



Company Survey of Large SNAP Retailers

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

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 reported.

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
Alexandria, VA 22302
Attn: Dr. Eric Sean Williams

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

SURVEY INSTRUCTIONS

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

- ***SNAP benefits being accepted for non-food or hot food purchases.***
- ***Cash being provided as change for SNAP benefits.***
- ***SNAP benefits being exchanged for cash, usually at a lesser value.***
- ***SNAP purchases being 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, purchased cards and non-receipted returns may not be detectable by SNAP retailers.

Before you begin . . .

- ***If the company has a single chain of stores, please proceed.***
- ***If the company has multiple chains, the survey pertains 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.***

Please complete this electronic survey by either marking the appropriate answer or typing an answer in the space provided.

Depending on the organization of your company, you may need to consult with different departments to complete the survey.

Each survey section identifies the corporate departments that are likely to have information needed to respond.

Organization

First, we have a few questions about organization of the company and the loss prevention department. ¹ [Most questions can be answered by the head of the Loss Prevention (LP) 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): _____
 - ☐ Prefer not to answer

2. Which top-level department oversees the corporate Loss Prevention (LP) or LP/Asset Protection (AP) unit, for example, Operations, Finance, Risk Management Administration?
 - ☐ Department: _____
 - ☐ Prefer not to answer

3. What is the position of the person who heads the LP or LP/AP unit for the company? (e.g., Vice President, Manager, Director)
 - ☐ Position: _____
 - ☐ Prefer not to answer

4. What are the main operating units that report to the head of the LP unit (for example, POS analytics/exception analysis, Security, Investigation, Asset Protection)?
 - ☐ Operating Units: _____
 - ☐ Prefer not to answer

5. Does the company have regional and/or district LP/AP personnel?
 - ☐ Regional
 - ☐ District
 - ☐ Both
 - ☐ Neither
 - ☐ Prefer not to answer

6. Please estimate how much of the company's LP resources are allocated to:

	Enter %	Not Sure	Prefer not to answer
Asset Protection		<input type="checkbox"/>	<input type="checkbox"/>

¹ Text in italics under headings is transitional text for CATI interviewers to read for CATI administration.

Training		<input type="checkbox"/>	<input type="checkbox"/>
Surveillance		<input type="checkbox"/>	<input type="checkbox"/>
In-store investigation		<input type="checkbox"/>	<input type="checkbox"/>
Analytics		<input type="checkbox"/>	<input type="checkbox"/>
Other (Please describe):		<input type="checkbox"/>	<input type="checkbox"/>

7. How many staff report to the LP or LP/AP unit as . . .?

Full-time employees

☐ Number _____☐ Not sure☐ Prefer not to answer

Part-time employees

☐ Number _____☐ Not sure☐ Prefer not to answer

Contracted/vendor staff

☐ Number _____☐ Not sure☐ Prefer not to answer

Total staff

☐ Number _____☐ Not sure☐ Prefer not to answer

8. How many stores does the LP department support (including other chains, if relevant)?

☐ Number _____☐ Not sure☐ Prefer not to answer

9. Do all of the company's retail stores have investigators on site?

☐ Yes☐ No☐ Prefer not to answer**IF NO:**

9A. Please estimate what percentage of the company's stores have investigators on site:

☐ Percent: _____%☐ Prefer not to answer

10. Using a scale from 1 to 5, where 1 is “managers have complete autonomy/discretion,” and 5 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:

	1 - Managers have complete autonomy/ discretion	2- Managers have substantial autonomy/ discretion	3- Managers have some autonomy/ discretion	4-Mangers have limited autonomy/ discretion	5 - Corporate policy must be followed without exception	Not sure	Prefer not to answer
Hiring store employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training store employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Processing merchandise returns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Placement of video surveillance in store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fraud/theft investigations involving employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fraud/theft investigations involving customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Corporate Involvement in SNAP

Next, we have a few questions about company-wide involvement in the SNAP program. [These questions may be answered by human resources (HR), LP and corporate finance].

