

Frequently Asked Questions

What is Tcheckit?

Tcheckit is a new service that MCA is excited to offer it's clients, which in turn will mean more work for you! From our experience with merchandising and sales programs, we know that quite often our clients need to capture information at store level quickly & accurately. Often this information does not require us to sign in or touch anything at a store – quite simply, they require a 'mystery shop'.

Tcheckit is a mobile app already in use in Europe today (check it out at: tcheckit.fr). MCA has partnered with Tcheckit (Europe) to bring the app to Canada & our clients – they're going to love it!

How Does it Work?

Tcheckit is a mobile app. It can be downloaded for free from the Google Play Store (Android) or the App Store (iOS) onto your Smartphone (sorry, no Blackberry users...yet!). We post jobs from our clients to the app – we tell you what information they need captured, which stores need to be visited, when the job needs to be completed, and how much we're going to pay you to get this information. You can decide whether or not you'd like to accept the job. If you accept the job, you are responsible for completing the task!

What type of information are you gathering?

Generally, we'll need you to answer about 1-3 questions or take 1-3 pictures. We'll let you know ahead of time how many questions and pictures are involved. The questions will capture information such as "is my display present", "does this item have a price tag", "where is my item located on shelf" etc. Then we'll ask you to take and submit pictures to prove/disprove it.

How do I download the app?

Go to the Google Play Store (Android) or App Store (iOS) on your Smartphone and search for the Tcheckit app. Once you've found it, hit download and you're good to go! **Please rate the app with 5 stars** so that it moves to the front of the list and becomes easier for others to find!

How do I know when a job is available in my city?

Once you've downloaded the app, if you go to the settings page, you'll be able to select how you want to be notified about new jobs – either Push Notification, Email, or SMS. You (along with all other Tchecker's) will be instantaneously notified once the job is posted.

Why are you asking me so many questions when I sign up?

Some of our clients also want to conduct focused surveys, for example asking mothers what type of baby formula they use. If we know some additional information about you – gender, age, demographic etc. – we can offer you even more jobs that might be targeted to your special group! Please note that you are NOT required to fill in this information if you don't want to. We still have plenty of jobs to offer you without this information.

Is my information secure?

Yes. The information that you provide will only be available to MCA. We will not sell or distribute it to anyone else.

How do I get paid?

Probably the most important question! Once you've completed a task successfully and the data/photos that you've submitted have been verified, you'll be paid the pre-agreed upon amount either via PayPal or a Bank to Bank transfer. It's your choice! Please note that if you choose bank to bank transfer that you will be required to enter your banking information onto the app. You will be paid upon your request once your account has reached \$10 or by email request(any amount) if you've been inactive for 30 or more days. The monies will be in your account within weeks.

How much do I get paid?

The amount you are paid will vary by job. Most jobs will pay between \$3 and \$12.

What if you don't like the answers/pictures that I submit?

We understand that just because the answer that you submitted isn't what the client was hoping for, doesn't mean that it's not true. If your answer is valid, we will accept it (usually the picture that you submit will serve as proof!). If your answer isn't clear, or we don't believe it's correct (we ask you to take a picture of ketchup and you send in a picture of mustard) we'll repost the job and you (along with everyone else) will have the option of accepting the job. You will not be paid for the incorrect information that was gathered. If you disagree or would like to discuss you are always welcome to contact us at info@tcheckit.ca.

Will I be paid travel?

No. Most jobs should take only a few minutes. We expect you to complete these while you are already in the store/location on your own time.

How do taxes work?

You are required to submit taxes for all Tcheckit work. When you sign up for the app you will agree to the condition that MCA/Tcheckit are not responsible to determine whether taxes apply for any work you may complete and are also not responsible to collect, report, or remit any taxes.

Why should I refer other people?

As the group of Tcheckers grows, we'll be able to offer our clients and potential clients even more coverage! This is great for you! We do the selling, more clients want the service, you get more jobs...it's as easy as that! So, if you live in Vancouver and know someone with a Smartphone in Moose Jaw, tell them to download the app! The more coverage we have, the more selling we can do. And remember, all new jobs are posted for everyone – if you snap them up first then you get all the jobs!

Why isn't it downloading properly/how do I upgrade my operating system?

To run the App you need to be running 6.0 or higher on your iOS phone or 4.4.1 or higher on your Android phone.

If you need to update your operating system follow this link for:

Android: http://www.ehow.com/how_6855334_update-android-os.html

Apple: <https://support.apple.com/en-us/HT204204>

Still not working? Contact info@tcheckit.ca