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?  
1. went to nearby shop  
2. came back later to my shop  
3. Left and did not buy anything  
99. don't know

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?  

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

Q16 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

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 7 days? customers

Q28 How much have you sold in the past 7 days? 

Q29 How much profit have you had in the past 7 days? 

Q30 How much cash do you have on hand right now? 

Q31 How many times have other shops or vendors asked you for change in the past 7 days? Times

Q32 How many times have you received change from other shops or vendors in the past 7 days? Times