



DEPARTMENT OF THE TREASURY
BUREAU OF THE FISCAL SERVICE
WASHINGTON, DC 20227

**Electronic Funds Transfer and Remittance Mandate
Phone Interview and Focus Group Recruitment Screener**

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1.1 Recruitment Email for Phone Interview

To: Listserv or email addresses obtained from federal agency/community organization/advocacy group records or databases

Subject: The U.S. Department of Treasury invites you to participate in a phone interview on payment options

Body Text:

Hello,

My name is [REDACTED], and I'm supporting the US Department of the Treasury as it conducts phone interviews on the ways people make payments to the federal government. The US Treasury is currently evaluating how changes to the list of payment methods federal agencies can accept might affect the public and individuals such as yourself.

In an effort to understand the costs, benefits, and overall impact of a change to accepted payment methods, we are looking for people who may be interested in participating in a phone interview to discuss how they make payments to the government and what costs or benefits they would incur if required to use electronic methods (prepaid cards, mobile phone payments, credit cards, etc.) to make such payments.

What does a phone interview involve?

You will be asked to respond to a set of questions related to the type of payments you make to the federal government, the payment methods you use for those transactions, and the associated costs or benefits to you when using those methods.

How long is an interview?

Approximately one hour, but may conclude in less time depending on the level of detail provided in response to each question

When and where?

The interview will be conducted via telephone at a day and time that is convenient for you. No traveling is required.

Interested in participating?

Please reply to this email with your contact information or call me at [PHONE NUMBER]. I will give you a call to ask you a few brief questions to help us determine your eligibility to participate in the interview and coordinate a convenient day and time to schedule the call.

Please note that all information provided by participants will be treated confidentially.

Thank you in advance for considering our request.

Sincerely,

[REDACTED]

Paperwork Reduction Act Statement of Burden

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a currently valid OMB control number. The time required to participate in this information collection is estimated to average 60 minutes. Your response is voluntary. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, Washington DC 20227.

1.2 Recruitment Call for Phone Interview

Opening Script

“Hello, may I please speak to [INDIVIDUAL'S NAME]?”

[If yes, continue. If no, or individual is unavailable, ask if there is a better time to call back and speak with [INDIVIDUAL'S NAME]. Record answer, note better calling time if applicable, thank person for his / her time, and end conversation.]

“My name is _____, and I’m supporting the US Department of the Treasury as it conducts phone interviews on the ways people make payments to the federal government. The US Treasury is currently evaluating how changes to the list of payment methods federal agencies can accept might affect the public and individuals such as yourself.”

“I am calling you today because we are looking for people who might be interested in participating in a phone survey to discuss how they make payments to the government and what costs or benefits they would incur if required to use electronic methods (prepaid cards, mobile phone payments, credit cards, etc.) to make such payments.”

“The survey is expected to take approximately one hour to complete, but may conclude in less time depending on the level of detail you choose to provide in response to each question. Your input would be extremely valuable and would help inform Treasury’s understanding of the potential impacts on the public. Please note that all information provided will be treated confidentially. Do you think that you might be interested in participating in this type of discussion?”

[If yes, continue. If no, ask if s/he may know another person who might be interested, get that person’s contact information, thank person for his / her time, and end conversation.]

“Great. Would you mind if I ask you a few brief questions to determine whether or not you’re an appropriate candidate to participate in the interview?”

[If yes, go to Screening Questions. If no, thank person for his / her time and end conversation.]

Screening Questions

[Note: Whenever you need to terminate the interview because the candidate does not qualify for the study, politely tell the candidate, “We already have enough people with your background, but thank you very much for your time.”]

- 1) When you make a payment to a federal government agency, what payment method(s) do you typically use?
 - Electronic (e.g., prepaid cards, mobile phone payments, credit/debit cards, bank debit or direct transfer, etc.)
 - Non-electronic (e.g., cash, money order, check, etc.)

- 2) If you could not use cash, money order, or a check to make a payment to the federal government, do you have the ability to use an electronic method of payment as an alternative?
 - Yes
 - No

“Thank you for answering the screening questions. You are eligible. Are you available now to proceed with the interview?”

[If yes, proceed with interview questions. If no, continue with interview scheduling script below.]

Is there a day and time that works best for us to conduct the phone interview?"

[Record requested day and time.]

"We would like to send you a confirmation email which will include a toll-free, 1-800 number for dialing into the interview. Would you mind giving me your email address so that I can send this information to you?"

[If yes, continue. If no, obtain best number to reach the person for the interview.]

"Here is my name and phone number to call if you have any questions or if you would like more information. Please call me, too, if your plans change so we can select another date and time for the interview."

"Someone from Booz Allen will give you a reminder call or send you a reminder email about your scheduled interview. Thank you again and we look forward to speaking with you on [DATE/TIME OF INTERVIEW SCHEDULED ABOVE]. Please call us if you have any questions."

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2.1 Recruitment Email for Focus Group

To: Listserv or email addresses obtained from federal agency/community organization/advocacy group records or databases

Subject: The U.S. Department of Treasury invites you to participate in a focus group on payment options

Body Text:

Hello,

My name is [REDACTED], and I'm supporting the US Department of the Treasury as it conducts focus groups on the ways people make payments to the US government and its agencies. The US Treasury is currently evaluating how changes to the list of payment methods federal agencies can accept might affect [*the public and individuals/small businesses*] such as yourself.

