Please not that skips are invoked automatically conditional upon response. Skip indicators will not appear and are added strictly for the convenience of the reviewer.

#### Company Survey of Large SNAP Retailers

OMB Control No.: 0584-NEW Expiration Date: xx/xx/xxxx Company Survey of Large SNAP Retailers

This survey is being conducted for the Food and Nutrition Service, U.S. Department of Agriculture as part of a study of the large retail chains participating in the Supplemental Nutrition Assistance Program (SNAP, formerly food stamps). All responses will be kept private to the extent allowed by law; no names will be used in our reports, and only aggregated results will be used in reports.

The study is authorized by the Agricultural Act of 2014, 7 U.S. Code § 2026 - Research, demonstration, and evaluations, (I) Cooperation with Program Research and Evaluation, which says "States, State agencies, local agencies, institutions, facilities such as data consortiums, and contractors participating in programs authorized under this Act shall—"(1) cooperate with officials and contractors acting on behalf of the Secretary in the conduct of evaluations and studies under this Act; and 2) submit information at such time and in such manner as the Secretary may require."

Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to U.S. Department of Agriculture

Send comments regarding this burds U.S. Department of Agriculture Food and Nutrition Service Office of Policy Support, Suite 1000 Alexandria, VA 22302 Attn: Dr. Eric Sean Williams

We thank you for your cooperation and participation in this very important study.

Continue

Finish Later

Public reporting burden for this collection of information is 0584-NEW is estimated to average 90 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. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302

#### Company Survey of Large SNAP Retailers

Introduction/Responses to Frequently Asked Questions (FAQ)
WHO the U.S. Department of Agriculture (USDA) hired to conduct this survey
USDA's Food and Nutrition Service (FNS) hired independent researchers at Economic Systems, Inc. of Falls Church, VA (http://www.econsys.com/) working with the Florida Survey Research Center
(http://lisurveyresearch.centers.ufl.edu/) at the University of Florida, to conduct a study of the Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps). They are FNSauthorized representatives

WHY USDA/FNS asks large SNAP retailers to respond to this survey
USDA research found that rates of SNAP fraud for small stores are up to 10 times higher than the rate for large retailers. FNS's most recent published research found that small stores account for only
15 percent of SNAP redemptions, but are responsible for 85 percent of SNAP fraud.
Given these findings, USDA wants to learn about the loss prevention and other practices used by large chains that may contribute to the low rates of SNAP fraud among large retailers.

This survey asks about organization, loss prevention, staff training, company policies, point of sale (POS) and other systems, analytics, training, surveillance and investigation

HOW FNS will use the results
FNS plans to use the results to compare their own efforts in preventing SNAP fraud to those of large retail chains, which as a group have demonstrated an ability to prevent SNAP fraud.

Privacy
Answers to survey questions will be secured and not shared with anyone outside the research team, except as otherwise required by law. No names will be used in the reports, and only aggregated results will be included in our reports. Respondents are notified that answers given will be kept private and used for research and statistical purposes only.

Voluntary
This survey is voluntary and nonresponse will not affect your company's SNAP authorization. You do not have to answer any questions that you do not want to answer

#### Paperwork Reduction Act Notice

The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 90 minutes per response, including the time needed to review instructions, search existing data resources, gather the data needed, and complete and review the information collection.

Questions and Comments
If you have any questions about this research or how to complete this survey, please call 866-392-3475. If you have any questions for USDA's Food and Nutrition Service about this project, you may contact the USDA project officer, Dr. Eric Sean Williams, at 703-305-2640 or Eric. Williams@fns.usda.gov.

Thank you in advance for your time and participation.



Finish Later Back

#### Company Survey of Large SNAP Retailers

#### SURVEY INSTRUCTIONS

Before you begin

- Before you begin . . .

  If the company has a single chain of stores, please proceed

  If the company has a single chains, the survey pertains only to the chain referenced in the letter you received from USDA/FNS announcing this survey.

  If the company owns and franchises stores, the survey pertains to company-owned stores and services provided by the company to franchisees.

  If the stores are a part of a cooperative or affiliate, the survey pertains to the services the company provides to member or affiliated stores.

This survey asks about loss prevention and SNAP violations. Misuse of SNAP in retail settings includes these types of violations:

• Accepting SNAP benefits for non-food or hot food purchases.

• Cash being provided as change for SNAP benefits.

• Exchanging SNAP benefits for cash, usually at a lesser value.