11. [Finance] Approximately what percentage of the company's total sales are accounted for by SNAP purchases?

☐ Percent _____%

☐ Not sure

☐ Prefer not to answer

12. Please tell us which departments/offices of the company have any involvement with SNAP (i.e., training, store certification, LP/AP, transaction processing, etc.) in any way? (Please mark ALL that apply.)

☐ Communications

☐ Compliance

☐ Computer Programming/IT

☐ Customer Service

☐ Human Resources

☐ Finance/Accounting/Treasury

☐ Licensing

☐ Loss Prevention/Asset Protection

☐ Merchandising

☐ Store Operations

☐ Other (Please describe): _____

☐ Prefer not to answer

13. Is there a single department that coordinates all SNAP activities in the company?

- ☐ Yes
☐ No
☐ Not sure
☐ Prefer not to answer

IF YES:

13A. What department has the coordinating role?

- ☐ Department: _____
☐ Prefer not to answer

The next set of questions has to do with how staff become informed about SNAP requirements. [Questions may be answered primarily by human resources (HR). Other departments, such as store operations, may also be knowledgeable about these topics.]

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

- ☐ Not sure
☐ Prefer not to answer

15. Which of the following methods does the company use for hiring/selecting staff involved with SNAP transactions (sales associates/cashiers, customer service staff, managers)? (Please mark ALL that apply.)

- ☐ Reference checks
☐ Criminal background checks
☐ Internet/social media checks
☐ Honest tests/assessments
☐ In-person interviews
☐ Job-skill assessments (e.g., use of electronic registers, handling different forms of tender)
☐ Other (Please describe): _____
☐ Prefer not to answer

16. 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.)

- ☐ Loss Prevention/Asset Protection
☐ Sales associates/cashiers
☐ Staff who process returns
☐ POS System staff
☐ Computer staff

- ☐ Finance/accounting staff
- ☐ Other (Please describe): _____
- ☐ Prefer not to answer
- ☐ Not applicable—company does not provide the SNAP training program]

SKIP to Q 22 if no SNAP training is provided by the company

17. 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): _____
- ☐ Prefer not to answer

18. 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): _____
- ☐ Prefer not to answer

19. 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
- ☐ Prefer not to answer

If NO:

20A. Please explain to help us understand why the company does not use the USDA/FNS training materials.

- ☐ Prefer not to answer

IF YES:

20B. 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 are to the company's SNAP training?

- ☐ 1 – Not useful at all
- ☐ 2 – Rarely useful

- ☐ 3 – Sometimes useful
☐ 4 – Often useful
☐ 5 – Very useful
☐ Prefer not to answer

The next set of questions is about effectiveness of training. [These questions may be answered by LP.]

20. 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): _____
☐ Not sure
☐ Prefer not to answer

21A. Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective are the following options?

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Company's employee training in overall loss prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company's employee training in SNAP fraud prevention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 be answered by store operations and /or POS systems. LP may answer some of them.

21. Do any of the company's stores have self-checkout lanes?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:

22A. Please estimate the percentage of the company's stores with self-check-out lanes.

- ☐ Percent _____ %
☐ Not sure
☐ Prefer not to answer

22B. 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

22. Does the company use cash management systems in any of its stores?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF NO, SKIP to Q 24.

IF YES:

22A. Please estimate the percent of the company's stores that use cash management systems.

- ☐ Percent _____ %
☐ Prefer not to answer

[LP may answer these questions.]

22B. 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:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Preventing or detecting shrink in the company's stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preventing or detecting SNAP purchases for non-permitted items in the company's stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preventing or detecting cash returned for EBT transactions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Does the company use an inventory management system in any of its stores?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF NO, SKIP to Q 24.

IF YES:

23A. Please estimate the percent of the company's stores that use an inventory management system.

