



**D.5—SCANR Survey: Script for Nonresponse Telephone
Follow-Up Call**

INTRO1

Hello, this is _____ with RTI International, a national research company. I’m calling on behalf of USDA’s Food and Nutrition Service, or FNS. FNS is the agency that oversees SNAP formerly known as Food Stamps.

IF NEEDED: This is not a sales call and in no way will our conversation lead to a sales call.

May I please speak to [FILL STORE MANAGER]?

- 1 = YES—SKIP TO FOLUP1
- 2 = NO/NOT AVAILABLE—RECORD CALL DISPOSITION
- 3 = TRANSFER TO VOICEMAIL FOR STORE MANAGER—GO TO LEAVEVM
- 4 = PERSON NO LONGER THE STORE MANAGER—GO TO NEW_NAME

IF PERSON ANSWERING THE PHONE HAS QUESTIONS: I’m calling to remind [STORE MANAGER] to complete the survey for the SNAP EBT Scanner Study. We are hoping that he/she can complete the survey within the next week.

FOLUP1

IF NEEDED: Hello, this is _____ with RTI International. I’m calling on behalf of the USDA’s Food and Nutrition Service, or FNS.

I’m calling about the SNAP EBT Scanner Study. I’d like to confirm that you received the survey.

- | | |
|---|------------------------------|
| 1 = RECEIVED SURVEY | SKIP TO NOT_COMPL_YET |
| 2 = DID NOT RECEIVE SURVEY | SKIP TO NOTRCVD |
| 3 = GAVE SURVEY TO SOMEONE ELSE TO COMPLETE | SKIP TO DELEGATED |
| 4 = RECEIVED SURVEY BUT MISPLACED IT | SKIP TO MISPLACED |
| 5 = REFUSED | SKIP TO CONVERT1 |
| 8 = DON’T KNOW | SKIP TO NOTRCVD |

NOTRCVD

I’m sorry you didn’t receive the survey. The SNAP EBT Scanner Study is a survey of SNAP-authorized retailers that asks about using scanners at checkout to accept SNAP benefits. I can complete it on the phone with you right now; it will take only 15 minutes. We really need to hear from all small retailers for the study to be accurate.

- 1 = YES—GO TO CATI_SURVEY
- 2 = NO—GO TO CONVERT1

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.



SNAP EBT Scanner Study

OMB Control Number: 0584-XXXX
Expiration date: XX/XX/XXXX

DELEGATED

May I please have his or her name?

1 = YES—ADD CONTACT [GO TO R_AVAIL3]

2 = NO—SKIP TO RETURN_IT

R_AVAIL3

Are you able to transfer me to this person?

1 = YES—GO TO FOLUP1

2 = NO—THANK AND TERMINATE CALL WITH CURRENT RESPONDENT AND SCHEDULE
CALLBACK FOR NEW CONTACT

MISPLACED

That's ok. We can complete the survey right now on the phone. It will take only 15 minutes.

1 = YES—GO TO CATI_SURVEY

2 = NO—GO TO RETURN_IT

3 = REMAIL REQUEST—GO TO GET_NAME

4 = EMAIL LINK AND ACCESS CODE—GO TO R_EMAIL_SURVEY

NEW_NAME

May I please have his/her first and last name?

[GO TO NEW_ADDR]

NEW_ADDR

The building address we have for your store is: ADDRESS, CITY, STATE, ZIP.

Is this correct?

1 = YES, ADDRESS CORRECT—SKIP TO NEW_EMAIL

2 = NO—GO TO UPD_ADDR

UPD_ADDR

What address should we use to send the survey?

[GO TO NEW_EMAIL]

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NEW_EMAIL

What is his/her email address?

[SKIP TO THANK_NEW]

GET_NAME

OK, you should receive the survey for the SNAP EBT Scanner Study in about 2 to 3 days. I need to confirm the spelling of your name and the building address.

The name we have for you is: FILL NAME.

Is this correct?