• Allowing SNAP purchases to be returned for cash or store credit instead of being credited to the SNAP EBT card.

• Stolen cards being used to make purchases at authorized SNAP retail stores.

- Purchased cards being used to make purchases at authorized SNAP retail stores.

FNS recognizes that some violations can occur due to misunderstanding, lack of knowledge, and that stolen or purchased cards and non-receipted returns would not be detectable by SNAP retailers.

Please complete this electronic survey by either marking the appropriate answer(s) or typing an answer in the space provided. Loss Prevention (LP) and/or Asset Protection (AP) Departments are expected to answer this survey. If requested information is not available through LP/AP, each survey section suggests other corporate departments that may have pertinent information. If it is not feasible to obtain the requested information, enter "not sure" as the response.



Company Survey of Large SNAP Retailers	
Organizational Structure  First, we have a few questions about organization of the company and the loss prevention department. [Most que Protection (AP) department, some may involve store operations.]	estions can be answered by the head of the Loss Prevention (LP) and/or Asset
Please describe how your company is organized/structured (Please select the best response)	
Parent company owns and operates all stores under one banner	
Parent company owns several chains which have different names, but operate under the parent company	
Parent company owns several chains which operate separately	
Parent company grants franchises which operate under parent company	
Parent company grants franchises which are independently owned and operated	
Parent company both owns stores and franchises stores	
Company has affiliation or cooperative relationship with stores and provides services to stores	
Other (Please describe below)	
Not sure	
Prefer not to answer	
1A. Please describe other	
Some other type of organization	
Does the company have LP/AP personnel outside of corporate headquarters organized into units, such as regreter not to answer  B-Please estimate how much of the company's LP resources are allocated to:(Total should equal 100%)  A. Asset protection 20 Not Sure Prefer Not to Answer	gion, district, zone, markets and/or groups? ● Yes ● No ● Neither ● Not sure ●
BB. Training 20 Not Sure Prefer Not to Answer	
C. Video Surveillance 20 Not Sure Prefer Not to Answer	
BD. In-store investigation 20 Not Sure Prefer Not to Answer  BE. Analytics 20 Not Sure Prefer Not to Answer	
F. Other O Not Sure Prefer Not to Answer	
Do all the company's retail stores have investigators on site?	
All stores have investigators on site	
Some but not all have investigators on site	
No investigators on site	
Not sure	
Prefer not to answer	

5-Using a scale from 1 to 5, where 1 is "managers have complete autonomy/discretion," and 3 is "corporate policy must be followed without exception," please tell us how much control individual store managers have in the following types of store operations:

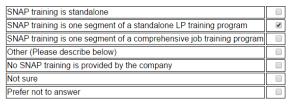
	Complete autonomy <> No autonomy				
	1 Managers have complete autonomy	2 Managers have some autonomy	3 Corporate must be followed without exception	Not sure	Prefer not to answer
5A. Hiring store employees	•		0		
5B. Training store employees	•	0		0	
5C. Processing merchandise returns	0	•	0	0	
5D. Placement of video surveillance in store	0	0	•	0	0
5E. Fraud/theft investigations involving employees	0	0	•	0	0
5F. Fraud/theft investigations involving customers	•	0	0	0	0

Continue	Finish Later	Back	

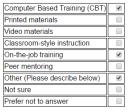
## Company Survey of Large SNAP Retailers Corporate involvement in SNAP Next, we have a few questions about company-wide involvement in the SNAP program. [Human Resources and/or Store Operations departments may be able to provide information to answer some of these questions.] 6. Please tell us which departments/offices of the company have any involvement with SNAP (i.e., training, store SNAP applications, LP/AP, point of sale (POS) systems, transaction processing, etc.) in any way? (Please mark ALL that apply.) Communications Compliance Computer Programming/IT Customer Service Human Resources Finance/Accounting/Treasury Licensing/government relations Loss Prevention/Asset Protection Merchandising Store Operations Other (Please describe below) Prefer not to answer 6A. Please describe other Some other department 7A. What department has the coordinating role? Finish Later Continue

