

## D.7—SCANR Survey Questionnaire: Web-based Version and Screenshots

### [DISPLAY]

**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.

**We ask that you please complete the survey within two weeks.**

### [DISPLAY]

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.

### [DISPLAY]

The first few questions ask about your store.

### [SP]

Q1. Is this store currently authorized to accept SNAP benefits?

1. Yes
2. No

### [SP]

Q2. Does the owner of this store own and operate any stores at other locations?

1. Yes
2. No

### [IF Q2 = 1]

### [SP]

Q3. How many other stores are owned and operated by this store's owner?

1. 1-3
2. 4-6
3. 7-9
4. 10 or more

**[DISPLAY]**

For the remainder of the survey, all questions only concern the store location, store number, [INSERT FNS STORE NUMBER].

**[SP]**

Q4. How many cash registers/lanes are currently used by this store?

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6 or more

**[SP]**

Q5. How does this store connect to the Internet?

1. Dial-up telephone line
2. High-speed Internet connection (e.g., cable TV modem, fiber optic connection)
3. This store does not have an Internet connection
4. Other (Please specify): \_\_\_\_\_ **[SMALL TEXT BOX]**

**[SP]**

Q6. Is this store also a WIC-authorized vendor? WIC refers to the Women, Infants, and Children Program.

1. Yes, use paper vouchers
2. Yes, use Electronic Benefit Transfer system (eWIC)
3. No

**[SP]**

Q7. 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.

1. Fewer than 100
2. 100 to 499
3. 500 to 999
4. 1,000 to 2,999
5. 3,000 to 4,999
6. 5,000 to 9,999
7. 10,000 to 14,999
8. 15,000 to 20,000
9. More than 20,000

**[SP]**

Q8. 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.

1. None
2. 1 to 24
3. 25 to 49

4. 50 to 99
5. 100 to 499
6. 500 to 999
7. More than 1,000

**[DISPLAY]**

The next set of questions ask about your employees.

**[SP]**

Q9. 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.

1. 0
2. 1 or 2
3. 3 or 4
4. 5-9
5. 10-14
6. 15-20
7. More than 20

**[SP]**

Q10. 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.

1. 0
2. 1 or 2
3. 3 or 4
4. 5-9
5. 10-14
6. 15-20
7. More than 20

**[SP]**

Q11. How many of your full- or part-time employees are **primarily responsible** for checking out customers?

1. 0
2. 1 or 2
3. 3 or 4
4. 5-9
5. 10-14
6. 15-20
7. More than 20

**[IF Q1 = 2, DISPLAY]**

Thank you. You have completed the survey.

**[IF Q1 = 2, END SURVEY]**

**[IF Q1 = 1, DISPLAY]**

The next set of 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.

**[SP]**

Q12. Is your store's front-end register system integrated with the EBT payment terminal?

1. Yes
2. No, we must enter SNAP transactions in both the register and payment terminal.

**[MP]**

Q13. Is the payment terminal(s) owned by the store or is it leased? Select all that apply.

1. Owned
2. Leased
3. Other (Please specify): \_\_\_\_\_ **[SMALL TEXT BOX]**

**[SP]**

Q14. Who maintains and upgrades your store's front-end register system?

1. Store employee
2. Service company or consultant
3. No one
4. Other (Please specify): \_\_\_\_\_ **[SMALL TEXT BOX]**

**[IF Q14 = 1]**

**[TEXT]**

Q14a. Please provide the job title of the store employee who maintains and upgrades your store's front-end register system. \_\_\_\_\_ **[SMALL TEXT BOX]**

**[SP]**

Q15. Does your store's register system scan barcodes on products during checkout?

1. Yes, currently operational
2. Yes, in the process of purchasing/installing
3. No

**[IF Q15 = 1 OR 2]**

**[SP]**

Q16. Does your store's register system identify products that are eligible and not eligible for purchase with SNAP benefits (for example, by using a flag or other indicator)?

1. Yes, it is currently operational
2. Yes, you are in the process of purchasing/installing
3. No

**[IF Q16 = 1 OR 2, DISPLAY]**

Thank you. You have completed the survey.

**[IF Q16 = 1 OR 2, END SURVEY]**

**[IF Q15 = 1 OR 2 AND Q16 = 3]**

**[SP]**

Q17. 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?

1. Very unlikely
2. Somewhat unlikely
3. Neither unlikely nor likely
4. Somewhat likely
5. Very likely

**[IF Q15 = 3 OR (Q15 = 1 OR 2 AND Q16 = 3)]**

**[SP]**

Q18A-E

How important would each of these factors be in your decision on whether to upgrade or purchase scanning technology that meets the new requirement? **[RANDOMIZE ORDER OF FACTORS]**

Factor	Very Unimportant	Somewhat Unimportant	Neither Unimportant nor Important	Somewhat Important	Very Important
Slow or unreliable Internet access					
Cost to purchase, install, and maintain scanner					
Lack of technical knowledge					
Limited checkout stand space					
Unreliable electrical power causes frequent outages					

**[IF Q15 = 3 OR (Q15 = 1 OR 2 AND Q16 = 3)]**

**[SP]**

Q18F-J.

