

## **COMMUNICATIONS FOR CASES CLOSED 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.

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### **Questions for Monthly Cases Closed Comment Card (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 **definition of success** on file for your complaint is: [Display Success Definition for specific case]. The **summary on file** which describes actions taken by the U.S. Department of Commerce to achieve this success definition is: [Display Closing Summary for specific case]. For quality control purposes, we would like you to verify that the success definition and the summary accurately reflect your complaint, as well as the actions taken on your behalf to resolve the issue. (*yes- go to question 7/no-go to question 6*)
6. The **definition of success** on file for your complaint is: [Display Success Definition for specific case]. The **summary on file** which describes actions taken by the U.S. Department of Commerce to achieve this success definition is: [Display Closing Summary for specific case]. You have answered that the definition of success and/or the summary on file are inaccurate. Please feel free to comment on the above statements. (*free text*)
7. What was the impact of the trade barrier to your business before working with the Trade Agreements Compliance Program to resolve the barrier you were facing? (*free text*)
8. 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*)
9. May we follow up with you to discuss the potential use of this record for our outreach materials, including possible use by the Secretary of Commerce? (*yes/no*)

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10. Would you be interested in receiving information on serving as part of our corporate focus groups? *(free text)*
11. 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 to be 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.