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-XXXX, that 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. Would that be OK with you?
  - YES → Before I collect the data let me assure your participation is completely voluntary. Information obtained from your business is confidential and will not be released to the public in any way where it can be identified as yours.
  - NO

    FILL IN DATA AS DIRECTED BY RESPONDENT AND GO TO INTRO4

- 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. Is your address *(address on file)?*
    - o IF INCORRECT FILL OUT UPDATED ADDRESS THEN GO TO INTRO4:

      _____
      _____
      _____ You will receive your form soon.
  - NO → Thank you (HANG UP).

Intro4. Are there any questions that you have about the form or information that we are requesting?

- YES → (FILL IN ANSWER, GO TO CONCLUSION 1)

  _____
  _____

- NO → GO TO CONCLUSION 1

Conclusion1: 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.