

FREQUENTLY ASKED QUESTIONS

What is the Shoppers Perspective Community?

The Shoppers Perspective Community is an online community comprised of shoppers across America willing to share their opinions about their shopping experience. This online community seeks to understand the modern day shopper and provide a place for members of the community to interact, share ideas, and give opinions on today's leading brands. We are excited to hear what you have to say!

The Shoppers Perspective Community is powered by Acosta Inc. an Acosta company.

How do I join?

To be eligible to participate in the Shoppers Perspective Community you will need to complete an initial survey that details your shopping behavior and household composition. Once this survey has been completed you will become eligible to participate. You will find this registration survey if you go to the "Join Now" page of this Website.

How is my privacy protected?

The Shoppers Perspective Community is a strong supporter of privacy. For more information on our complete privacy policy please click on the "Privacy" link on this Website..

Will it cost me anything to join or participate?

No. Participation is free. In fact, you may earn rewards for your participation.

What if I live outside of the U.S. ?

The Shoppers Perspective Community is currently for U.S residents only.

What if I forgot my password?

If you forget your password, click on the link "Forgot your password" on the login page. A link will be sent to your inbox to reset your password.

How will I know when to take a survey?

For each study, you will receive an invitation by email to participate. The community research will be conducted on the Web. All you need to do is click on the link, or copy and paste the Website address into your browser window. Then, simply follow the instructions on the screen to complete the survey.

If I receive a survey invitation does that mean I'm qualified to participate?

Not necessarily. We will do our best to identify studies that look like a match based on your profile, but our sponsoring clients may include criteria which is not part of our membership information. In these cases, the only way to know if you qualify will be to ask you up front in the survey. In cases when your household does not fit the criteria, we will try and notify you quickly and release you from completing any more of that survey.

Can I opt out of the community at any time?

Yes, community members can opt-out by submitting a request to the support or send an email to info@aishoppercommunity.com with the word "Unsubscribe" in the subject line.

Are members rewarded for their participation?

If you are a member of the Shoppers Perspective Community, you may receive different types of compensation depending on the type of research you participate in. For most projects, you will be awarded points that can be redeemed for gifts online after you have accumulated a minimum number of points. For other projects you may receive a product to try or some other compensation. Our invitation for each project will state the compensation.

What are "SPC Points"?

Some of our exclusive activities allow you to earn "SPC Points". For each, specified, activity you complete you will be rewarded with these exclusive points.

To redeem your points, simply select the "Redeem" button found on the "My Rewards" page. You can also view your accumulated points online on the same page; You can either redeem your points for a \$5 Tango Gift Certificate once you have reached 500 points or a \$10 Gift Certificate once you have reached 1000 points.