

**BUREAU OF ENGRAVING AND PRINTING**  
**U.S. CURRENCY READER PROGRAM**  
**Customer Feedback**

**Introduction:**

The Bureau of Engraving and Printing (BEP) is interested in obtaining feedback from individuals who have recently requested and received a currency reader through the U.S. Currency Reader Program.

**Goal of the Survey:**

This Voice of the Customer survey is an important element of the U.S. Currency Reader Program and the BEP's overall meaningful access initiative. It will help us to gauge and better understand the current satisfaction levels with respect to the use of the currency reader issued to you to assist in your denominating U.S. currency. The information obtained will provide critical input, enabling the BEP to evaluate the program and identify opportunities for improvement. Results will also be used to measure program progress and relative level of success.

**Scope:**

This survey will capture an your general behavior associated with denominating U.S. currency at home and at point of purchase and your assessment of the currency reader device you received through the U.S. Currency Reader Program.

**Guidance:**

We appreciate your participation in providing input for the BEP to use in evaluating the U.S. Currency Reader Program. Please be open and candid with your response when completing the survey. All responses will be treated as Non Public information, and survey outputs will only be displayed as numeric charts and graphs, and a summary of comments. This information will, however, be subject to the Freedom of Information Act. Participation is completely voluntary. The Federal Government may not conduct or sponsor, and the public is not required to respond to, a collection of information that does not display an OMB control number indicating clearance under the Paperwork Reduction Act. The OMB control number for this collection is 1505-0231.

**Voice of the Customer Survey:**

1. How long have you had the currency reader device you received through the U.S. Currency Reader Program?

Less than 1 month  1 to 2 months  3 to 4 months  More than 4 months

2. What was your *primary method* to denominate currency at home before getting the currency reader from the U.S. Currency Reader Program?

Used previous currency reader  Used magnification device  Used mobile app  Asked help of sighted individual  Other

If you have answered Other, please explain:

[Click here to enter text.](#)

3. What was your *primary method* to denominate currency at point of sale before getting the reader from the U.S. Currency Reader Program?

Used previous currency reader  Used magnification device  Used mobile app  
 Ask help of sighted individual  I do not denominate at point of sale  Other

If you have answered Other, please explain:

[Click here to enter text.](#)

4. What is your *primary method* to denominate currency at home since getting the reader from the U.S. Currency Reader Program?

New currency reader  Previous currency reader  Magnification device  
 Mobile app  Ask help of sighted individual  Other

If you have answered Other, please explain:

[Click here to enter text.](#)

5. What is your *primary method* to denominate currency at point of sale since getting the reader from the U.S. Currency Reader Program?

New currency reader  previous currency reader  Magnification device  Mobile app  
 Ask help of sighted individual  I do not denominate at point of sale  Other

If you have answered Other, please explain:

[Click here to enter text.](#)

6. Besides the currency reader you received from the U.S. Currency Reader Program, what other devices do you currently use for denominating U.S. currency? (Select all that apply)

Previous currency reader  Magnification device  Mobile app  Ask help from sighted individual  Other

If you have answered Other, please explain:

[Click here to enter text.](#)

7. How often do you use cash versus electronic payment types (i.e. debit card, credit card) for point of sale transactions?

Use cash almost exclusively  Use cash more than half the time  Use both types equally  Use electronic payment more than half the time  Use electronic payment almost exclusively

8. How often do you use the currency reader you received from the U.S. Currency Reader Program?

Several times a day  Daily  Several times a week  Weekly  Several times a month  Monthly

9. How easy is it to use the currency reader you received from the U.S. Currency Reader program?

Very easy to use  Somewhat easy to use  Somewhat Difficult to use  Very difficult to use

If you have answered Somewhat or Very difficult to use, please explain:

[Click here to enter text.](#)

10. How convenient is it to use the currency reader you received from the U.S. Currency Reader program?

Very convenient to use  Somewhat convenient to use  Somewhat inconvenient to use  Very inconvenient to use

If you have answered Somewhat or Very inconvenient to use, please explain:

[Click here to enter text.](#)

11. How useful to you is the currency reader you received from the U.S. Currency Reader

program?

Very useful  Somewhat useful  Not very useful  Not at all useful

If you have answered Not very or Not at all useful, please explain:

[Click here to enter text.](#)

12. How successfully does the currency reader you received from the U.S. Currency Reader Program successfully meet your needs in denominating U.S. currency?

Very successfully  Somewhat successfully  Not very successfully  Not at all Successfully

If you have answered Not very or Not at all useful, please explain:

[Click here to enter text.](#)

13. How would you improve the currency reader and/or the U.S. Currency Reader Program?

[Click here to enter text.](#)

#### Demographic Questions:

1. What is your age?
  - 20 or under  21 - 40  41 - 60  61 - 80  81 or older
2. What is your gender?
  - Female  Male
3. How would you describe your vision impairment?
  - Blind  Legally blind
4. Which of the following best describes the area you live in?
  - Urban  Suburban  Rural
5. What is your current employment status?
  - Employed/Self-employed  Out of work  Unable to work  Homemaker/Student
  - Retired
6. What is your current household income?
  - Under \$10,000  \$10,000 - \$29,999  \$30,000 - 59,999  \$60,000 - \$89,999
  - \$90,000 - \$150,000  Over \$150,000