

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, OMB number 1220-0181, 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 → I would be happy to collect the data over the phone from you now.
 - YES → Before I collect the data let me assure you the information you provide will help BLS better understand business record-keeping and will aid in designing a new survey. Your participation is completely voluntary and you can decline to answer any question at any time. Information related to this study is confidential and will not be released to the public in any way that would allow identification of individuals or establishments except as prescribed under the conditions of the Privacy Act Notice. This form is approved by the Office of Management and Budget, number 1220-0181, which expires on September 30, 2010.
FILL IN DATA AS DIRECTED BY RESPONDENT
 - NO → We would like to remind you to please complete the form and mail it back using the pre-paid return envelope.

- YES BUT INDUSTRY IS INCORRECT → We can send you an updated form via email, mail or fax. Alternatively, feel free to use the “other” category in Section 5 of the form you currently have to identify your business’s primary activity and its percent of total revenue.
 - NEW FORM → Would you please give me a basic description of your main business activity(ies)? _____ COLLECT NECESSARY EMAIL, ADDRESS OR FAX NUMBER.
 - WILL FILL IN INFORMATION ON CURRENT FORM
- NO → Would you like us to email, fax or mail you a new form?
 - YES → Let me confirm the contact and address we have on file with you. *(Read address on file)*.

0 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 202-691-5185 or send an email to GGS@bls.gov. Thank you very much for your time.