Page 1

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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
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

Page 2

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://flsurveyresearch.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 FNS-authorized 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.

WHAT this survey covers
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.

Continue   Finish Later   Back

Page 3

Company Survey of Large SNAP Retailers

SURVEY INSTRUCTIONS

Before you begin . . .
- *If the company has a **single chain of stores**, please proceed*
- *If the company has **multiple 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.

Start **Cancel**

Page 4

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 questions can be answered by the head of the Loss Prevention (LP) and/or Asset Protection (AP) department; some may involve store operations.]

1. 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

2. Does the company have LP/AP personnel outside of corporate headquarters organized into units, such as region, district, zone, markets and/or groups? ⦿ Yes ○ No ○ Neither ○ Not sure ○ Prefer not to answer

3-Please estimate how much of the company's LP resources are allocated to:(Total should equal 100%)
3A. Asset protection [20] ○ Not Sure ○ Prefer Not to Answer
3B. Training [20] ○ Not Sure ○ Prefer Not to Answer
3C. Video Surveillance [20] ○ Not Sure ○ Prefer Not to Answer
3D. In-store investigation [20] ○ Not Sure ○ Prefer Not to Answer
3E. Analytics [20] ○ Not Sure ○ Prefer Not to Answer
3F. Other [0] ○ Not Sure ○ Prefer Not to Answer

4. 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	⦿	○	○	○	○
5B. Training store employees	⦿	○	○	○	○
5C. Processing merchandise returns	○	⦿	○	○	○
5D. Placement of video surveillance in store	○	○	⦿	○	○
5E. Fraud/theft investigations involving employees	○	○	⦿	○	○
5F. Fraud/theft investigations involving customers	⦿	○	○	○	○

[Continue] [Finish Later] [Back]

Page 5

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

7. Is there a single department that coordinates all SNAP activities in the company? ⦿ Yes ○ No ○ Not sure ○ Prefer not to answer

7A. What department has the coordinating role?
SNAP Coordinating Department

Continue   **Finish Later**   **Back**

Page 6

Company Survey of Large SNAP Retailers

The next set of questions covers how staff become informed about SNAP requirements.

8. How does the company find out about changes in SNAP rules and regulations?

From FNS monthly emails and special announcements

○ Don't Know   ○ Prefer not to Answer

9. For which of the following employee groups does the company provide training related to SNAP rules and regulations (including violations)? (Please 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	☐

9A. Please specify other staff: Some other group
9B. Please specify other staff: Some other group
9C. Please specify other staff: Some other group

If Q10 is "No SNAP training provided by company", go to Q14

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

SNAP training is standalone	☐
SNAP training is one segment of a standalone LP training program	☐
SNAP training is one segment of a comprehensive job training program	☐
Other (Please describe below)	☐
No SNAP training is provided by the company	☑
Not sure	☐
Prefer not to answer	☐

Continue   **Finish Later**   **Back**

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

SNAP training is standalone	☐
SNAP training is one segment of a standalone LP training program	☑
SNAP training is one segment of a comprehensive job training program	☐
Other (Please describe below)	☐
No SNAP training is provided by the company	☐
Not sure	☐
Prefer not to answer	☐

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.)

Computer Based Training (CBT)	☑
Printed materials	☐
Video materials	☐
Classroom-style instruction	☐
On-the-job training	☑
Peer mentoring	☐
Other (Please describe below)	☑
Not sure	☐
Prefer not to answer	☐

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? ○ 1 Not useful at all ○ 2 Rarely useful ○ 3 Sometimes useful ○ 4 Often useful ⦿ 5 Very useful ○ Not sure ○ Prefer not to answer

[Continue] [Finish Later] [Back]

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?

One-time training	☐
Periodic updates	☐
Updates based on store manager's discretion	☐
Other (Please describe below)	☐
Not sure	☐
Prefer not to answer	☐

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 <--> Very 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?	○	○	○	⦿	○	○	○

[Continue] [Finish Later] [Back]

Page 8

Company Survey of Large SNAP Retailers

Store Features and Shared Policies

Next, we'd like to know about some common features and shared policies that apply to the company's stores. [These questions may require input from store operations and /or computer systems staf

14. What percent of the company's stores have self-checkout lanes?   [0]   ○ Not Sure   ○ Prefer Not to Answer

[Continue] [Finish Later] [Back]

If Q14 > 0:

14. What percent of the company's stores have self-checkout lanes?   [15]   ○ Not Sure   ○ Prefer Not to Answer

14A. Which of the following options describe what is typical for customers using a self-checkout to purchase non-barcoded produce items that require counting or weighing?

