Suggested Protocol for NEMS users interested in Counter Tools customization work

*Please note:* If you are considering customizations to the NEMS forms beyond the existing built-in customizations, we ask that you review the steps listed below before contacting Counter Tools.

1. **Have the customizations been finalized:**
   - ✔ New items selected and pilot-tested by you and others
   - ✔ Instructions on how to complete new items written clearly and pilot-tested by others
   - ✔ Clear link of new items and the project/study questions that they answer

   If **no** to any of the questions or if a hint of doubt, wait to contact Counter Tools. Finalize items, including layout! (You don’t want to have to pay extra for them to change the items once programmed in the SAC.)

   Is it okay to contact Counter Tools if I am near finalization and want to get a price estimate and time estimate to see if it is doable with costs and time? Yes.

2. **Should I explore having Counter Tools program my customizations:**
   - ✔ Do you have funds to pay Counter Tools for the customizations?
     - o Counter Tools would love to be able to do the customizations for free but we are a small non-profit that needs to pay the bills. We will not be charging for-profit prices but will charge a fee based on the amount of customizations being requested.
   - ✔ When does the data collection begin?
     - o Counter Tools is happy to build customized modules but may not be able to provide a quick turnaround time. If the data collection start date cannot be flexible, you may want to consider collecting the added items on paper and doing manual data entry afterwards. Counter Tools usually does the programming and then has you pilot-test it to make sure it is working properly and that items are correctly programmed.
   - ✔ How many outlets are to be audited?
     - o If a small number of outlets are to be audited, it may be easier to collect the added items on paper and do manual data entry afterwards.
   - ✔ How many additional items added?
     - o If only a few items are to be added, make sure that the existing customization “Other” fields can’t meet your needs.
   - ✔ Does it matter that my customizations will be public and available to other Store Audit Center users?
     - o The way the Store Audit Center is designed, all modules that are built can be viewed and selected by any user of the system. There is no way to keep your customizations private.

   If you would like to contact Counter Tools about programming your customizations, please send an email to Marielle at marielle@countertools.org. Include your project timeline and the customizations that are needed and any other information that would be helpful to them.