

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 used in reports.

The study is authorized by the Agricultural Act of 2014, 7 U.S. Code § 2026 - Research, demonstration, and evaluations, (l) 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.

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 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 800-XXX-XXXX. 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.

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:

- *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 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.

Organizational Structure

*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) 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): _____
 - ☐ Not sure
 - ☐ Prefer not to answer

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:

Asset protection	_____ %	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to answer
Training	_____ %	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to answer
Video Surveillance	_____ %	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to answer
In-store investigation	_____ %	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to answer
Analytics	_____ %	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to answer
Other (Please describe):	_____ %	<input type="checkbox"/> Not sure	<input type="checkbox"/> Prefer not to answer

Total should equal 100%

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

¹ Blue text in italics under headings is transitional text for CATI interviewers to read for CATI administration. Blue text in brackets will appear in both the CATI and Internet versions, providing instructions and definitions.

5. Using a scale from 1 to 3, 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:

	1 - Managers have complete autonomy/ discretion	2- Managers have some autonomy/ discretion	3 - 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"/>
Training store employees	<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"/>
Placement of video surveillance in store	<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"/>
Fraud/theft investigations involving customers	<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. [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): _____
- ☐ Prefer not to answer

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

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to answer

IF YES:

7A. What department has the coordinating role?

☐ Department: _____

☐ Prefer not to answer

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?

Enter text.

☐ Not sure

☐ 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.)

	Company Provides SNAP training	Company does NOT provide SNAP training	Not sure	Prefer not to answer
Sales associates/ cashiers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service/staff who process returns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loss prevention/Asset protection staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Point of Sale (POS) System staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance/Accounting staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other staff, specify: _____	<input type="checkbox"/>			
Other staff, specify: _____	<input type="checkbox"/>			
Other staff, specify: _____	<input type="checkbox"/>			

SKIP to Q 14 if no SNAP training is provided by the company

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): _____
- ☐ 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): _____
- ☐ Not sure
- ☐ Prefer not to answer

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

If NO:

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

Enter text.

- ☐ Prefer not to answer

IF YES:

12B. Using a scale from 1 to 5, where 1 is "not useful at all" and 5 is "very useful," how useful 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

The next set of questions is about effectiveness of training. [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): _____

☐ Not sure

☐ Prefer not to answer

13A. 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 . . . ?

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Limiting loss to the company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limiting SNAP violations?	<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 require input from store operations and/or computer systems staff.]

14. What percent of the company's stores have self-checkout lanes?

☐ None

☐ Percent _____ %

☐ Not sure

☐ Prefer not to answer

IF not greater than 0 percent, skip to Q 15.

IF greater than 0 percent:

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

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.]*

- ☐ None
☐ Percent _____ %
☐ Not sure
☐ Prefer not to answer

IF not greater than 0 percent, skip to Q 16.

IF greater than 0 percent:

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:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Limiting loss to the company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limiting SNAP purchases of 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"/>
Limiting cash being returned for SNAP EBT transactions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.]*

- ☐ None
☐ Percent _____ %
☐ Not sure
☐ Prefer not to answer

IF not greater than 0 percent, skip to Q 17.

IF greater than 0 percent:

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:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Limiting loss to the company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limiting purchases of non-permitted items in SNAP transactions?	<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 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.

- ☐ None
☐ Percent _____ %
☐ Not sure
☐ Prefer not to answer

If not greater than zero percent, skip to Q 18.

IF greater than zero percent:

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

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

If Less Than "All":

17B.1. 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 _____
- ☐ 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 _____
- ☐ Not sure
- ☐ Prefer not to answer

17D. 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

☐ 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 between Enter number of: days, months or years and Enter number of: days, months or years

☐ Not sure

☐ Prefer not to answer

[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:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Limiting loss to the company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limiting purchases of non-permitted items 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"/>
Limiting cash returned as change in a SNAP EBT transaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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:

- ☐ None
☐ Percent _____ %
☐ Not sure
☐ Prefer not to answer

IF greater than zero percent:

18A. 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:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Limiting loss to the company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limiting 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. [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

IF NO Skip to Q20:**IF YES or Varies by Store:**

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): _____
☐ Not sure
☐ Prefer not to answer

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

IF YES:

19D. At what dollar amount is manager approval required to accept the returned food?