Not applicable—all produce items sold have barcodes	☐
Customers cannot enter produce without barcodes; a self-checkout attendant must enter produce items without barcodes	☐
The customer can enter non-barcoded produce items (for example, by pressing a picture of a bananas on a screen to trigger the system to weigh the bananas, or by entering the number of oranges)	☐
Not sure	☐
Prefer not to answer	☐

14B. Does the company plan to decrease, maintain, or increase this level of self-checkouts in the future?   ○ Decrease ○ Maintain ○ Increase the current level ○ Not sure ○ Prefer not to answer

[Continue] [Finish Later] [Back]

Page 9

Company Survey of Large SNAP Retailers

15. Please estimate the percent of the company's stores that use cash management systems. [A cash management system is a computerized system that, at a minimum, is used to account for revenue from sales and to identify the form(s) of tender for each sale.] `0` ○ Not Sure ○ Prefer Not to Answer

---

If Q15 >0:

15. Please estimate the percent of the company's stores that use cash management systems. [A cash management system is a computerized system that, at a minimum, is used to account for revenue from sales and to identify the form(s) of tender for each sale.] `75` ○ Not Sure ○ Prefer Not to Answer

15A-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 cash management system in:

	Not at 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
15A.Limiting loss to the company?	○	○	○	●	○	○	○
15B.Limiting SNAP purchases of non-permitted items in the company's stores?	○	○	○	○	●	○	○
15C.Limiting cash being returned for SNAP EBT transactions?	○	○	○	●	○	○	○

---

16. Please estimate the percent of the company's stores that use an inventory management system. [An inventory management system is a computerized system that, at a minimum, allows the company to track inventory against sales and to use that information for purposes such as monitoring shrink, re-ordering stock, and/or measuring inventory as an asset.] `0` ○ Not Sure ○ Prefer Not to Answer

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If Q16 >0:

16. Please estimate the percent of the company's stores that use an inventory management system. [An inventory management system is a computerized system that, at a minimum, allows the company to track inventory against sales and to use that information for purposes such as monitoring shrink, re-ordering stock, and/or measuring inventory as an asset.] `82` ○ Not Sure ○ Prefer Not to Answer

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 <–> Very effective						
	1 Not at all effective	2 Slightly effective	3 Somewhat effective	4 Effective	5 Very effective	Not sure	Prefer not to answer
16A.Limiting loss to the company?	○	○	○	○	●	○	○
16B.Limiting purchases of non-permitted items in SNAP transactions?	○	○	○	●	○	○	○

Continue **Finish Later** **Back**

Page 10

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.   [0]   ○ Not Sure   ○ Prefer Not to Answer

[Continue]   [Finish Later]   [Back]

Page 11 (1 of 2)

If Q17>0:

Company Survey of Large SNAP Retailers

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

---

If Q17B is "Most", "Some" or "Few":

17B. How much of the SNAP-permitted food items have barcodes that identify them as SNAP-permitted by the company's POS (rather than requiring the cashier to determine whether a food is SNAP-permitted)?

All	☐
Most	☑
Some	☐
Few	☐
None	☐
Not sure	☐
Prefer not to answer	☐

17B1. In which of the following categories are food items sold without barcodes that identify them as SNAP-permitted in the POS? (Please mark ALL that apply.)

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	☐
Other, Specify below	☑
Not sure	☐
Prefer not to answer	☐

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	☑
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	☐

If Q17E is "Varies by type of information"

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	☐

17E1. If varies by type of information enter number of days, months or years: | some types of information kept for more than a year, other types kept for 60 days |

[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 <--> 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?	○	○	○	○	◉	○	○
17F3.Limiting cash returned as change in a SNAP EBT transaction?	○	○	○	○	◉	○	○

[Continue] [Finish Later] [Back]

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 checkout.

