has grown and with each member comes an inspiring story.

Today, we are thanking everyone in our community, starting with you. It's your passion that makes eBay so great. Without you, eBay wouldn't be the unique destination it is today and we will continue evolving together for the future.

To show our appreciation, we will be featuring some of our members' stories that make eBay such a unique place. We'll also be offering great deals and prizes for the rest of the month, plus the opportunity to pay it forward by helping us support three impactful charities.

Thank you for helping to shape the future of eBay.

Here's to you, the eBay community.

Sincerely,



Enjoy inspiring stories and special offers →

**Michael J. Fox Foundation**  
on eBay since 2006

**Nate Victor**  
on eBay since 2000

**Kingdom Ventures**  
on eBay since 2004

**Jonathan Adler**  
on eBay since 2008

When it's on your mind, it's on eBay.™

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Experts in the game and the business of golf



Shop now ▶



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Experts in the game and the business of golf



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ON NEW CYCLING GEAR**

Free Shipping | Ends February 2

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## product emails

Feature your business on an Intuit website.  
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intuit. GoPayment

### Be Featured on the Intuit GoPayment Website!

Dear <first name merge field>,

Greetings from Intuit and thanks for choosing Intuit GoPayment!

We are looking for real business owners like you to share a snippet of their lives on the [GoPayment website](#). It's simple. You just need an Internet connection and a webcam:

**Step 1:** Go to the [video recorder page](#).

**Step 2:** Click "Next" to get started. You'll have 20 seconds to introduce yourself and tell us where you take GoPayment.

**Step 3:** Review your video. If you're not happy with it, re-record as many times as you wish.

**Step 4:** Submit your video. That's it!

We'll then publish it as soon as we make sure it's on the up-and-up with our legal people.

So boot up that computer and submit your story today! We're looking forward to seeing what great businesses like yours are doing.

Cheers,

**The Intuit GoPayment Team**

#### See what customers are saying



Give it a try

Record Your Video & Share

intuit. GoPayment

Recommend GoPayment to other small business owners.  
Having trouble viewing? [View this email online.](#)

## Would You Recommend Intuit GoPayment?

Dear <first name merge field>,

Greetings from Intuit and thanks for choosing Intuit GoPayment! We hope that it is helping you evolve your business in new and exciting ways.

By answering the simple question **"Would you recommend Intuit GoPayment?"**, you will be helping *real* business owners like you decide whether GoPayment will work for them.

Click [here](#) to let your voice be heard today!

Sincerely,  
**The Intuit GoPayment Team**

Tell Us

"As a Landscape Contractor, GoPayment has enabled me to collect deposits on jobs and keep cash flow going."  
*Forley J.*

"GoPayment's fees couldn't be better and it was so easy to set up."  
*-Matt A.*

"We are a non-profit and GoPayment makes it so easy to take donations wherever we are. In this economy, when someone is willing to make a donation, we need to take it!"  
*-Chloe Foundation*

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<sup>1</sup>We don't charge for text alerts, but your wireless company may charge you. Check with your wireless provider for details.

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No promo code needed – just sign-up and you'll automatically save \$50

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Confirm Password

I'd like to receive survey tips via email.

I have read and agree to the [Terms of Use](#).

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Make Better Decisions Using Online Surveys  
Only \$149 for a 12-month Subscription (Save \$50)



*"We create new surveys all the time and have found that Zoomerang is the most user-friendly."*

Lindsey Surbey  
Times Square Alliance

### Use Zoomerang Online Surveys To Easily:

- ▶ Measure customer & employee satisfaction
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Save \$50 on a 12-month subscription (reg price \$199, friend price \$149), Or save \$5 on a 1-month subscription (reg price \$19, friend price \$14)

**Sign Up Now**

### About Zoomerang

Zoomerang is a fast, easy-to-use and powerful tool to make and send your own online surveys and polls. Millions of people and thousands of businesses, non-profits and educational institutions trust Zoomerang online surveys and polls to gather feedback allowing them to make better decisions with minimal cost and effort. Zoomerang provides customizable survey templates for the most common questions including customer satisfaction, meeting feedback, product feedback, event planning, online voting and hundreds more. Zoomerang customers can take advantage of Zoomerang Sample, a panel of more than 2.5 million consumers ready to take surveys. Zoomerang is a product of MarketTools Inc. For more information, visit [www.zoomerang.com](http://www.zoomerang.com) or call 800-316-0662.