How important would each of these factors be in your decision on whether to upgrade or purchase scanning technology that meets the new requirement? **[RANDOMIZE ORDER OF FACTORS]**

Factor	Very Unimportant	Somewhat Unimportant	Neither Unimportant nor Important	Somewhat Important	Very Important
Low SNAP sales volume					
Possible disruption of store operations during installation					
Cost to train staff					
Time to train staff					
No one available to help with system failures and other troubleshooting					

Q18K-M.

How important would each of these factors be in your decision on whether to upgrade or purchase scanning technology that meets the new requirement? **[RANDOMIZE ORDER OF FACTORS]**

Factor	Very Unimportant	Somewhat Unimportant	Neither Unimportant nor Important	Somewhat Important	Very Important
Time to evaluate and decide which type of scanner to install					
Staff have limited English-speaking ability					
Time to maintain product database					

**[DISPLAY]**

Thank you. You have completed the survey.

Close Preview

Restart Survey

Place Bookmark

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.

We ask that you please complete this survey within two weeks.

>>

Powered by Qualtrics

Close Preview

Restart Survey

Place Bookmark

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.

>>

Powered by Qualtrics



Close Preview

Restart Survey

Place Bookmark

The first few questions ask about your store.

---

Is this store currently authorized to accept SNAP benefits?

Yes

No

>>

Powered by Qualtrics

Close Preview

Restart Survey

Place Bookmark


Does the owner of this store own and operate any stores at other locations?


Yes

No

>>

Powered by Qualtrics

Close Preview Restart Survey 

Place Bookmark 

How many other stores are owned and operated by this store's owner?

1 - 3

4 - 6

7 - 9

10 or more

>>

Powered by Qualtrics

Close Preview Restart Survey [Settings]

Place Bookmark [Mobile]

For the remainder of the survey, all questions only concern the store location, store number, [INSERT STORE NUMBER].

---

How many cash registers/lanes are currently used by this store?

1

2

3

4

5

6 or more

>>

Close Preview   Restart Survey   ⚙️   Place Bookmark   📱

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)

>>

Powered by Qualtrics

Close Preview [Restart Survey](#)  [Place Bookmark](#) 

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

Close Preview

Restart Survey

Place Bookmark

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

>>

Powered by Qualtrics

Close Preview

Restart Survey

Place Bookmark

The next set of questions ask about your employees.

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

>>



Close Preview

Restart Survey

Place Bookmark

How many **part-time** employees are currently employed at this stores (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

>>

Close Preview

Restart Survey

Place Bookmark

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

>>

Close Preview

Restart Survey

Place Bookmark

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

>>

Powered by Qualtrics

Close Preview

Restart Survey

Place Bookmark

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.

>>

Powered by Qualtrics

Close Preview Restart Survey ⚙️ Place Bookmark ⌵ 📱

Is the payment terminal(s) owned by the store or is it leased? (Select all that apply.)

Owned

Leased

Other (Please specify):

>>

Powered by Qualtrics

Close Preview Restart Survey ⚙️ Place Bookmark ☑️ 📱

Who maintains and upgrades your store's front-end register system?

Store employee

Service company or consultant

No one

Other (Please specify):

>>

Powered by Qualtrics

Close Preview



Restart Survey

Place Bookmark

Please provide the job title of the store employee who maintains and upgrades your store's front-end register system.

>>

Powered by Qualtrics

Close Preview [Restart Survey](#)  [Place Bookmark](#) 

Does your store's register system scan barcodes on products during checkout?

Yes, currently operational

Yes, in the process of purchasing/installing

No

[>>](#)

Powered by Qualtrics



Close Preview

Restart Survey

Place Bookmark

Does your store's register system identify products that are eligible and not eligible for purchase with SNAP benefits (for example, by using a flag or other indicator)?

Yes, currently operational

Yes, in the processing of purchasing/installing

No

>>

Powered by Qualtrics

Close Preview

Restart Survey

Place Bookmark

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 likely nor unlikely


Somewhat likely

Very likely

>>

Powered by Qualtrics

Close Preview [Restart Survey](#) 



Place Bookmark 

How important would each of these factors be in your decision on whether to upgrade or purchase scanning technology that meets the new requirement?

	Very Unimportant	Somewhat Unimportant	Neither Unimportant nor Important	Somewhat Important	Very Important
Slow or unreliable Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unreliable electrical power causes frequent outages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost to purchase, install, and maintain scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of technical knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited checkout stand space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[>>](#)

Powered by Qualtrics



Close Preview [Restart Survey](#)  [Place Bookmark](#) 

How important would each of these factors be in your decision on whether to upgrade or purchase scanning technology that meets the new requirement?

	Very Unimportant	Somewhat Unimportant	Neither Unimportant nor Important	Somewhat Important	Very Important
Time to train staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible disruption of store operations during installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost to train staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low SNAP sales volume	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>

[>>](#)

Powered by Qualtrics

Close Preview [Restart Survey](#)  [Place Bookmark](#) 

How important would each of these factors be in your decision on whether to upgrade or purchase scanning technology that meets the new requirement?

	Very Important	Somewhat Unimportant	Neither Unimportant nor Important	Somewhat Important	Very Important
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"/>
Time to maintain product database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff have limited English speaking ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[>>](#)

Powered by Qualtrics

Close Preview

Restart Survey

Place Bookmark

Thank you. You have completed the survey.

>>

Powered by Qualtrics