18. Please estimate what percentage of the company's stores have video surveillance at the checkout: `0`   ○ Not Sure ○ Prefer Not to Answer

---

If Q18 is greater than 0

18. Please estimate what percentage of the company's stores have video surveillance at the checkout: `75`   ○ Not Sure ○ Prefer Not to Answer

18-Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective is checkout video surveillance as a tool in:

	Not at 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
18A1.Limiting loss to the company?	○	○	○	◉	○	○	○
18A2.Limiting misuse of SNAP in the company's stores?	○	○	○	◉	○	○	○

If Q19= "Yes" or "Varies by store"

19. Does the company have a policy for non-receipted returns of food items?   ○ Yes ○ No ◉ Varies by store ○ Not sure ○ Prefer not to answer

19A. For a non-receipted return of a food item, is the company's general policy for employees to first ask what form of payment was used in the purchase?   ◉ Yes ○ No ○ Not applicable—non-receipted returns are not accepted ○ Prefer not to answer

19B. If the type of payment cannot be confirmed, what is possible?

Return is refused	☐
Customer is given a like item in exchange	☑
Customer is given store credit for the item	☑
Customer is given cash for the item	☐
Customer is given their preference (like item, store credit, or cash)	☐
The manager may use his/her discretion	☐
Other (Please describe below)	☑
Not sure	☐
Prefer not to answer	☐

19B1. Please describe other `Some other type of payment`

19C. Does the company's food return policy generally take into account the price of an item in determining if the return will be accepted on a non-receipted return?   ◉ Yes ○ No ○ Varies by store ○ Not sure ○ Prefer not to answer

19D. At what dollar amount is manager approval required to accept the returned food? `25.00`   ○ Not Sure ○ Prefer Not to Answer

---

FOOD RETURNS
Next, we have some questions on return policies. [Respondents may want to consult with the corporate unit in charge of store policies and operations for some of these questions.]

19. Does the company have a policy for non-receipted returns of food items?   ◉ Yes ○ No ○ Varies by store ○ 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
○ Don't Know ○ Prefer not to Answer

21. Does the company have a general policy on customer use of multiple SNAP EBT cards for payment?   ◉ Yes ○ No ○ 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
○ Don'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

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	☐

If Q22C is "Off- the- shelf purchased software or "Custom Software purchased from a vendor" or "other":

22E. Does the company contract with vendors to provide analytical services? ○ Yes ○ No ○ Prefer not to answer

22F. What vendor or vendors does the company contract with

name of vendor
○ Don't Know ○ Prefer not to Answer

22D. What is the name of the purchased analytical software and the company that provides it?
A software name
○ Don't Know ○ Prefer not to Answer

22G. Does the company use the results from analytics to trigger

No	
Yes, both SNAP and non-SNAP transactions can trigger fu	
Yes, but only non-SNAP transactions can trigger further action	☐
Yes, but only SNAP transactions can trigger further action	☐
Prefer not to answer	☐

22D1. What is the name of the purchased analytical software and the company that provides it?
A software name
○ Don't Know ○ Prefer not to Answer

22D2. Describe other: some other software   ○ Don't Know
○ 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 transaction	☑
Excessive number of payment cards in a transaction	☑
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:

Excessive manager register logons -	☐
Excessive manager logons to particular registers	☑
Excessive manual corrections in system data	☐
Not sure	☐
Prefer not to answer	☐

22H7. Self-Checkouts:

Outlier purchases of items without barcodes (e.g., produce)	☐
Other outlier transactions	☑
Not sure	☐
Prefer not to answer	☐

22H8. Returns:

Customers with high non-receipted return volume or dollars	☑
Customers who buy at one store, but return to other(s)	☐
Not sure	☐
Prefer not to answer	☐

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

Continue   **Finish Later**   **Back**

Page 13

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 <--> Always						
	1 Never	2 Rarely	3 Sometimes	4 Often	5 Always	Not sure	Prefer not to answer
22I1.Issues were forwarded to a supervisor or store manager for review, retraining or disciplinary action	○	◉	○	○	○	○	○
22I2.Issues were forwarded to an in-store investigator for resolution.	○	○	◉	○	○	○	○
22I3.Corporate, regional or district LP staff resolved the issues by gathering information via email/phone call	○	○	○	◉	○	○	○
22I4.Corporate, regional or district LP staff resolved the issues via in-person, on-site investigation.	○	○	○	○	◉	○	○
22I5.Corporate, regional or district LP staff or store staff brought in law enforcement.	◉	○	○	○	○	○	○
22I6.Issues were resolved in some other way (Please describe)	○	○	◉	○	○	○	○

Continue   **Finish Later**   **Back**

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 <–> Very effective						
	1 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

---

If Q24 is Yes:

24A. Which of the following topics specifically related to SNAP purchases has the company analyzed? (Please mark ALL that apply.)