## Zoomerang The best survey software for fast, easy feedback

### Popular Surveys

- Customer Satisfaction Surveys
- Employee Surveys
- Event Planning Surveys
- Online Quizzes

### Survey Features

- Tag Clouds for Open-Ends
- Survey Graphs and Charts
- Share Survey Results
- Quota Management

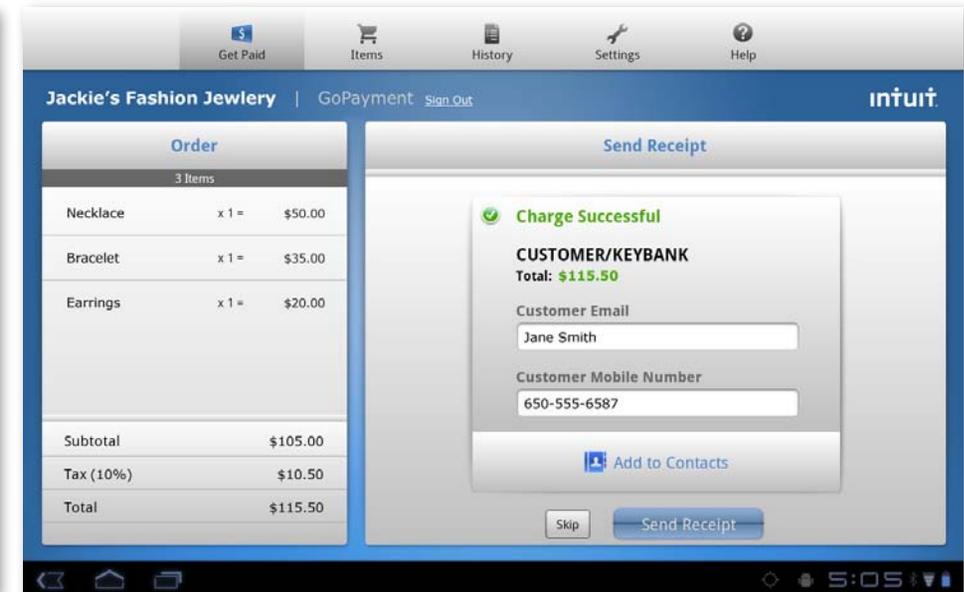
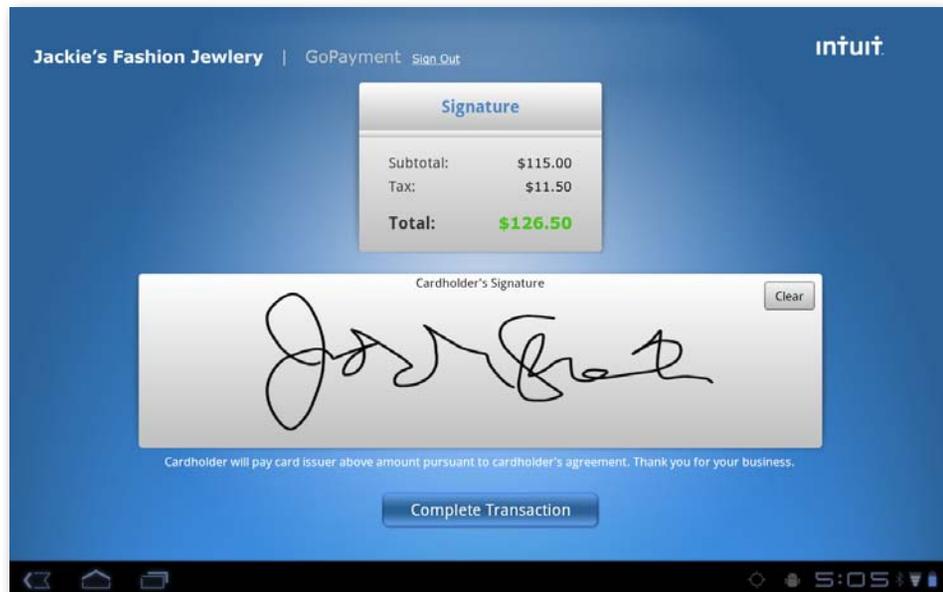
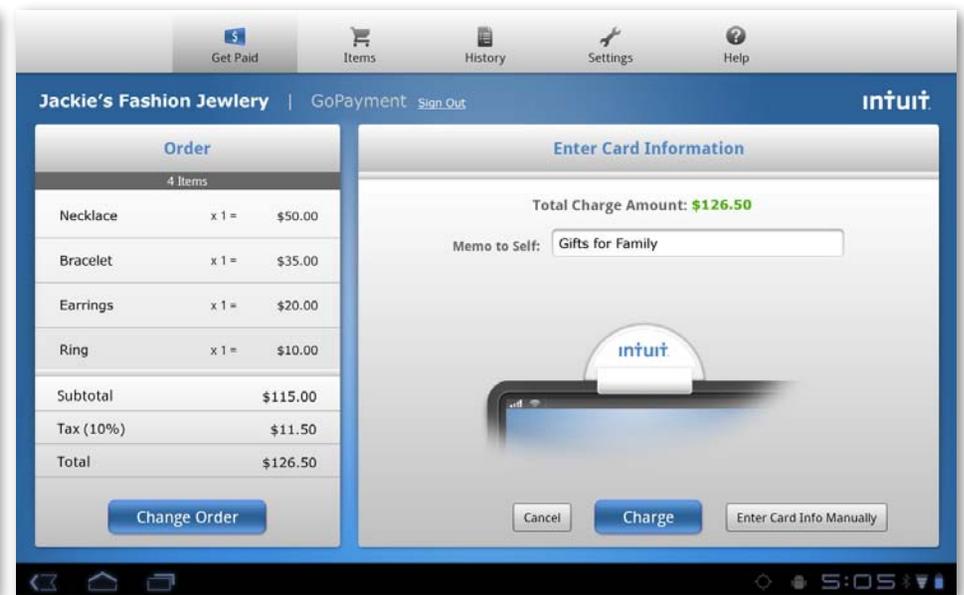
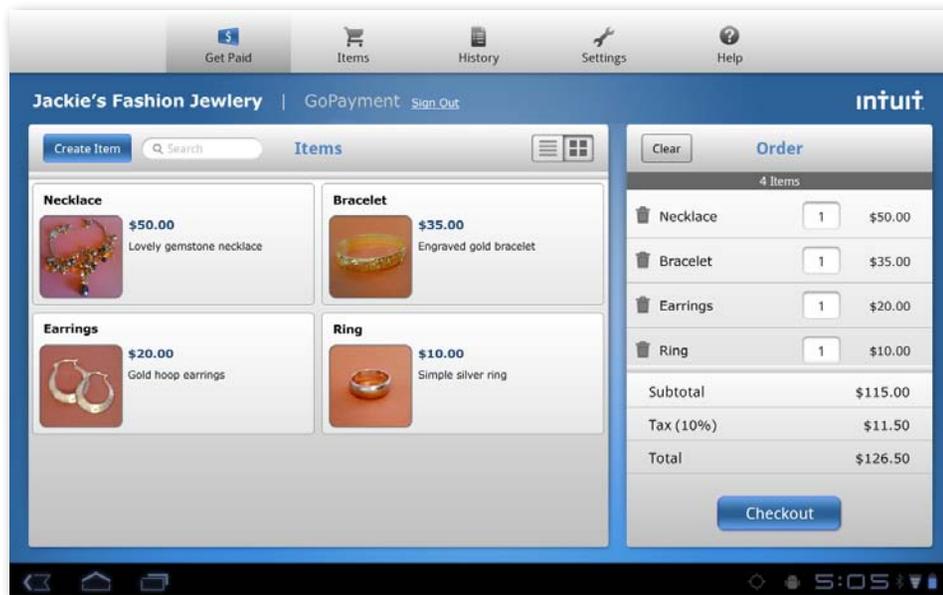
### Survey Reporting

