



**D.6—SCANR Survey Questionnaire: Mail Version**

**Please complete this survey even if your business does not currently use scanning technology.** Please ask other employees if you do not know the answer to a particular question. For questions that ask for numbers or percentages, **your best estimate is acceptable.** For purposes of this survey, certain words have particular meanings, so please refer to the definitions provided. Unless otherwise indicated, please choose one answer for each question.

Answer all the questions by completely filling in the box to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens, you will see an arrow with a note that tells you what question to answer next, like this:

- Yes
- No → **GO TO QUESTION 4**

**Please return the completed survey within 2 weeks. The last page provides instructions on how to return the survey.**

**1. Questions about Your Store**

1. Is this store currently authorized to accept SNAP benefits?
  - Yes
  - No → **Complete Sections 1 and 2 and then return the survey.**

2. Does the owner of this store own and operate any stores at other locations?
  - Yes
  - No → **GO TO QUESTION 4**
3. How many other stores are owned and operated by this store's owner?
  - 1-3
  - 4-6
  - 7-9
  - 10 or more

**NOTE: For the remainder of the survey, all questions only concern the store location as identified at the top of this survey.**

4. How many cash registers/lanes are currently used by this store?
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6 or more
5. How does this store connect to the Internet?
  - Dial-up telephone line
  - High-speed Internet connection (e.g., cable TV modem, fiber optic connection)
  - This store does not have an Internet connection
  - Other (Please specify):  
\_\_\_\_\_

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 15 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.

6. Is this store also a WIC-authorized vendor? WIC refers to the Women, Infants, and Children Program.
- Yes, use paper vouchers
  - Yes, use Electronic Benefit Transfer system (eWIC)
  - No
7. How many unique **barcode food products** are sold in this store? Do **not** include products that are sold by weight. Remember that your best estimate is fine.
- Fewer than 100
  - 100 to 499
  - 500 to 999
  - 1,000 to 2,999
  - 3,000 to 4,999
  - 5,000 to 9,999
  - 10,000 to 14,999
  - 15,000 to 20,000
  - More than 20,000
8. How many **other unique food products** are sold in this store that **do not** have a barcode? These items are sometimes sold by weight and can include meat, fruit, vegetables and other items. Your best estimate is fine.
- None
  - 1 to 24
  - 25 to 49
  - 50 to 99
  - 100 to 499
  - 500 to 999
  - More than 1,000

## 2. Questions about Your Employees

9. How many **full-time** employees are currently employed at this store (including yourself, if appropriate)? By full time, we mean working at least 35 hours per week.
- 0
  - 1 or 2
  - 3 or 4
  - 5-9
  - 10-14
  - 15-20
  - More than 20
10. How many **part-time** employees are currently employed at this store (including yourself, if appropriate)? By part time, we mean working fewer than 35 hours per week.
- 0
  - 1 or 2
  - 3 or 4
  - 5-9
  - 10-14
  - 15-20
  - More than 20
11. How many of your full- or part-time employees are **primarily responsible** for checking out customers?
- 0
  - 1 or 2
  - 3 or 4
  - 5-9
  - 10-14
  - 15-20
  - More than 20

## 3. Questions About Your Store's Register System and Use of Scanning Technologies

**The following questions ask about your store's front-end register system and use of scanning technologies. By front-end register system, we mean the customer service/checkout lanes featuring a cash register and payment terminal.**

12. Is your store's front-end register system integrated with the EBT payment terminal?
- Yes
  - No, we must enter SNAP transactions in both the register and payment terminal.
13. Is the payment terminal(s) owned by the store or is it leased? **[Select all that apply]**
- Owned
  - Leased
  - Other (Please specify):  
\_\_\_\_\_
14. Who maintains and upgrades your store's front-end register system?
- Store employee → Specify job title of this person:  
\_\_\_\_\_
  - Service company or consultant
  - No one
  - Other (Please specify):  
\_\_\_\_\_
15. Does your store's register system scan barcodes on products during checkout?
- Yes, currently operational
  - Yes, in the process of purchasing/installing
  - No → **GO TO QUESTION 17**
16. Does your store's register system indicate whether products are eligible for purchase with SNAP benefits (for example, by using a flag or other indicator)?
- Yes, currently operational → **You have completed the survey**
  - Yes, in the process of purchasing/installing → **You have completed the survey**
  - No → **ANSWER QUESTIONS 17 AND 18**

17. There is a new law that will require all SNAP-authorized retailers to use scanners at checkout to accept SNAP benefits. In the future, your store may need to upgrade or purchase and maintain new equipment to comply with this law. How likely are you to do this so you can remain a SNAP-authorized retailer?
- Very unlikely
  - Somewhat unlikely
  - Neither unlikely nor likely
  - Somewhat likely
  - Very likely

18. In the table below, indicate how important each of the factors would be in your decision on whether to upgrade or purchase scanning technology that meets the new requirement.

	<b>Factor</b>	<b>Very Unimportant</b>	<b>Somewhat Unimportant</b>	<b>Neither Unimportant nor Important</b>	<b>Somewhat Important</b>	<b>Very Important</b>
a.	Slow or unreliable Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Cost to purchase, install, and maintain scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Lack of technical knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Limited checkout stand space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Unreliable electrical power causes frequent outages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Low SNAP sales volume	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Possible disruption of store operations during installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Cost to train staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Time to train staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	No one available to help with system failures and other troubleshooting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Time to evaluate and decide which type of scanner to install	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Staff have limited English-speaking ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	Time to maintain product database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Thank you for filling out the survey!**

Please return the survey in the enclosed prepaid envelope to RTI International, Attn: Data Capture (0215527.000.001.005.003) at 5265 Capital Blvd., Raleigh, NC 27690-1653.