- ☐ Percent _____ %
☐ Prefer not to answer

[LP may answer these questions.]

23B. 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:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Preventing or detecting shrink in the company's stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preventing or detecting SNAP purchases for non-permitted items in the company's stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Point of Sale (POS) System

Next we are going to focus on the company's Point of Sale System. [These questions may be answered by POS systems or by LP.]

24. Does the company use POS systems in any of its stores?

☐ Yes

☐ No

☐ Prefer not to answer

IF NO, skip to Q31

IF YES:

24A. Please estimate the percent of the company's stores that use POS systems.

☐ Percent _____%

☐ Prefer not to answer

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

☐ Yes

☐ No

☐ Prefer not to answer

26. Are the company's POS systems programmed to detect permitted foods for purchase with SNAP benefits?

☐ Yes

☐ No

☐ Prefer not to answer

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

☐ Corporate level

☐ Regional level

- ☐ District level
- ☐ Store level
- ☐ Not sure
- ☐ Prefer not to answer

28. Which of the following types of information are collected by POS and/or cash management systems? (Please mark ALL that apply.)

Basic transaction data:

- ☐ Cashier identifier
- ☐ Customer identifier or loyalty program number
- ☐ Register identifier
- ☐ Time of transaction
- ☐ Date of transaction

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

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.)

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)

Register attendant actions:

- ☐ Indicator of a voided item
- ☐ Indicator of a voided transaction
- ☐ Indicator of a keyed versus scanned item
- ☐ Indicator of item price decrease over-ride
- ☐ Indicator of item price increase over-ride
- ☐ Indicator of generic stock keeping unit (SKU) or other internal code (for example, "grocery" versus specific product)
- ☐ None of these
- ☐ Prefer not to answer

29. How long beyond the transaction date does the company retain information collected by the POS systems?

- ☐ 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
☐ Not sure
☐ Prefer not to answer

[These questions may be answered by LP]

30. [LP] 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 is in:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Preventing or detecting shrink in the company’s stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assuring that only SNAP-permitted items are purchased with EBT cards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assuring that cash is not returned in an EBT transaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

POS SURVEILLANCE

Next, we are going to focus on video surveillance at the point of sale (POS). [These questions may be answered by LP.]

31. Do any of the retail stores operated by the company have video surveillance systems at the POS?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF NO Skip to Q33:

IF YES:

31A. Please estimate what percentage of the company’s stores have video surveillance at the POS:

- ☐ Percent _____ %
☐ Prefer not to answer

32. Using a scale from 1 to 5, where 1 is “not at all effective” and 5 is “very effective,” how effective is POS surveillance as a tool in:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Preventing or detecting shrink or loss in the company’s stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preventing or detecting misuse of SNAP in the company’s stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOOD RETURNS

Next, we have some questions on return policies. [These questions may be answered by the corporate unit in charge of store policies and operations.]

33. Does the company have a policy for non-receipted returns of food items?

- ☐ Yes
- ☐ No
- ☐ Varies by store
- ☐ Prefer not to answer

IF NO Skip to Q34:**IF YES:**

33 A. 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
- ☐ Prefer not to answer

33B. 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): _____
- ☐ Not sure
- ☐ Prefer not to answer

33C. Does the company's food return policy 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
- ☐ Prefer not to answer

IF YES:

33D. At what dollar amount is manager approval required to accept the returned food?

- ☐ Dollar Amount: _____ \$
- ☐ Varies by store
- ☐ Prefer not to answer

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

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:

34A. What is the company's policy on customer use of multiple payment cards that applies to food purchases?

- ☐ Prefer not to answer

35. Does the company have a policy on customer use of multiple EBT card purchases?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:

35A. What is the company's policy on customer use of multiple EBT cards as payment?

- ☐ 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 manager.]

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

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:**IF NO SKIP TO Q 38**

36A. Does the company employ in-house statisticians or analysts to conduct analysis on store-level POS data?

