SCRIPT FOR GREEN GOODS AND SERVICES
NON-RESPONSE PROMPT

Typographical conventions: *italics for programmer notes*, ALL CAPS FOR ITEMS NOT READ OR INSTRUCTIONS TO THE INTERVIEWER.

Introduction

Intro1. Hello. My name is _____ from the Bureau of Labor Statistics, or BLS. I'm calling in reference to the Green Goods and Services survey form your business received from BLS on *(date mailed)*. May I please speak to (*contact name*)?

Intro2. *(Reintroduce yourself if necessary)* Our records indicate you received a BLS Green Goods and Services survey form. Did you receive that survey form?

If not, do you know who received it?
> Name:_____
> Phone:_____
> Fax:_____

Thank you for your time (HANG UP AND CONTACT THE NAME GIVEN).

Continue with correct respondent

Intro3. We would like to confirm you received that form. Did you receive the form?
- YES → We would like to remind you to please complete and mail it back using the pre-paid return envelope.
- NO → Would you like us to mail you a new form?
  - YES → Let me confirm the address we have on file with you. *(Read address on file).*
    - o   IF INCORRECT FILL OUT UPDATED ADDRESS:
      _____
      _____
      _____
  - NO → Thank you (and hang up).

If there is anything else you would like us to know about your experience, please call us at 202-XXX-XXXX or send an email to XXX@bls.gov. Thank you very much for your time.