he next set of questions covers how staff become	informed about SNAP requirem	nents.
•	•	
. How does the company find out about changes in rom FNS monthly emails and special announcements	III SNAP rules and regulations?	
O Don't Know Prefer not to Answer		
For which of the following employee groups does	s the company provide training r	related to SNAP rules and regulations (including violations)? (Please mark ALL that apply.)
. For which of the following employee groups doe	s the company provide training re	Telated to SNAF fules and regulations (including violations)? (Flease mark ALL that apply.)
Sales associates/ cashiers	✓	
Customer service/staff who process returns		
Loss prevention/Asset protection staff		
Point of Sale (POS) System staff		
Computer staff		
Finance/Accounting staff	✓	
Other staff, specify below	✓	
Other staff, specify below	✓	
Other staff, specify below	✓	
None		
OA Disease seeds to the set off.		
Please specify other staff: Some other group     Please specify other staff: Some other group		
9C. Please specify other staff: Some other group		
. ,		
If Q10 is "No SNAP training provide	ed by company", go to C	Q14
40. Diagos indicata how training on CNAD rules	and regulations is included in t	the training program for new sales associates/cashiers;
10. Please indicate now training on SNAP rules	and regulations is included in t	the training program for new sales associates/cashiers.
SNAP training is standalone		
SNAP training is one segment of a stand	alone LP training program	
SNAP training is one segment of a comp	rehensive job training program	
Other (Please describe below)		
No SNAP training is provided by the com	pany	
Not sure		
Not sure Prefer not to answer	ll l	

10. Please indicate how training on SNAP rules and regulations is included in the training program for new sales associates/cashiers:



11. What methods are used to deliver training to new sales associates/cashiers on SNAP rules and regulations (including violations)? (Please mark ALL that apply.)



11A. Please describe other: Some other type of method

12 Does the company's training program regarding SNAP rules and regulation (including violations) make use of training materials provided by USDA Food and Nutrition Service (FNS)? 

• Yes 
• No 
• Not sure 
• Prefer not to answer

12B. Using a scale from 1 to 5, where 1 is "not useful at all" and 5 is "very useful," how useful are the training materials provided by USDA FNS to the company's SNAP training? 0 1 Not useful at all 2 Rarely useful 3 Sometimes useful 4 Often useful 5 Very useful Not sure Prefer not to answer

If Q12=NO

12 Does the company's training program regarding SNAP rules and regulation (including violations) make use of training materials provided by USDA Food and Nutrition Service (FNS)? 

Yes 
No Not sure Prefer not to answer

12A. Please explain to help us understand why the company does not use the USDA/FNS training materials.

Some reason why not Don't Know Prefer not to Answer

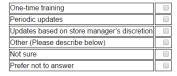
Continue Finish Later Back

#### Page 7

#### Company Survey of Large SNAP Retailers

[These questions may be answered by LP/AP or store operations.]

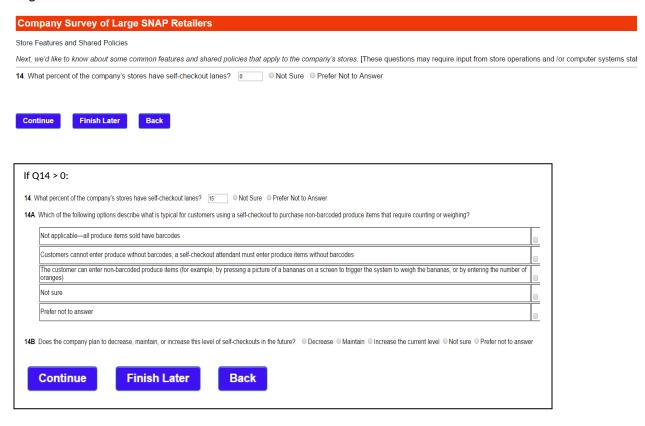
13. Is training on SNAP rules and regulations (including SNAP violations) a one-time program, or do staff periodically receive updated training on SNAP?



13B-Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective are the company's employee training programs in . . .?

	Not at all effective <> V	ery effective					
	1 Not at all effective	2 Slightly effective	3 Somewhat effective	4 Effective	5 Very effective	Not sure	Prefer not to answer
13B. Limiting loss to the company?					•		
13C. Limiting SNAP violations?							





 $\odot$ 

#### Page 9

045 : 0			to Answer				
Q15 >0:							
Please estimate the percent of the company's stores that use m sales and to identify the form(s) of tender for each sale.]			ent system is a comp	outerized system	that, at a mini	mum, is used to	account for revenue
A-Using a scale from 1 to 5, where 1 is "not at all effective" a			ompany's cash man	agement system	in:		
	Not at all effective <> Ve  1 Not at all effective		S Compulat offecti	ve 4 Effective 5	Veny effectiv	e Not sure Pr	for not to answer
5A.Limiting loss to the company?	O O	2 Oligitay Checave		®		O INOU SUITE I II	
B.Limiting SNAP purchases of non-permitted items in the impany's stores?	0	0	0	0	•	0	0
5C.Limiting cash being returned for SNAP EBT transactions?	0	0	0			0	
	at use an inventory ma		. [An inventory ma			nputerized sy	

Continue

16A Limiting loss to the company? 16B.Limiting purchases of non-permitted items in SNAP transactions?

