

## **Appendix K. EBT Vendor Interview Guide: Invitation Letter**



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 read the invitation letter is estimated to average 3 minutes. The time required to complete this interview is estimated to average 1.5 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information.

U.S. DEPARTMENT OF AGRICULTURE  
FOOD AND NUTRITION SERVICE

**Supplemental Nutrition Assistance Program (SNAP)  
Third-Party Processor Services, Fees, and Business Practices**

**EBT VENDOR INTERVIEW**

DATES:

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Interview Commencement Date: XXX (9:00 a.m. Eastern Time)

Interview Completion Date: XXX (5:00 p.m. Eastern Time)



[Date]  
[Name]  
[Title]  
[Organization]  
[Address]  
[City, State, Zip]

Dear [Salutation] [Last name]:

**United  
States  
Department  
of  
Agriculture  
(USDA)**

Food and  
Nutrition  
Service  
3101 Park  
Center Drive  
Alexandra,  
VA  
22302-1500

You have been identified as a supplier of payment processing services or point of sale (POS) equipment to Supplemental Nutrition Assistance Program (SNAP) retailers. The U.S. Department of Agriculture's (USDA) Food Nutrition Service (FNS) is conducting a study to better understand the services, fees, and business practices of vendors that support the Electronic Benefits Transfer (EBT) program. The study intends to collect data from SNAP retailers and vendors. The information will be used to develop a best practices guide that will help SNAP retailers make informed decisions when acquiring POS equipment and payment processing services.

FNS is conducting vendor interviews through a contract with the Manhattan Strategy Group, an independent research firm. The interviews will cover topics on business operations, products and services, price, contractual agreements, customer support, and marketing.

We know that you are very busy, and we appreciate your willingness to participate. A copy of the questionnaire will be distributed ahead of the interview. We expect the telephone interview will take approximately 60 minutes.

If you have questions or comments about this study, please contact Shirley Eng, the Study Director, by email at: [snap@manhattanstrategy.com](mailto:snap@manhattanstrategy.com) or by phone at: (917) 859-8968. You can also contact Rosemarie Downer, the FNS Project Officer, by email at: [Rosemarie.Downer@fns.usda.gov](mailto:Rosemarie.Downer@fns.usda.gov) or by phone at: (703) 305-2129.

Sincerely,

Jane Duffield  
Chief, State Administration Branch, SNAP-PAAD

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