

Date: [___ / ___ / 2011]
Time Start: [___ | ___ | ___] Time End: [___ | ___ | ___]
Time Opened [___ | ___ | ___]
Respondent Name: _____
Respondent ID#: [_ | _ | _ | _ | _ | _]
Market: _____
FO ID: _____

Q4	Have you lost a sale in the last 7 days because you could not provide change?	1. >> continue 2. >> Q1
Q5	How many sales did you lose in the last 7 days due to insufficient change?	sales
Q6	What was the approximate value of those sales, in total?	/-
Q7	What was the lost profit from these sales, in total?	/-
Q8	Think about all these lost sales. For how many of them did you have more cash on hand than the amount of change you needed?	
Q9	What did these customers do when you could not provide change? FO: circle all that apply.	1 - went to nearby shop 2 - came back later to my shop 3- Left and did not buy anything 99 - don't know
Q1	How much money did you bring to work this morning?	/-
Q1b	How much money did you bring to work in coins?	/-
Q2	How much money did you have at the end of the day yesterday?	/-
Q3	What did you do with the money from last night? FO: write down all that apply. Codes: 1-Deposited in formal banking institution; 2 - Kept at home; 3 - gave to wife or friends; 4 - Gave to owner of shop; 5 - spent it(specify); 6 - Other (specify)	
Q10	Think about the last customer who you couldn't give change to. What was this person trying to buy, for how much and what bill was he using?	wanted to purchase _____ For (Ksh): _____/- bill trying to pay with: _____/- amount of change needed: _____/- Has Never Happened [] >> Q13
Q11	Did you have more cash on hand than the amount of change needed?	1 2
Q12	How much cash did you have on hand?	/-
Q13	Have you had to fetch change in the last 7 days because you could not break a customer's bill?	1 >> continue 2 >> Q21
Q14	If yes, how many times?	times
Q15	On average, how much time did it take you to get change?	minutes
Q16b	In looking for change, how many times did you do each of the following?	1-shop was kept open [] times 2- The shop was watched [] times 3-There was no one there [] times
Q17	Did you lose any customers while you were away from the business looking for change?	1 >> continue 2 >> Q21 99- don't know >> Q21
Q18	If yes, how many customers did you lose in the past 7 days?	customers
Q19	Did any of these customers come back to complete their purchases later?	1 >> continue 2 >> Q21
Q20	If yes, how many?	customers
Q21	Did you give goods on credit in the last 7 days because you didn't have correct change?	1 >> continue 2 >> Q24
Q22	If yes, how much did you give out on credit?	/-
Q23	On average, how long does it take to get these loans paid back?	days
Q24	In the last 7 days, has a customer agreed to pay more than the price and come back for change later?	1 >> continue 2 >> Q27
Q25	If yes, how much change did you owe them on average?	/-
Q26	On average, how long does it take for them to come back?	_____days _____hours
Q27	How many customers have you had in the past 2 hours?	customers
Q28	How much have you sold in the past 2 hours?	/-
Q28b	How much profit have you had in the past 2 hours?	/-
Q28c	How much cash do you have on hand right now?	/-
Q28d	How much cash do you have in coins right now?	/-
Q29	c) How many times have other shops or vendors asked you for change in the past 7 days? b) How many times have you given other shops or vendors change? a) How much change have you given other shops or vendors in the past 7 days?	c) Times b) Times a) /-
Q30	a) How much change have you received from other shops or vendors in the past 7 days? b) How many times have you received change from other shops or vendors?	a) /- b) Times
Q31	What was the total income the business earned during the last 7 days after paying all expenses including the wages of employees, but not including any income you paid yourself. That is, what were the profits of your business during the last 7 days?	/-
Q32	a) How many days ago did you last restock your inventory? b) How much did you invest?	a) days b) /-