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	☐

24A1. Please describe other
Some other topic

[Continue] [Finish Later] [Back]

Page 15 (1 of 3)

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 challenge," how much of a challenge do these types of SNAP fraud or unusual activities pose to the company?

	Never 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	●	○	○	○	○	○	○
25B.SNAP participants getting cash as change for SNAP EBT purchases	○	●	○	○	○	○	○
25C.SNAP participants using multiple EBT cards to pay for a SNAP purchase	●	○	○	○	○	○	○
25D.SNAP participants getting cash or non-SNAP items for SNAP EBT returns	○	●	○	○	○	○	○
25E.Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores	●	○	○	○	○	○	○

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

If Q25A1 is "Store practices /systems prevent this type of activity"

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	☐

25A3. 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 purchasing non-SNAP products with SNAP EBT cards?
A store practice or system
○ Don't Know ○ Prefer not to Answer

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

If Q25B1 is "Store practices /systems prevent this type of activity"

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	☐

25B3. 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 as change for SNAP EBT purchases?
A store practice or system
○ Don't Know ○ Prefer not to Answer

Page 15

cont. (2 of 3)

25C1. You identified SNAP participants using multiple SNAP EBT 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	☐
Not sure	☐
Prefer not to answer	☐

If Q25C1 is "some other reason, please describe."

25C1. You identified SNAP participants using multiple SNAP EBT 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	☑
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 practice 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)

If Q25E1 is "Store practices /systems prevent this type of activity"

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	☐

25E3. 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: stolen or purchased SNAP EBT cards from being used to make purchases in the company's stores ?

some practice or system

○ Don't Know   ○ Prefer not to Answer

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26. Please estimate how many times in the past fiscal year that corporate, regional or district LP/AP staff investigated suspected SNAP/EBT violations? [2]   ○ Not Sure   ○ Prefer Not to Answer

27. Have corporate or regional/district LP/AP staff ever worked with federal or State partners (law enforcement or non-law enforcement) to investigate SNAP fraud? ◉ Yes ○ No ○ Not sure ○ Prefer not to answer

If Q27 is Yes:

27A. In what ways has corporate or regional/district LP/AP staff worked with federal or State partners (law enforcement or non-law enforcement) to investigate SNAP fraud?

In many ways

○ Don't Know   ○ Prefer not to Answer

28. Have corporate or regional/district LP/AP staff worked with federal or State partners (law enforcement or non-law enforcement) on large-scale investigations of retail fraud, interstate theft, fraud involving government programs, or other major criminal activities? ◉ Yes ○ No ○ Not sure ○ Prefer not to answer

If Q28 is Yes:

28A. In what ways have corporate or regional/district LP/AP staff worked with federal or State partners (law enforcement or non-law enforcement) in large-scale investigations?

In several ways

○ Don't Know   ○ Prefer not to Answer

[Continue]   [Finish Later]   [Back]

Page 16

Future Directions

29. Which, if any, of these risks pose a concern 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	☐

29A. Please describe other | Other risk concern

30. Does the company have plans to increase resources in any of these LP/AP areas? (Please mark ALL that apply.)

Loss prevention training	☑
Video surveillance	☑
In-store investigation	☑
Analytics/exception reporting	☑
Liaison with law enforcement	☐
Product protection	☐
Other (Please describe below)	☑
No increases are planned	☐
Not sure	☐
Prefer not to answer	☐

30A. Please describe other | Other LP/AP area

31. Do you have any suggestions for FNS about reducing SNAP fraud in retail settings? ◉ Yes ○ No ○ Prefer not to answer

31A. Please feel free to add any other thoughts or suggestions:
Thoughts and suggestions.

Continue	Finish Later	Back

Page 17

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.	☐

Continue   **Finish Later**   **Back**

Page 18

Company Survey of Large SNAP Retailers

Thank you for your time and participation.

Finish   Back