

Q1. Hello, my name is [STUDY TEAM MEMBER NAME]. I am calling from 2M Research on behalf of the USDA Food and Nutrition Service to follow up on the USDA Foods Distribution and Fees Survey that was sent to [SDA RESPONDENT'S NAME]. Would that be you?

- 1 SPEAKING TO RESPONDENT.....[GO TO Q3]
- 2 NOT SPEAKING TO RESPONDENT.....[GO TO Q2]

Q2. Is there a direct line to reach him/her? Is he/she available?

- 1 OFFERS DIRECT PHONE NUMBER.....[UPDATE PHONE NUMBER]
- 2 YES, AVAILABLE.....[GO TO Q3]
- 3 NOT AVAILABLE OFFERS TO TAKE MESSAGE.....  
...[GO TO LM1]
- 4 NOT AVAILABLE TRANSFERS TO VOICE MAIL.....  
...[GO TO LM2]

Q3. Thank you for completing the **USDA Foods Distribution and Fees Survey**. We would like to request clarification for **[one/a couple/a few]** your survey response(s). Do you have a moment to talk right now?

1 YES [GO TO Q4]

2 NO [GO TO Q5]

Q4. I would like to get more information on your response(s) to **[number of responses]** question(s).

The (*first*) question reads as follows:

**[INSERT SURVEY QUESTION RESPONSE AND CLARIFICATION QUESTION]**

**[REPEAT AS NECESSARY]** The next question for which we need more information reads as follows:

**[INSERT SURVEY QUESTION AND RESPONSE AND CLARIFICATION REQUEST]**

Thank you for the additional information and thank you again for completing the USDA Foods Distribution and Fees Survey. If you have any questions or would like to reach out to the Study Team, you can do so by phone at **1-8XX-XXX-XXXX** (toll-free) Monday through Friday between the hours of 10:00 a.m. and 6:00 p.m. Eastern Time or by email at [USDAFoods@2mresearch.com](mailto:USDAFoods@2mresearch.com).

Q5 When is a good time to call back?

Callback Date/Time:

Thank you again for your time and contribution to this study. We will call back to clarify your responses.

## TELEPHONE SCRIPT FOR LEAVING MESSAGES

### LM1. [IF WITH A PERSON]

Would you please leave a message for **[SDA RESPONDENT'S NAME]** mentioning that **[YOUR NAME]** called from 2M Research to follow up on the USDA Foods Distribution and Fees survey? When is a good time to call back? If **[SDA RESPONDENT'S NAME]** prefers, she/he can reach me toll-free at **1-8XX-XXX-XXXX** between the hours of 10:00 a.m. and 6:00 p.m. Eastern Time, Monday through Friday or by email at [USDAFoods@2mresearch.com](mailto:USDAFoods@2mresearch.com).

### LM2. [IF ON AN ANSWERING DEVICE]

Hello, my name is **[YOUR NAME]**, and I'm calling from 2M Research about the USDA Foods Distribution and Fees survey that was recently completed. I am calling to clarify a response from your survey, so we can make sure we understand the information correctly. Please return our call by calling the Study Team at **1-8XX-XXX-XXXX (toll-free)** or by emailing us at [USDAFoods@2mresearch.com](mailto:USDAFoods@2mresearch.com). Someone will be available from 10:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday to take your call. If you call outside of these hours, please leave a message, and we will return your call the following business day. Thank you.

This information is being collected to assist the Food and Nutrition Service in understanding fee structures for the distribution, warehousing, and administration of USDA Foods for school meals. This is a voluntary collection and FNS will use the information to better understand and compare how State Distributing Agencies manage the operations and distribution of USDA Foods to School Food Authorities. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0613. The time required to complete this information collection is estimated to average 6 minutes (0.10 hours) 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. 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, 1320 Braddock Place, Floor 5, Alexandria, VA 22314 ATTN: PRA (0584-0613). Do not return the completed form to this address.