- ☐ Yes
☐ No
☐ Prefer not to answer

37. 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): _____
- ☐ Prefer not to answer

If 'Off-the-shelf purchased software' or 'Custom software purchased from a vendor':

37A What is the name of the purchased analytical software and the company that provides it?

☐ Prefer not to answer

38. Does the company contract with vendors to provide analytical services?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

If NO to Q38 and to Q36, SKIP to Q45

IF YES:

38A. What vendor or vendors does the company contract with to provide analytical services?

☐ Prefer not to answer

39. Does the company use the results from analytics to trigger further action or investigation?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

IF YES:

Which analytic indicators trigger further action or investigation? (Please mark ALL that apply.)

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
- ☐ Outlier transaction values

Tender

- ☐ Excessive number of types of tender in a transaction
- ☐ Excessive number of payment cards in a transaction

Cash drawer discrepancies

- ☐ Discrepancies between cash and other forms of tender
- ☐ Cash drawer shortages

Manager actions

- ☐ Excessive manager register logons
- ☐ Excessive manager logons to particular registers
- ☐ Excessive manual corrections in system data

Self-Checkouts

- ☐ Outlier transactions

Returns

- ☐ High return volume
- ☐ High non-receipted return volume
- ☐ High return dollars

Other

- ☐ Please list any other indicators that are important to the company in controlling fraud and theft.

-
- ☐ Prefer not to answer

We are interested in learning how issues identified through analytics are resolved. [LP may answer these questions]

40. 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 “most often,” please describe how often they were resolved in these ways.

	1 - Never	2 - Rarely	3 - Sometimes	4 - Often	5 - Almost always	Prefer not to answer
Issue was forwarded to a supervisor or store manager for review, retraining or disciplinary action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issue was forwarded to an in-store investigator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate, regional or district LP staff resolved the issue by gathering information via email/phone call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate, regional or district LP staff resolved the issue via in-person, on-site investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate, regional or district LP staff or store staff brought in law enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issue was resolved in some other way (Please	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

describe):						
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41. Which staff/departments routinely receive reports based on analytics? (Please mark ALL that apply)

- ☐ Risk management leadership
☐ Operations management leadership
☐ Finance/accounting management leadership
☐ Store managers
☐ Store supervisors
☐ In-store investigators
☐ Regional and district LP managers
☐ Other (Please describe): _____
☐ None of these
☐ Prefer not to answer

42. Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective are analytics in: analytics are in preventing or detecting shrink in the company's stores? [1-5, Not sure, Prefer not to answer]

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Preventing or detecting shrink in the company's stores?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preventing or detecting misuse of SNAP in the company's stores, regardless of whether the analytics specifically targeted misuse of SNAP?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

43. Has the company preformed any analytics specifically related to SNAP purchases in the company's stores?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:

44A. Which of the following analytics related to SNAP purchases has the company conducted? (Please mark ALL that apply.)

- ☐ Average value 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
☐ Fraudulent purchases (unauthorized product purchases)
☐ Length of transaction time (difference by EBT tender vs. other tender)
☐ Returns on SNAP purchases

- ☐ Types of products purchased in SNAP transactions
☐ Use of multiple forms of tender in SNAP transactions
☐ SNAP purchases in self-checkout lanes
☐ Other (Please describe): _____
☐ Prefer not to answer

Fraud and Fraud Investigations

Next, we have a few questions about fraud investigations in the company. [These questions may be answered by LP]

44. Using a scale from 1 to 5, where 1 is "presents no challenge" and 5 is "presents a significant challenge," how much of a challenge do these types of SNAP fraud pose to the company?