Finish Later

Back

16A-Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective is the company's inventory management system in:

| Not at all effective | Somewhat effective | What is a company is inventory management system in:
| Not at all effective | Somewhat effective | What is a company is inventory management system in:
| Not at all effective | Somewhat effective | What is a company is inventory management system in:
| Not at all effective | Somewhat effective | What is a company is inventory management system in:
| Not at all effective | Somewhat effective |

## If Q17 is 0 continue to Q18

Company Survey of Large SNAP Retailers
Point of Sale System (POS) System
Next, we are going to focus on the company's POS system. [Definition: A point of sale (POS)) system is, at a minimum, a computerized register that uses a barcode scanner to identify products being sold and to calculate the amount of the sale to the customer. POS systems can be programmed to identify SNAP-permitted items.]
17. Please estimate the percent of the company's stores that use POS systems.
Continue Finish Later Back

## Page 11 (1 of 2)

If Q17>0:

Compan	v Surve	v of Lard	ne SNA	P Retai	lers

17A. Are the company's POS systems integrated with inventory such that sales can be tracked against inventory? 

Yes No Some are integrated, some are not Not sure Prefer not to answer.

L7B is "Most", "Some" or "Few":	
How much of the SNAP-permitted food items have barcoop-permitted)?	des that identify them as SNAP-permitted by the company's POS (rather than requiring the cashier to determine whether a foo
<u> </u>	
All	
Most	
Some	
Few	
None	
Not sure	
Prefer not to answer	
In which of the following categories are feed items so	old without barcodes that identify them as SNAP permitted in the DOS2 (Please mark ALL that apply.)
In which of the following categories are food items so  Fresh meat	old without barcodes that identify them as SNAP-permitted in the POS? (Please mark ALL that apply.)
Fresh meat	
Fresh meat Fresh produce	
Fresh meat Fresh produce Packaged/canned food	
Fresh meat Fresh produce Packaged/canned food Frozen food	
Fresh meat Fresh produce Packaged/canned food Frozen food SNAP-allowed deli products like meats and cheeses	
Fresh meat Fresh produce Packaged/canned food Frozen food SNAP-allowed deli products like meats and cheeses Dairy	
Fresh meat Fresh produce Packaged/canned food Frozen food SNAP-allowed deli products like meats and cheeses Dairy Bakery	
Fresh meat Fresh produce Packaged/canned food Frozen food SNAP-allowed deli products like meats and cheeses Dairy Bakery Bulk foods like grains, nuts, dried fruit	

17C. Which organizational levels are involved in programming SNAP-permitted foods into the Point of Sale (POS) system? (Please mark ALL that apply.)

Corporate level	•
Regional level	
District level	•
Store level	
Other, please describe below	•
Not sure	
Prefer not to answer	

17C1. Please describe other Some other level

Which of the following types of information are collected by POS and/or cash management systems? (Please mark ALL that apply.) 17D1. Basic transaction data:

Cashier identifier

Cashler identiller	
Customer identifier or loyalty program number	✓
Register identifier	✓
Time of transaction	✓
Date of transaction	✓
None of these	
Not sure	
Prefer not to answer	

17D2. Transaction type and value:

Type of sale (e.g., regular or return)	
Type of return credit (cash, credited to original payment tender, store credit, exchange of the same/like item)	•
Transaction value	•
Discounts, coupons applied	
None of these	
Not sure	
Prefer not to answer	

## Page 11 cont. (2 of 2)

#### 17D3. Transaction item details:

Number of items purchased	•
Transaction elapsed time	
Transaction details on product pricing	
Transaction details on SNAP-allowed	•
Transaction details on product type(s) (grocery, deli, etc.)	
None of these	
Not sure	
Prefer not to answer	

## 17D4. Tender details:

Transaction tender type (e.g., cash, check, credit, debit, EBT)	•
Number of types of tender used (e.g., multiple credit cards, cash plus debit card, etc.)	✓
Specific tender identification (e.g., card number, check number)	✓
None of these	
Not sure	
Prefer not to answer	

17E. How long beyond the transaction date does the company typically retain data collected by the POS system?