- ☐ Dollar Amount: \$ _____
☐ Varies by store
☐ 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

IF YES:

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

Enter text.

- ☐ 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

IF YES:

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

Enter text.

☐ 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

IF NO SKIP TO Q 23

IF YES:

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): _____

☐ Not sure

☐ Prefer not to answer

If 'Off-the-shelf purchased software' or 'Custom software purchased from a vendor'; otherwise skip to 23:

22D: What is the name of the purchased analytical software and the company that provides it?

Enter text.

☐ Prefer not to answer

22E. Does the company contract with vendors to provide analytical services?

☐ Yes

☐ No

☐ Prefer not to answer

If NO to Q22E, SKIP to Q23

IF YES:

22F. What vendor or vendors does the company contract with to provide analytical services?

Enter text.

☐ Prefer not to answer

22G. Does the company use the results from analytics to trigger further action or investigation for both SNAP and non-SNAP transactions?

☐ Yes, both SNAP and non-SNAP transactions can trigger further action

☐ Yes, but only non-SNAP transactions can trigger further action

☐ Yes, but only SNAP transactions can trigger further action

☐ No

☐ Prefer not to answer

IF NO, SKIP to 23.

IF YES:

22H. Which analytic indicators could 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

☐ Other outlier transaction values

Tender

☐ Excessive number of types of tender in a transaction

☐ Excessive number of payment cards in a transaction

Sales

☐ Round number transaction totals

Cash drawer discrepancies

☐ Discrepancies between cash and other forms of tender

☐ Cash drawer shortages

Inventory

☐ Inventory too high relative to sales

☐ Inventory too low relative to sales

Manager actions

☐ Excessive manager register logons -

☐ Excessive manager logons to particular registers

☐ Excessive manual corrections in system data

Self-Checkouts

☐ Outlier purchases of items without barcodes (e.g., produce)

☐ Other outlier transactions

Returns

☐ Customers with high non-receipted return volume or dollars

☐ Customers who buy at one store, but return to other(s)

Other

☐ 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. _____

☐ Not sure

☐ Prefer not to answer

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.

	1 - Never	2 - Rarely	3 - Sometimes	4 - Often	5 - Always	Prefer not to answer
Issues were 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"/>
Issues were forwarded to an in-store investigator for resolution.	<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 issues 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 issues 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"/>
Issues were resolved in some other way (Please describe):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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:

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
Limiting loss to the company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limiting 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"/>

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 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): _____
☐ Not sure
☐ Prefer not to answer

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 often do these types of SNAP fraud or unusual activities pose a challenge to the company?

	1 – Never a challenge	2 – Rarely a challenge	3 - Occasionally a challenge	4 – Often a challenge	5 – Always a challenge	Cannot be determined	Prefer not to answer
SNAP participants purchasing non-SNAP 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 using multiple EBT cards to pay for a SNAP purchase	<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 “never” or “rarely” poses a challenge (responses 1 or 2):

25A. For items above that you identified as never or rarely posing a challenge, is that because:

SNAP participants purchasing non-SNAP 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 using multiple SNAP EBT cards to make a SNAP purchase.

- ☐ 1 – This type of activity is rarely attempted
- ☐ 2 – This type of activity is not detectable

☐3 – Store practices/systems do not monitor this type of activity

☐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 or unusual activity (response 3):

25B. What works best in preventing this type of violation?

SNAP participants purchasing non-SNAP products with SNAP EBT cards

Enter text.

☐Not sure

☐Prefer not to answer

SNAP participants getting cash as change for SNAP EBT purchases

Enter text.

☐Not sure

☐Prefer not to answer

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

Enter text.

☐ Not sure

☐ Prefer not to answer

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

Enter text.

☐ Not sure

☐ Prefer not to answer

Enter Text.

26. Please estimate how many times in the past fiscal year that corporate, regional or district LP/AP staff investigated suspected SNAP/EBT violations?

☐ Number: _____

☐ 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 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?

Enter text.

- ☐ Not sure
☐ 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 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?

Enter text.

- ☐ Not sure
☐ Prefer not to answer

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): _____
☐ No risks pose concerns in the near future
☐ Not sure
☐ Prefer not to answer

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): _____
- ☐ No increases are planned
- ☐ Not sure
- ☐ Prefer not to answer

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

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

-

IF YES:

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

Enter text.

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.

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.

Thank you for your time and participation.