

Hello, my name is [NAME] and I am calling from the Florida Survey Research Center at the University of Florida. I was referred to you by [NAME], regarding a survey we are conducting of large retailers that participate in the Supplemental Nutrition Assistance Program (SNAP, formerly food stamps).

I am calling today because the Department of Agriculture's Food and Nutrition Service has hired Economic Systems as an independent contractor and the University of Florida's survey research center to conduct a study of the 35 largest retail chains that redeem SNAP benefits. The chains in the study account for about half of all SNAP redemptions. USDA's research has shown that 85 percent of SNAP retail fraud occurs in small stores. Given that finding, USDA/FNS wants to learn about the systems that the largest SNAP retailers use that might contribute to a lower rate of SNAP fraud among large retailers.

As part of the research process, we are conducting online surveys with a random sample of your stores. Store-level surveys focus on fraud and theft violations; SNAP violations; surveillance, investigation, and law enforcement; SNAP and LP training; technology and POS systems; and analytics.

*Caller reads: I need to inform you that per the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it has a valid OMB control number. The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 15 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. We estimate the time for participating on this call to be 4 minutes.*

- Will you be able to authorize participation in the store-level surveys from this sample of your individual stores?

**IF YES:**

We'll email the sample of stores that we've selected to participate to you, so that you may contact them and express your approval. We can provide you with a draft letter to that effect, if you wish.

An announcement letter from FNS will be sent to each store manager one week prior to data collection. An internet survey announcement and instructions will be sent by our team through the University of Florida's Florida Survey Research Center to instruct respondents on how to access the survey.

Where should this sample be sent?

<b>Name:</b>	
<b>Email:</b>	

**IF NO:**

Why is that?

[INT: Attempt to answer questions and provide proper explanations and assurances, based on Survey Instructions/Frequently Asked Questions. Repeat above as needed.]

**IF DIFFERENT CONTACT STIPULATED:**

Who should we speak with about this sample of stores?

<b>Name:</b>	
<b>Email:</b>	
<b>Phone:</b>	

***"Thank you. We'll contact [NAME] about the matter. We appreciate your time."***

Thank you. An announcement letter from FNS will be sent to each store manager one week prior to data collection. An internet survey announcement and instructions will be sent by our team through the University of Florida's Florida Survey Research Center to instruct respondents on how to access the survey.

***Thank you for taking the time to talk with me today. We appreciate your time and cooperation.***

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. 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