- Survey Reporting Tips
- Statistical Analysis
- Cross Tab Analysis
- Create Graphs and Charts

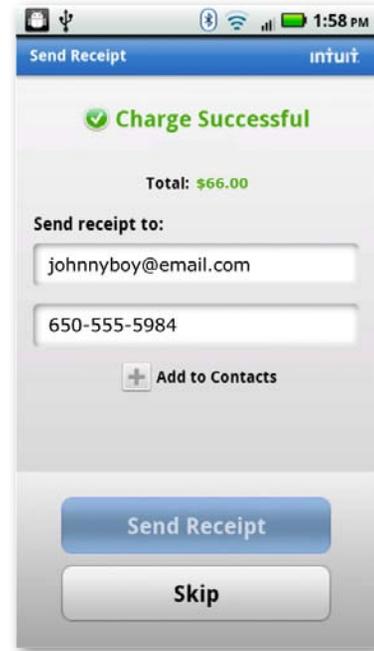
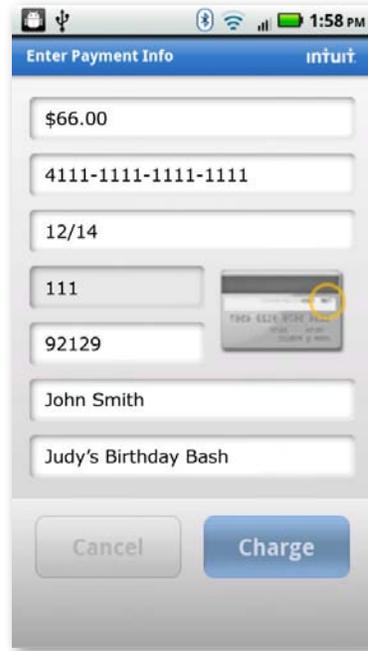
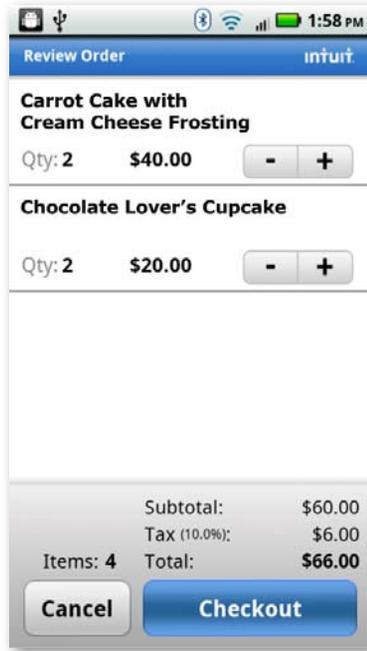
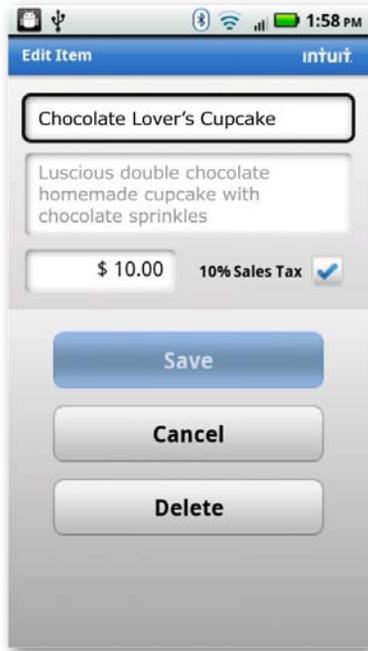
### Market Research

- Free Survey Creation Tool
- Free Online Survey
- Survey Services
- Web Survey Tool

mobile screens



mobile screens



**MEDALLIA**  
LISTEN. ACT. WIN.

# MEDALLIA CONTACT CENTER EXPERIENCE

**EVERY AGENT EMPOWERED. EVERY CALL AN OPPORTUNITY.**

You care about customer loyalty, but managing contact centers is complicated. Delivering uniform and exceptional service, with hundreds or thousands of agents (often in multiple locations and teams), is neither trivial nor commonplace. It's complicated, but what you want is simple: passionate agents, united, engaged, and effective.