1 day or less	
2 to 7 days	•
8 to 14 days	
15 to 30 days	
1 to 3 months	
4 to 6 months	
7 to 9 months	
10 to 12 months	
More than 1 year	
Varies by type of information	
Prefer not to answer	

	of information"	
low long beyond the trans	date does the company typically retain data collected by	the POS system?
1 day or less	=1	
	4	
2 to 7 days	1	
8 to 14 days	1	
15 to 30 days	J .	
1 to 3 months	j i	
4 to 6 months	ā a a a a a a a a a a a a a a a a a a a	
7 to 9 months	ī l	
10 to 12 months	<u> </u>	
More than 1 year	ī	
Varies by type of information	8	
Prefer not to answer	ā	

[These questions may be answered by LP]

17F-Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective is the company's POS system in:

	Not at all effective <> Ve	t all effective <> Very effective						
	1 Not at all effective	2 Slightly effective	3 Somewhat effective	4 Effective	5 Very effective	Not sure	Prefer not to answer	
17F1.Limiting loss to the company?				•				
17F2.Limiting purchases of non-permitted items in SNAP transactions?	0	0	0	0	•		0	
17F3.Limiting cash returned as change in a SNAP EBT transaction?	0	0	0		•		•	



#### Page 12 (1 of 3)

Company Survey of Large SNAP Retailers								
VIDEO SURVEILLANCE AT THE CHECKOUT Next, we are going to focus on video surveillance at the checkou	t.							
18. Please estimate what percentage of the company's stores ha	ve video surveillan	nce at the checkout:	0 Not Sure	e Prefer	Not to Answer	f		
If Q18 is greater than 0  18. Please estimate what percentage of the company's stores to	ave video surveilla	nce at the checkout:	75 Not Sure	O Prefer N	Not to Answer			
18-Using a scale from 1 to 5, where 1 is "not at all effective"	and 5 is "very effect		s checkout video surveil	lance as a t	ool in:			
			3 Somewhat effective	4 Effective	5 Very effective	e Not sure	Prefer not to answer	
18A1.Limiting loss to the company?	0	0	0		0	0		
18A2.Limiting misuse of SNAP in the company's stores?				(0)				

<b>19</b> . Do	pes the company have a policy for non-receipted returns of food ite	ms?	Yes
	<ul> <li>A. For a non-receipted return of a food item, is the company's geneeipted returns are not accepted   Prefer not to answer</li> </ul>	ral polic	cy for employees to first ask what form of payment was used in the purchase?       Yes  No  Not applicable—non-
19E	3. If the type of payment cannot be confirmed, what is possible?		
	Return is refused		ī
	Customer is given a like item in exchange	•	ī
	Customer is given store credit for the item	•	<u> </u>
	Customer is given cash for the item		ī <sup>†</sup>
	Customer is given their preference (like item, store credit, or ca	sh)	ī <sup>†</sup>
	The manager may use his/her discretion		, i
	Other (Please describe below)	€	
	Not sure		, i
	Prefer not to answer		, i
	19B1. Please describe other Some other type of payment		
	<ol> <li>Does the company's food return policy generally take into account sure</li></ol>	nt the p	rice of an item in determining if the return will be accepted on a non-receipted return?       Yes   No   Varies by store
	19D. At what dollar amount is manager approval required to account	ept the	returned food? 25.00 Not Sure Prefer Not to Answer

20. Does the company have a policy on customer use of multiple payment cards that applies to food purchases? 

Yes 

No 
Varies by store 

Prefer not to answer

20A. What is the company's general policy on customer use of multiple payment cards that applies to food purchases?

It is a general company policy

Ono't Know Prefer not to Answer

21A. What is the company's general policy on customer use of multiple SNAP EBT cards as payment?

It is a general company policy

Ono't Know Prefer not to Answer

ANALYTICS

Now, we have some questions about the use of analytics by the company. These questions may be answered by the analytics or LP/AP manager.

22. Does the company conduct analyses of store-level POS system data and/or other data to identify possible fraud and theft? 