	1 - Presents no challenge	2 - Rarely a challenge	3 - Occasionally a challenge	4 - Often a challenge	5 - Presents a significant challenge	Cannot be determined	Prefer not to answer
SNAP participants attempting to purchase non-food products with SNAP EBT cards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SNAP participants getting cash as change for SNAP EBT purchases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SNAP participants getting cash or non-SNAP items for SNAP EBT returns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF does not present a challenge (responses 1 or 2):

44A. For items above that you identified as presenting little to no challenge, is that because:

SNAP participants purchasing non-food products with SNAP EBT cards

- ☐ 1 - This type of violation is rarely attempted
☐ 2 - This type of violation is not detectable
☐ 3 - Store practices/systems prevent this type of violation
☐ 4 - Some other reason, please describe? _____
☐ Not sure
☐ Prefer not to answer

SNAP participants getting cash as change for SNAP EBT purchases

- ☐ 1 - This type of violation is rarely attempted
☐ 2 - This type of violation is not detectable
☐ 3 - Store practices/systems prevent this type of violation

☐ 4 – Some other reason, please describe? _____

☐ Not sure

☐ Prefer not to answer

SNAP participants getting cash or non-SNAP items for SNAP EBT returns

☐ 1 – This type of violation is rarely attempted

☐ 2 – This type of violation is not detectable

☐ 3 – Store practices/systems prevent this type of violation

☐ 4 – Some other reason, please describe? _____

☐ Not sure

☐ Prefer not to answer

Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores

☐ 1 – This type of violation is rarely attempted

☐ 2 – This type of violation is not detectable

☐ 3 – Store practices/systems prevent this type of violation

☐ 4 – Some other reason, please describe? _____

☐ Not sure

☐ Prefer not to answer

IF store practices/systems prevent this type of violation (response 3):

44B What works best in preventing this type of violation?

SNAP participants purchasing non-food products with SNAP EBT cards [Text, Not sure, Prefer not to answer]

☐ Not sure

☐ Prefer not to answer

SNAP participants getting cash as change for SNAP EBT purchases

☐ Not sure

☐ Prefer not to answer

SNAP participants getting cash or non-SNAP items for SNAP EBT returns

☐ Not sure☐ Prefer not to answer

Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores

☐ Not sure☐ Prefer not to answer

45. Please estimate how many times in the past year (calendar or fiscal, whichever is available) that corporate, regional or district LP/AP staff investigated suspected SNAP/EBT violations?

☐ Number: _____☐ Prefer not to answer*[The following two questions may also be answered by LP and/or HR]*

46. In the past year (calendar or fiscal, whichever is available), has the company terminated any employees in the following job categories due to infractions indicative of SNAP fraud?

	Yes	No	Prefer not to answer
Store managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Store supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance/Accounting staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer/Systems staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

47. In the past fiscal year (calendar or fiscal, whichever is available), has the company terminated any employees in the following job categories due to theft or infractions indicative of theft?

	Yes	No	Prefer not to answer
Store managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Store supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance/Accounting staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer/Systems staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

48. Have corporate or regional/district LP/AP staff ever worked with law enforcement officials to investigate SNAP fraud?

☐ Yes☐ No☐ Not sure☐ Prefer not to answer**IF YES:**

49A. In what ways has corporate or regional/district LP/AP staff worked with law enforcement to investigate SNAP fraud?

☐ Not sure

☐ Prefer not to answer

49. Have corporate or regional/district LP/AP staff worked with law enforcement officials 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 YES:

50A. In what ways have corporate or regional/district LP/AP staff worked with law enforcement in large-scale investigations?

☐ Not sure

☐ Prefer not to answer

Future Directions

50. 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

☐ Other (Please specify): _____

☐ None of these

☐ Prefer not to answer

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

☐ Loss prevention training

☐ Surveillance

☐ In-store investigation

☐ Analytics/exception reporting

☐ Liaison with law enforcement

☐ Product protection

☐ Other (Please describe): _____

☐ Not sure

☐ Prefer not to answer

52. Do you have any suggestions for FNS about reducing SNAP fraud in retail settings?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to answer

IF YES:

52A. Please feel free to add any other thoughts or suggestions:

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Thank you for your time and participation.