We understand.

Medallia based its Contact Center Experience solution on 10 years of helping companies improve customer experience results. We empower everyone in your organization with access to meaningful insights, benchmarks, tools for exploration, and, most important, the ability to serve your customers' needs and concerns.

Your business is complicated, and we don't just *understand* it. We've built the technology to *support* it.

**KEY BENEFITS**

- Monitor agents and everything else — in real time
- Built for today's business complexity
- Integrates seamlessly with your CRM system
- Recover at-risk customers

## FOR AGENTS AND EVERYTHING ELSE—IN REAL TIME

Respond in real time, you need data in real time. With Medallia, you'll make decisions and improvements that matter, by matter.

**Specific results.**  
Agents, coaches and agents a real-time view of survey results—including real scores and item specific customer.

**Insights.**  
By which agents are providing the best customer experience, you'll be able to provide coaching to the right people at the right time.

**Real dashboards. All in one place.**  
Your contact centers, teams, accounts, product line segments, and agents. See it all in one and know instantly what's working and where improvement.

**On the move.**  
Agents in real time, not just on your desktop PCs and mobile devices. Medallia delivers 24/7 real-time experience data to coaches in center floor, or wherever they are.



## TECHNOLOGY BUILT FOR TODAY'S BUSINESS COMPLEXITY

Of life, and your contact center operation is no exception—handling the complexity, our platform excels and supports all

**Multi-lingual, fully capable.**  
Multi-sited, multi-cultured, high-volume programs across languages, geographies, and multiple points of contact. Now you can easily compare your outsourced chat agents in Bangalore to your live phone agents in Boise.

- Organizational changes? No problem.**  
Medallia easily keeps up with changes in your team, including new agents, agent attrition, supervisor changes, skill changes, seasonal staffing peaks, and more.
- Handles all data, structured and unstructured.**  
Medallia can collect customer experience feedback on your contact center through web surveys, IVR surveys, or even live outbound calls. But what about unstructured text? We can handle that, too, by transcribing voice feedback on IVR surveys and performing text analytics.

One client uses Medallia to aggregate data feeds from 25 regions and send out seven different questionnaires in 15 languages.

## INTEGRATES SEAMLESSLY WITH YOUR CRM SYSTEM

Deepen insights and efficiencies with integration: we've built Medallia to work seamlessly with on-premises and cloud-based CRM systems, including custom data warehouses and applications.

- Survey customers automatically.**  
Medallia can send survey invitations immediately after a transaction takes place. Simply use our traditional automated import/export features, or take advantage of our real-time, two-way API—a first in the CEM industry.
- Put feedback into agents' hands—right in their CRM account view.**  
With Medallia, you can give agents a 360-degree view of the customer by embedding customer experience scores directly into customer records. What's more, by using our single sign-on capabilities, you can enable agents to see detailed data with just one click.
- Use CRM data to deepen insights and analysis.**  
With flexible configuration options, the Medallia platform allows you to integrate nearly any data from your CRM system. Now you can turbo-charge your analysis to pinpoint which segments, geographies, or customer types need the most attention.