 Yes 

 No Prefer not to answer

## Page 12 cont. (2 of 3)

If Q22 is Yes: complete Q22A-Q22H9
<u>4-2-</u> 16 166 6611 plate <u>4-2.</u> 1 <u>4-2.</u> 17
22. Does the company conduct analyses of store-level POS system data and/or other data to identify possible fraud and theft? • Yes • No • Prefer not to answer
22A. What types of transactions are subjected to analyses?
Both SNAP and non-SNAP transactions
Only non-SNAP transactions
Only SNAP transactions
Prefer not to answer
22B. Does the company employ in-house statisticians or analysts to conduct analysis on store-level data?    Yes   No  Prefer not to answer  22C. Which types of software does the company use to analyze data for loss prevention? (Please mark ALL that apply)
Internally developed software
Off-the-shelf purchased software
Custom software purchased from a vendor
Other (Please describe below)
Not sure
Prefer not to answer

22E. Does the company contract with	vendors to provide analytical services	s "Offes the shelf purchased software or "Custom Software purchased from a vendor" or "other"	·:
22F. What vendor or vendors does	the company contract with 22D. What is to	he name of the purchased analytical software and the company that provides it?	
On't Know Prefer not to A			
22G. Does the company use the resu	Its from analytics to trigger 22D1. What is	the name of the purchased analytical software and the company that provides it?	
No	● Don't Knor		
Yes, both SNAP and non-SNAI	ransactions can trigger fu 22D2. Describ	e other:  some other software	O Don't Know
Yes, but only non-SNAP transa	ctions can trigger further ac		
Yes, but only SNAP transaction	s can trigger further action		
Prefer not to answer			

Which analytic indicators could trigger further action or investigation? (Please mark ALL that apply.) 22H1. Register attendant actions:

Excessive overrides	
Excessive generic codes or SKUs (e.g., "grocery" for a specific item)	✓
Excessive keyed items (instead of scanned items)	✓
Excessive item voids	
Excessive transaction voids	•
Excessive register markdowns	
Excessive transaction time	
Low transaction volume	•
Excessive coupon/discount amounts	
Other outlier transaction values	
Not sure	
Prefer not to answer	

#### 22H2. Tender:

Excessive number of types of tender in a transact	ion
Excessive number of payment cards in a transact	ion
Not sure	
Prefer not to answer	

## Page 12 cont. (3 of 3)

#### 22H3. Sales:

Round number transaction totals	✓
Not sure	
Prefer not to answer	

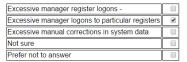
#### 22H4. Cash drawer discrepancies

Discrepancies between cash and other forms of tender	
Cash drawer shortages	✓
Not sure	
Prefer not to answer	

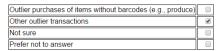
#### 22H5. Inventory:

Inventory too high relative to sales	
Inventory too low relative to sales	✓
Not sure	
Prefer not to answer	

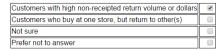
#### 22H6. Manager actions:



#### 22H7. Self-Checkouts:



#### 22H8. Returns:



22H9. Please list any other indicators that are important to the company in controlling fraud and theft, such as specialized geographic analyses, specialized analyses of short-term or part-time employee behaviors, etc.

Some other indicators

Don't Know Prefer not to Answer



## Company Survey of Large SNAP Retailers

We are interested in learning how issues identified through analytics are resolved.

22I-In considering the company's analytical findings and exception reports over the last year, on a scale of 1 to 5 where 1 is "never" and 5 is "always," please describe how often they were resolved in these ways.

	Never <						
	1 Never	2 Rarely	3 Sometimes	4 Often	5 Always	Not sure	Prefer not to answer
2211.Issues were forwarded to a supervisor or store manager for review, retraining or disciplinary action	0	•		0			0
2212.Issues were forwarded to an in-store investigator for resolution.	0		•				0
2213.Corporate, regional or district LP staff resolved the issues by gathering information via email/phone call	0	0		•	0		0
2214.Corporate, regional or district LP staff resolved the issues via in-person, on-site investigation.	0	0		0	•	0	0
2215.Corporate, regional or district LP staff or store staff brought in law enforcement.	•	0		0			0
2216. Issues were resolved in some other way (Please describe)			•				0







## Page 14

# Company Survey of Large SNAP Retailers 23-Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective are analytics in: | Not at all effective | 2 Slightly effective | 3 Somewhat effective | 4 Effective | 5 Very effective | Not sure | Prefer not to answer 23A1.Limiting loss to the company 23A2 Limiting misuse of SNAP in the company's stores, regardless of whether the analytics specifically targeted misuse of SNAP

24. Has the company performed any analytics specifically related to SNAP purchases in the company's stores? ® Yes © No © Not sure © Prefer not to answer

