



### **E.3 - Follow-Up Interviews with Stores with Scanning Technologies that Meet the Federal Requirement: Recruitment Scheduling Script**

Hello, my name is *[name of interviewer]*.

*[If letter/email was sent]* I'm calling to follow up on a letter/email from the Altarum Institute as part of the SNAP EBT Scanner Study that was sent recently to *[insert name of store contact]*. I work for the Altarum Institute, and we are conducting interviews as part of this study for the U.S. Department of Agriculture, Food and Nutrition Service.

*[If letter/email was not sent, e.g., address not available]* I'm calling from the Altarum Institute as part of the SNAP EBT Scanner Study. We are conducting interviews as part of this study for the U.S. Department of Agriculture, Food and Nutrition Service to better understand how the new scanner requirement in the 2014 Farm Bill will affect small business owners, like you, who accept SNAP benefits. You may recall completing a survey for this study earlier this year. We have selected your business to be one of a small number of stores to take part in a follow-up interview to collect additional information on the type of technology used in small stores at checkout.

Am I speaking to *[insert name of store contact]*?

*[If yes, or if store contact designates another person to speak to you and that person is available, proceed. If neither the store contact nor the person they designate are available, ask if it is better to leave a message for him/her to return your call or to call back later during the day or the following day.]*

*[If speaking to store contact or designee]*

Thank you again for completing the survey earlier this summer. I understand from the survey that your store uses bar code scanners at checkout which identify whether items are eligible for SNAP. I'm interested in interviewing small store owners and operators, such as yourself, about your experience with using scanning equipment. For example, I'd like to hear about the costs of installing and operating scanners and the process used to maintain it. I'd also like to know about the challenges and benefits of using scanners. You will receive a \$20 Visa gift card as a token of appreciation after the interview.

The information from the interviews will help us understand more about the costs and operation of scanners in small stores. Taking part in the interview is voluntary and will not affect your authorization to accept SNAP benefits if you choose not to respond in part or whole.

I'll be interviewing businesses in your area during the week of *[insert dates]*. Can I schedule 30 minutes to meet with you in your store during that time period?

*[If the store contact or designee is hesitant]*

Do you have questions about the purpose of the interviews? *[Respond to questions]*

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**

*[If store contact or designee has limited English proficiency or is not familiar with the store's scanning technology]*

Would you prefer somebody else from your business take part in the interview? *[If yes, explain that the person needs to be knowledgeable about the store's scanning technology and the costs to install and operate it. Ask to speak to that person or provide name and phone number for them to call back.]*

*[If store contact or designee agrees, discuss options and select date/time for the interview]*

Okay, we are set for the interview on *[date, time]*. What is the best phone number to reach you to confirm before I come to the store?

Again, my name is *[insert name]* from the Altarum Institute. If you need to contact me to reschedule or if you have questions before the interview, you can reach me at *[insert phone number]*.

*[If the store contact or designee will not agree to be interviewed, thank them for their time and conclude the call.]*

Thank you very much.

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.