

**COMMUNICATIONS FOR CASES CLOSED NON-SUCCESSFULLY**

**E-mail Message Texts for Monthly Cases Closed Comment Card:**

*Introductory Message (Same for Success and Non-Success)*

[NAME],

Thank you for contacting the U.S. Department of Commerce's Trade Agreements Compliance Program regarding the foreign government trade barrier problems that you faced as a U.S. exporter. We hope you were pleased with the results.

Within the next day, you will be receiving an email containing a link to a Comment Card that will give you an opportunity to provide feedback to help us better serve you and our other clients in the future. We estimate that the Comment Card will take less than five minutes to complete.

Your response to this Comment Card is very important to us. We will use what you and other clients tell us:

- To improve the service that we provide to our clients, and
- To measure progress as we improve over time.

If you would like to discuss any of your comments further, or if you have encountered other foreign trade barriers, we welcome your call.

Thank you for your participation,

Customer Relations Management Unit  
U.S. DOC, International Trade Administration

If you have a question about the validity of the Comment Card or any comments for the ITA Trade Agreements Compliance Program, please send an e-mail to [TradeBarrierFeedback@trade.gov](mailto:TradeBarrierFeedback@trade.gov).

Please add [TradeBarrierFeedback@trade.gov](mailto:TradeBarrierFeedback@trade.gov) to your address book. If you don't receive an email with the Comment Card link, it may have mistakenly ended up in your SPAM folder, so please open it from there.

Please visit <http://tcc.export.gov> if you have any questions about trade barriers or what the U.S. Government can do for you to help overcome foreign government trade barriers.

*Message containing e-mail link (Success and non-success)*

[NAME],

Thank you for contacting the U.S. Department of Commerce's Trade Agreements Compliance Program regarding the foreign government trade barrier problems you faced as a U.S. exporter. We hope you are pleased with our work with you to resolve your trade complaint.

OMB Control No. 0690-0030

Expiration Date: 04/30/2014

We ask that you take a few minutes to complete a short on-line Comment Card regarding your experiences with the program and the quality of service you received. It should take no more than five minutes, and will help us to better serve you and other clients in the future.

Please click below to leave feedback:

[URL]

We look forward to hearing from you. Thank you for your response.

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*Follow-up message (to be sent 1 week after e-mail containing Comment Card link, to success and non-success)*

Thank you for providing feedback to the U.S. Department of Commerce's Trade Agreements Compliance Program. The responses we have received so far will help us to adapt our program to better respond to the needs of U.S. investors and exporters.

We recently wrote to you asking you to complete a short feedback Comment Card that would help us to improve our programs designed to assist U.S. exporters. If you have already completed the Comment Card, you may disregard this message; if you have not completed the Comment Card, then here is the link:

Please click below to leave feedback:

[URL]

Again, many thanks for your support. Every answer contributes to the decisions we will be making about how to improve our program.

Customer Relationship Management Unit  
U.S. DOC, International Trade Administration

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**Questions for Monthly Cases Closed Comment Card (NON-Success)**

1. On a scale of 0 to 10, how would you rate your level of overall satisfaction with the service provided by the Trade Agreements Compliance Program? (0 is “Extremely Dissatisfied,” 10 is “Extremely Satisfied.”)
2. On a scale of 0 to 10, how likely is it that you would recommend to others the service provided by the Trade Agreements Compliance Program? (0 is “Extremely Unlikely,” 10 is “Extremely Likely”)
3. On a scale of 0 to 10, how would you rate your level of overall satisfaction with the frequency of our communications with you regarding your complaint? (0 is “Extremely Dissatisfied,” 10 is “Extremely Satisfied.”)
4. Was there anything exceptional about the service you received, or are there ways we could have served you better? (*free text*)
5. The reasoning on file for **closing** your complaint is: [Display Closing Criteria for given case]. For quality control purposes, we ask you to verify that the reason for closing the complaint is accurate. (*Answer is yes, AND closing criteria is Client Agrees No Further USG Action is possible, go to question 11. Answer is Yes, AND closing criteria is “Withdraws Support,” go to question 6. Answer is Yes, AND closing criteria is “Resolves Barrier Another Way,” go to question 7. Answer is Yes, AND closing criteria is “Client Disagrees No Further USG Action is possible, go to question 8/ Answer is no (for ANY closing criteria)- go to question 9).*)
6. The reasoning on file for **closing** your complaint is: [Display Closing Criteria for given case]. Did you withdraw support for continuing the case? In favor of another opportunity (domestic or international)? Or for some other reason? Please use the free-text field. (*free text, go to question 11).*)
7. The reasoning on file for **closing** your complaint is: [Display Closing Criteria for given case]. Would you share a generic description of the alternative way in which the issue was resolved? Please use the free-text field. (*free text, go to question 10).*)
8. The reasoning on file for **closing** your complaint is: [Display Closing Criteria for given case]. What else do you think the Department of Commerce can do to assist you? Please use the free-text field. (*free text, go to question 11).*)
9. The reasoning on file for **closing** your complaint is: [Display Closing Criteria for given case]. You have answered that this reasoning is incorrect. Please feel free to comment on this selection. (*free text, go to question 11).*)

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10. What was the impact on your business of resolving this case, i.e., the removal or reduction of the trade barrier? (e.g., short term or long term sales, clients or markets? creation or retention of US jobs?)(*free text*)
11. Would you be interested in receiving information on serving as part of our corporate focus groups? (*free text*)
12. Please help us verify the following contact information. If the information below is incorrect, please make changes to help us ensure our records are accurate. (*data is piped in on client name, e-mail, and company; client can edit these fields to update information*)

This information collection contains requirements subject to the Paperwork Reduction Act (PRA). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB control number.