Exception analysis on value of SNAP transactions		
Exception analysis on round number SNAP purchases	€	
Exception analysis on the same item being purchased excessively in a SNAP purchases		
Exception analysis on SNAP purchases at or near EBT card limit	₹	
Exception analysis on store volume of SNAP transactions		
Exception analysis on generic grocery or other codes in SNAP transactions		
Exception analysis on manager overrides in SNAP transactions	₹	
Exception analysis on employee voids in SNAP transactions		
Unauthorized product purchases		
Length of transaction time (difference by EBT tender vs. another tender)		
Returns of SNAP purchases		
Types of products purchased in SNAP transactions		
Use of multiple SNAP EBT cards in a SNAP transaction		
SNAP purchases in self-checkout lanes		
Other (Please describe below)	€	
Not sure		
Prefer not to answer		

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#### Company Survey of Large SNAP Retailers

Fraud and Fraud Investigations
Next, we have a few questions about fraud.

25-Using a scale from 1 to 5, where 1 is "never a challenge"	' and 5 is "always a o	challenge," how muc	h of a challenge do these t	ypes of SNAP fraud	or unusual activities p	ose to the	e company?
	Never a challenge <>	er a challenge <> Always a challenge					
	1 Never a challenge	2 Rarely a challenge	3 Occasionally a challenge	4 Often a challenge	5 Always a challenge	Not sure	Prefer not to answer
25A.SNAP participants purchasing non-SNAP products with SNAP EBT cards	•	0	0	0	0	0	0
25B.SNAP participants getting cash as change for SNAP EBT purchases	0	•	0	0	0	0	0
25C.SNAP participants using multiple EBT cards to pay for a SNAP purchase	•	0	0	0	0	0	0
25D.SNAP participants getting cash or non-SNAP items for SNAP EBT returns	0	•	0	0	0	0	0
25E.Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores	•	0	0	0	0		0

25A1. You identified SNAP participants purchasing non-SNAP products with SNAP EBT cards as never or rarely presenting a challenge because:

This type of violation is rarely attempted	
This type of violation is not detectable	
Store practices/systems prevent this type of activity	
Some other reason, please describe below	✓
Not sure	
Prefer not to answer	

25A2. Please describe other Another reason

Q25A1 is "Store pra	ictices / sys	terns prever	it tills type	OI activity	,				
<ol> <li>You identified SNAP participants purc</li> </ol>	nasing non-SNAP produ	icts with SNAP EBT cards	as never or rarely prese	enting a challenge bec	cause:				
This type of violation is rarely attempted	d								
This type of violation is not detectable									
Store practices/systems prevent this ty	pe of activity 💌								
Some other reason, please describe b	elow								
Not sure	8								
Prefer not to answer	8								
3. You identified "Store practices/system -SNAP products with SNAP EBT cards?	s prevent this type of ac	tivity" as your response. V	What works best in preve	enting this type of viola	ation or unusual activity: 5	NAP participants purcha	ing		
ore practice or system									

25B1. You identified SNAP participants getting cash as change for SNAP EBT purchases as never or rarely presenting a challenge because:

This type of violation is rarely attempted	
This type of violation is not detectable	
Store practices/systems prevent this type of activity	
Some other reason, please describe below	✓
Not sure	
Prefer not to answer	

25B2. Please describe other Another reason

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25C1	You identified SNAP	participants using multiple SNAF	Pi EBT cards to make a SNAP p.	ourchases as never or rarely presenting	a challenge because:

This type of violation is rarely attempted	
This type of violation is not detectable	
Store practices/systems do not monitor this type of activity	4
Some other reason, please describe below	
Not sure	
Prefer not to answer	

25C1 is "some other reason, please describe."					
iC1. You identified SNAP participants using multiple SNAP EB	T cards to make a SNAP purchases as never or rarely presenting a challenge because:				
This type of violation is rarely attempted					
This type of violation is not detectable					
Store practices/systems do not monitor this type of activity					
Some other reason, please describe below	<b>▼</b>				
Not sure					
Prefer not to answer					
25C2. Please describe other Some other reason					

25D1. You identified SNAP participants getting cash or non-SNAP items for SNAP EBT returns as never or rarely presenting a challenge because:

This type of violation is rarely attempted	
This type of violation is not detectable	
Store practices/systems prevent this type of activity	
Some other reason, please describe below	✓
Not sure	
Prefer not to answer	

25D2. Please describe other | Some other reason|

## If Q25D1 is "Store practices /systems prevent this type of activity"

25D1. You identified SNAP participants getting cash or non-SNAP items for SNAP EBT returns as never or rarely presenting a challenge because:

This type of violation is rarely attempted	
This type of violation is not detectable	
Store practices/systems prevent this type of activity	✓
Some other reason, please describe below	
Not sure	
Prefer not to answer	

25D3. You identified "Store practices/systems prevent this type of activity" as your response. What works best in preventing this type of violation or unusual activity: SNAP participants getting cash or non-SNAP items for SNAP EBT returns?