In an effort to understand the costs, benefits, and overall impact of a change to accepted payment methods, we are looking for people who may be interested in participating in a phone interview to discuss how they make payments to the government and what costs or benefits they would incur if required to use electronic methods (prepaid cards, mobile phone payments, credit cards, etc.) to make such payments.

What does a focus group involve?

Focus group interviews will consist of approximately 12 [*people/small businesses*]. In this small group session, you will be asked to discuss and respond to questions related to the methods of payment, and their associated costs and/or burdens, that you use to settle collections from the federal government. We simply ask that you respond openly to each question based on your individual experience.

How long is a focus group interview?

Approximately 90 minutes

When and where?

[*Focus groups for individuals*]: You are invited to participate in one of two focus groups to be held on [DATE, TIME] and [DATE, TIME]. The focus group will be held in-person in a private room within [NAME AND ADDRESS OF LOCAL COMMUNITY VENUE, e.g., CHURCH, COMMUNITY CENTER]. You will be asked to participate in-person.

[*Focus group for small businesses*]: You are invited to participate in a focus group with other small businesses on [DATE, TIME]. The focus group will be held in person at [ROOM AND ADDRESS OF BUREAU OF FISCAL SERVICE].

Interested in participating?

Please reply to this email with your contact information or call me at [PHONE NUMBER]. Upon hearing from you, I will give you a call to ask you a few brief questions to help us determine your eligibility to participate in the focus group.

Please note that all information provided by participants will be treated confidentially.

Thank you in advance for considering our request for your participation in the group discussion

Sincerely,

[NAME AND TITLE]

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2.2 Recruitment Call for Focus Group

Opening Script

“Hello, may I please speak to [NAME OF INDIVIDUAL/SMALL BUSINESS POC]?”

[If yes, continue. If no, or individual is unavailable, ask if there is a better time to call back and speak with [NAME OF INDIVIDUAL/SMALL BUSINESS POC]. Record answer, note better calling time if applicable, thank person for his / her time, and end conversation.]

“My name is _____, and I’m supporting the US Department of the Treasury as it conducts focus groups on the ways people make payments to the Federal government. The US Treasury is currently evaluating how changes to the list of payment methods federal agencies can accept might affect the public and individuals such as yourself.”

“I am calling you today because we are looking for people/small businesses who might be interested in participating in a focus group to discuss how they make payments to the government and what costs or benefits they would incur if required to use electronic methods (prepaid cards, mobile phone payments, credit cards, etc.) to make such payments.”

“The focus group is expected to last approximately 90 minutes. We are going to ask you questions about how you make payments and what are the costs or burdens to you when using those methods. Your input would be extremely valuable and would help inform Treasury’s understanding of the potential impacts on the public and small businesses. Please note that all information provided will be treated confidentially. Do you think that you might be interested in participating in this type of group discussion?”

[If yes, continue. If no, ask if s/he may know another person who might be interested, get that person’s contact information, thank person for his / her time, and end conversation.]

“Great. Sessions will take place at...

- **[Focus groups for individuals]** [NAME AND ADDRESS OF LOCAL COMMUNITY VENUE, e.g., CHURCH, COMMUNITY CENTER] on [DATE, TIME] and [DATE, TIME]. Would a 90-minute session on one of these two days work for you?”
- **[Focus group for small businesses]** [ADDRESS OF BUREAU OF FISCAL SERVICE] on [DATE, TIME]. Are you available to participate in a 90-minute session on this day?”

[If yes, record session person is available, and continue. If no, ask if s/he may know another person who might be interested, get that person’s contact information, thank person for his / her time, and end conversation.]

“Great. Would you mind if I ask you a few brief questions to determine whether or not you’re an appropriate candidate to participate in the focus group?”

[If yes, go to Screening Questions. If no, thank person for his / her time and end conversation.]

Screening Questions

[Note: Whenever you need to terminate the interview because the candidate does not qualify for the study, politely tell the candidate, “We already have enough people with your background, but thank you very much for your time.”]

- 1) When you make a payment to a federal government agency, what payment method(s) do you typically use?
 - o Electronic (e.g., prepaid cards, mobile phone payments, credit/debit cards, bank debit or direct transfer, etc.)
 - o Non-electronic (e.g., cash, money order, check, etc.)

2) If you could not use cash, money order, or a check to make a payment to the federal government, do you have the ability to use an electronic method of payment as an alternative?

Yes

No

“Thank you for answering the screening questions. You are eligible. We would like to send you a confirmation email with additional information and directions. Would you mind providing me your email address so that I can send this information to you?”

[If yes, continue. If no, obtain best number to reach the person.]

“Here is my name and phone number to call if you have any questions or if you would like more information. Please call me, too, if your plans change so we can possibly find a replacement.

“Someone from Booz Allen will give you a reminder call or send you a reminder email about your scheduled interview. Thank you again and we look forward to speaking with you on [DATE/TIME OF FOCUS GROUP]. Please call us if you have any questions.”

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