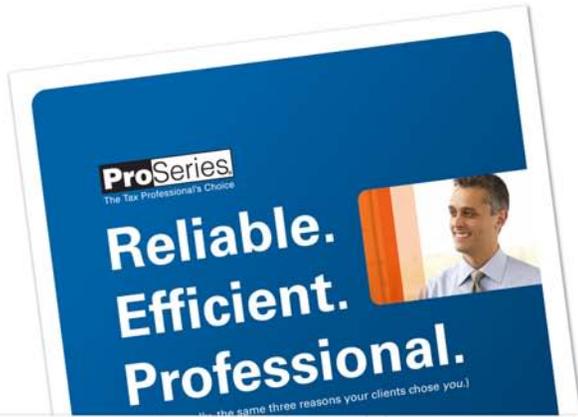


## CLOSE THE LOOP. RECOVER AT-RISK CUSTOMERS

You already know it costs less to retain a customer than it does to acquire a new one. Medallia's service recovery workflows help you keep valuable customers, even after a service problem occurs.

- Instant warnings.**  
When customers report a problem, Medallia's performance alerts notify your managers automatically. Unique tools to help managers connect directly with customers, solving problems and improving loyalty.
- Better outreach.**  
Constant improvement.

The figure shows a three-step workflow for handling alerts. Step 1: 'ALERTS' shows a table of alerts with columns for Name, # of Alerts, and Status. Step 2: 'MEDALLIA ALERT WORKFLOW' shows a detailed view of an alert with a 'Respond' button. Step 3: 'The Medallia Alert Workflow' shows a summary of the process with numbered steps: 1. See Alerts right on your Medallia dashboard, 2. Easily click down to see details on each customer alert, 3. Respond to the customer right from within Medallia.



### Save with it.

Time is money—and accuracy is everything. You don't have to be a Tax Genius to improve on all three.

With faster, more reliable data input and deep error checking, you can spend less time reviewing your work—and more time helping your clients.

- Fast data entry methods based on your preferences
- Seamless data flow between Federal and State forms
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- Fast error identification and resolution with on-screen error tracking and direct links to questionable entries



**New for 2006:** Scan your client data directly into ProSeries

Introducing **ProSeries Source Doc Auto Entry**. This innovative new functionality enables you to scan your clients' W-2 and 1099 forms to allow data to flow directly into the proper fields of each return—which, of course, reduces manual data entry and saves you valuable time.\*

Watch the ProSeries Source Doc Auto Entry demonstration on the CD now. Or call 800-945-2820 for details.

\*Full functionality available only on e-filed returns for ProSeries Professional Edition only.

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- Get more from your ProSeries software purchase, with:
- **FREE** comprehensive data conversion services
  - **FREE** new user online training
  - **FREE** start-up support

### Count on it.

ProSeries software delivers reliability that's crash-tested. Time-tested. And independently tested.

Leverage Intuit's history of stellar software performance, proven e-filing systems and outstanding up-time record:

- More than 130,000 hours of testing by our dedicated ProSeries Quality Assurance team help minimize crashes and/or data loss
- One in every three e-filed IRS returns is processed using Intuit's superior e-filing system
- ProSeries e-filing servers have experienced less than 30 minutes of total unscheduled downtime in the past three years
- Third-party testing provides a triple check for performance at the highest levels to ensure season readiness

Your choice of ProSeries also makes sense—long after you buy it—with built-in help and responsive, knowledgeable support that's there when you need it, including:

- Toll-free U.S.-based technical support from representatives with expertise in both software and the tax and accounting industry
- Answers your way. By phone, online chat, email and our convenient call-back option—with extended hours during peak season
- Built-in tools such as Live-Sensitive Tax Help, Government Instructions and our new "Where Do I Enter" search tool for immediate assistance



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Evening Program

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Wednesday, November 5, 2003  
Imperial Ballroom, Fairmont Hotel  
San Jose, California

5:30 Registration & Reception  
6:30 Dinner & Program

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Evening Program

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Semiconductor Industry Association  
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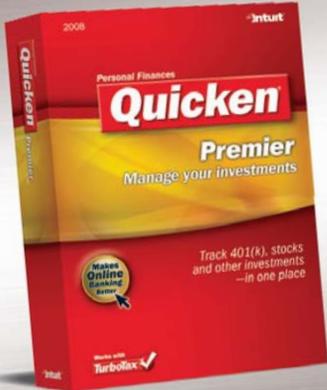
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5:30 Registration & Reception  
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