[Some store paractice or system

[Don't Know ] Prefer not to Answer

25E1. You identified stolen or purchased SNAP EBT cards being used to make purchases in the company's stores as never or rarely presenting a challenge because:

This type of violation is rarely attempted	
This type of violation is not detectable	
Store practices/systems prevent this type of activity	
Some other reason, please describe below	₩
Not sure	
Prefer not to answer	

25E2. Please describe other Another reason

## Page 15 cont. (3 of 3)

hanning.
because:
activity: stolen or purchased SNAP EBT
igate SNAP fraud? ● Yes ● No ● Not sure ●
investigations of retail fraud, interstate theft, fraud
If Q28 i
Yes:
ti

re Directions	
Which, if any, of these risks pose a concerr	n to the company in the near future? (Please mark ALL that apply.)
Credit card fraud	₹
Cyber crime	
Debit card fraud	
Employee theft	
Organized crime	
Return fraud	
Self-checkout theft	
Shoplifting	
SNAP fraud	
Flash mob thefts	
Armed robbery	
Active shooter	
Other (Please describe below)	
No risks pose concerns in the near future	
Not sure	
Prefer not to answer	
Prefer not to answer  One of the risk concern	
Prefer not to answer  One of the risk concern	
Prefer not to answer  OA. Please describe other Other risk concern Oces the company have plans to increase r	
Prefer not to answer  A. Please describe other Other risk concern open the company have plans to increase to Loss prevention training	
Prefer not to answer  Prefer not to answer  Other risk concern objects the company have plans to increase to the company have plans to the company have plans to increase to the company have plans to t	
Prefer not to answer  Prefer not to answer  Other risk concern to the concern to the company have plans to increase in the company have plans to increase in the company have plans to increase in the concern to the co	
Prefer not to answer  OA. Please describe other Other risk concern  Ooes the company have plans to increase r  Loss prevention training   Video surveillance   In-store investigation   Analytics/exception reporting   Analyt	
Prefer not to answer  OA. Please describe other Other risk concern loos the company have plans to increase in Loss prevention training Video surveillance Instore investigation Analytics/exception reporting Liaison with law enforcement	
Prefer not to answer  Prefer not to answer  One Step Company have plans to increase to the company to the com	
Prefer not to answer  Ober Incompany have plans to increase in the company i	
Prefer not to answer  One Step Content of the risk concerns to the company have plans to increase the constitution of the content of the cont	
Prefer not to answer  Prefer not to answer  One the company have plans to increase to the company have plans to the company have plans to the company have product protection to the company have plans to increase the company have pla	
Prefer not to answer  Prefer not to answer  DA. Please describe other Other risk concern open the company have plans to increase to the company prevention of the company to the concern of the company to the concern of the company to the concern of the	resources in any of these LP/AP areas? (Please mark ALL that apply.)
Prefer not to answer  Prefer not to answer  DA. Please describe other Other risk concern open the company have plans to increase to the company prevention of the company to the concern of the company to the concern of the company to the concern of the	
Prefer not to answer  Prefer not to answer  DA. Please describe other Other risk concern open the company have plans to increase to the company prevention of the company to the concern of the company to the concern of the company to the concern of the	resources in any of these LP/AP areas? (Please mark ALL that apply.)  ut reducing SNAP fraud in retail settings?   Yes No Prefer not to answer

Finish Later

# Company Survey of Large SNAP Retailers FNS investigates emerging threats to the SNAP program, as well as fraud that could occur on a large scale. An example of such an investigation might be an investigation of perpetrators using stolen and/or purchased EBT cards to make SNAP purchases. 32 Please indicate your company's willingness to work with FNS investigators if FNS has reason to believe your company could aid in an important SNAP investigation. Company would work with FNS investigators. Company would prefer not to get involved in an FNS SNAP investigations.

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## Company Survey of Large SNAP Retailers

Thank you for your time and participation.



