



E.4 - Follow-Up Interviews with Stores without 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 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. You will receive a \$20 Visa gift card as a token of appreciation after the interview.

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 for completing the survey earlier this summer. I understand from the survey that your store does not currently use bar code scanners [or bar code scanners that identify SNAP-eligible items] during checkout. I'm interested in interviewing owners and operators of small stores like yours about the scanners your store uses and to learn about costs and other considerations associated with buying, installing, and using scanners at checkout to identify which items are eligible to be purchased with SNAP benefits.

The information from the interviews will help us understand more about the scanners currently used in small stores and about possible challenges related to buying, installing, and using scanners that meets the new SNAP requirement. Taking part in the interview is voluntary and will not affect your authorization to accept SNAP benefits if you choose not to participate in part or in whole.

Do you have 20 to 30 minutes to do the interview now or would another time be better?

[If the store contact or designee is hesitant to participate]

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 POS 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 POS technology. Ask to speak to that person or provide name and phone number for them to call back.]*

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

[If interview is scheduled for another time]

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

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.