

Appendix C. Retailer Survey (Screenshots)

OMB Control No.: 0584-XXXX
Expiration Date: XX/XX/XXXX

OMB BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995, no persons are 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-XXXX. The time required to complete this information collection is estimated to average 20 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.

The Food and Nutrition Service (FNS) of the U.S. Department of Agriculture has contracted the Manhattan Strategy Group, an independent research firm, to conduct a retailer satisfaction survey. This survey examines Electronic Benefits Transfer (EBT) equipment and payment processing services used by retailers participating in the Supplemental Nutrition Assistance Program (SNAP). We invite you to complete a brief survey that will assist FNS in understanding how SNAP retailers acquire products and services for processing in-store SNAP EBT transactions. This information will be used to develop a set of best practices that can educate retailers acquiring those EBT products and/or services.

The survey questions focus on your business procurement and use of (1) EBT card-reading equipment and (2) EBT payment processing services. The survey should take approximately 20 minutes to complete. To facilitate completion of the survey, we encourage you to have on hand a copy of your terms of agreement and statement/bill for EBT card-reading equipment and payment processing services.

Your responses to this survey will not be published in a form that identifies you and will be kept separate from your contact information. Any information that can identify individual retailers will not be reported, outside the research team, except as otherwise required by law. When this study is completed, FNS will publish a report that will be available on its website at <https://www.fns.usda.gov/report-finder>.

To participate in this survey, please check, "Accept" below.

Card-reading equipment: This is the processing equipment used to swipe the EBT and/or credit or debit card. It may or may not be integrated with other point-of-sale (POS) equipment.

Payment processor: A vendor that provides electronic payment processing services to complete an EBT, credit or debit card transaction, and settles the payment into your business's account.

Accept
 Decline

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Does your business currently accept EBT?

Yes
 No

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How many locations does this retailer have under the same corporate management?

- 1
- 2 to 9
- 10 to 49
- 50 to 100
- More than 100

In addition to EBT, does your business accept credit and/or debit card payments?

- Yes
- No

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Does your business use the same card-reading equipment for debit, credit and EBT card payments or does it use a standalone device for EBT?

- We use the same equipment for all card payments
- We use a standalone EBT card-reading equipment, separate from the debit/credit card equipment
- Other (please specify)

Was the equipment acquired in or after September 2015?

- Yes
- No

Does your business use an inventory management system? This is a system that automatically tracks the amount of inventory remaining after each sale.

- Yes
- No
- Not right now, but will in the near future

How many checkout stations, including self-checkout stations, does your business have at this location?

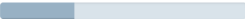
- 1
- 2 to 5
- More than 5

How many of these checkout stations accept SNAP EBT payment transactions?

- All of them
- Most but not all
- Some but not all
- Only 1

Approximately, what share of your business's revenues come from SNAP (Food Stamp Program) payments? Would you say it is:

- Up to 10%
- Between 10% and 15%
- Between 15% and 20%
- Between 20% and 25%
- Above 25%



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Please indicate your position or title in the business.

DECISIONS ABOUT STORE EQUIPMENT & PAYMENT PROCESSING SERVICES

Are decisions about card-reading equipment and payment processors made locally or by a corporate office? Very small chains may be considered local.

- Local
- Corporate office
- Other (please specify)



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For payment processing services, what types of fees does your business pay? (Note: Some of these fees may be built into your contract)

Up-front one-time fees	Yes	No
Application processing	<input type="radio"/>	<input type="radio"/>
Initial set-up or activation	<input type="radio"/>	<input type="radio"/>

For payment processing services, what types of fees does your business pay? (Note: Some of these fees may be built into your contract)

Recurring fees	Yes	No
Equipment maintenance	<input type="radio"/>	<input type="radio"/>
Direct deposit	<input type="radio"/>	<input type="radio"/>
Monthly statement	<input type="radio"/>	<input type="radio"/>
Customer service or technical support	<input type="radio"/>	<input type="radio"/>
Access to online transactions	<input type="radio"/>	<input type="radio"/>

For payment processing services, what types of fees does your business pay? (Note: Some of these fees may be built into your contract)

Processing fees	Yes	No
Gateway	<input type="radio"/>	<input type="radio"/>
Settlement	<input type="radio"/>	<input type="radio"/>
Batch	<input type="radio"/>	<input type="radio"/>
Address verification	<input type="radio"/>	<input type="radio"/>
Transaction fees (cost per swipe + percentage of sale)	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Indicate how important each of the following factors were when your business last contracted the services of the card reader and payment processor vendor?

(EBT) Card-reading Equipment	Very important	Important	Somewhat important	Not important	Not applicable
Same card-reading equipment for debit, credit and EBT card payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration with inventory software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up-to-date hardware	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up-to-date software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability (uptime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment size/counter space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to operate at checkout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet connection requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troubleshooting and maintenance help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment replacement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Indicate how satisfied your business is with each of the following EBT-related products and services?

(EBT) Card-reading Equipment	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable
Same card-reading equipment for debit, credit and EBT card payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration with inventory software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up-to-date hardware	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up-to-date software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability (uptime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment size/counter space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to operate at checkout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet connection requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troubleshooting and maintenance help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment replacement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Indicate how satisfied your business is with each of the following EBT-related products and services?

	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable
Transaction fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monthly fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Processing time for fund to appear in store account	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analytic tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment cycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Reliability (processing uptime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fraud Protection Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Submit Survey

Thank you for completing this survey.

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PRIVACY ACT STATEMENT

Authority: Section 4011 of the Agricultural Act of 2014 (P.L. 113-79; "2014 Farm Bill") ended the provision of EBT equipment and services free of charge to retailers participating in SNAP and authorizes collection of the information on this application.

Purpose: Information is collected primarily for use by the Food and Nutrition Service to inform future FNS policies regarding requirements for vendors providing EBT equipment and services to authorized retailers and TPP services-related guidance for retailers.

Routine Use: Information may be disclosed for any of the routine uses listed in the published System of Record notice <https://www.federalregister.gov/documents/2010/12/27/2010-32457/privacy-act-revision-of-privacy-act-systems-of-records#p-30>

Disclosure: Study results will not share individual respondent information but will be analyzed and reported aggregately. Individual responses will not be shared outside the research team.