1 = YES, NAME CORRECT—GO TO GET_ADDR

2 = NO—RECORD NEW—GO TO GET_ADDR

GET_ADDR

The building address we have for you is: ADDRESS, CITY, STATE, ZIP.

Is this correct?

1 = YES, ADDRESS CORRECT—SKIP TO RETURN_IT

2 = NO—RECORD NEW AND SKIP TO RETURN_IT

R_EMAIL_SURVEY

We will send [you/store manager name] an email with a link to the survey. [You/store manager] will receive the email by tomorrow. What is [your/store manager's] email address?
NOTE: CONFIRM SPELLING

[SKIP TO THANK_FINAL]

RETURN_IT

We're asking that stores complete and return the survey within the next week.

Only a small number of stores received the survey, so [your/store manager's] participation is very important. It will help us understand the number of stores that do and do not have scanning technology in place, so that we can try to make the requirement to use scanners easier for small stores to implement.

[Your/store manager's] answers to the survey will be kept private, and any reports prepared for FNS with the information you share will not include your name or the name of your business. This information will not be shared with anyone outside the research team, except as otherwise required by law.

[SKIP TO THANK_FINAL]

NOT_COMPL_YET

Our records show that you have not yet completed the survey. I'm calling today to ask you to go through the survey with me now; it will take only 15 minutes.

1 = YES—GO TO CATI_SURVEY

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2 = NO—GO TO RESCHED_SURV

RESCHED_SURV

Can I call you at another time to complete the survey?

1 = YES—SCHEDULE TIME

2 = NO—GO TO CONVERT2

CONVERT1

All of the information you provide will be kept private. We have found that it generally takes less than 15 minutes to complete the survey. Because only a small number of stores received the survey, your participation is really important so that FNS has the information it needs to better help small stores meet the new requirement to use scanners for SNAP purchases. We hope that you will reconsider and complete the survey.

[IF REFUSAL IS CONVERTED, GO TO CATI SURVEY]

[IF RESPONDENT REFUSES, SKIP TO DETERMINE_ELIGIBILITY]

CONVERT2

We are trying to complete the survey within the next week, so we ask that you please complete it as soon as possible, either by mail or online. Because only a small number of stores received the survey, your participation is very important so that FNS has the information it needs to make it easier for small stores to meet the new requirement to use scanners for SNAP purchases.

[Your/store manager's] answers to the survey will be kept private, and any reports prepared for FNS with the information you provide will not include your name or the name of your business.

[IF REFUSAL IS CONVERTED, SCHEDULE TIME]

[IF RESPONDENT REFUSES, SKIP TO DETERMINE_ELIGIBILITY]

DETERMINE_ELIGIBILITY

We understand that you do not wish to complete the survey, but before you hang up can you please tell me if your store is currently authorized to accept SNAP benefits?

1 YES

2 NO

[IF RESPONDS, RECORD ANSWER AND GO TO THANK_REFUSE]

[IF RESPONDENT REFUSES, SKIP TO THANK_REFUSE]

THANK_FINAL

We look forward to receiving [your/store manager's name] completed survey. Thank you for your time. Have a nice day. [TERMINATE]

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Scanner Study

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THANK_NEW

Thank you for your time. [Store manager name] should receive the survey in about 2 to 3 days. Have a nice day. [TERMINATE]

THANK_REFUSE

Thank you for your time. Have a nice day. [TERMINATE]

INTERVIEWER NOTE: RECORD ANY INFO THE RESPONDENT SHARED WITH YOU THAT WAS NOT RECORDED ABOVE.

LEAVEVM

Hello, this is _____ calling on behalf of the USDA's Food and Nutrition Service, or FNS, regarding SNAP EBT. This message is for <<FILL STORE MANAGER>>. Our records show that we have not yet received your completed survey for the SNAP EBT Scanner Study. Your participation is voluntary and very important to us. Please return the survey within the next week. If you have any questions about the survey, please call our toll-free number XXX-XXX-XXXX.

1. LEFT MESSAGE
2. SOMEONE PICKED UP
3. UNABLE TO LEAVE MESSAGE

[TERMINATE]

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