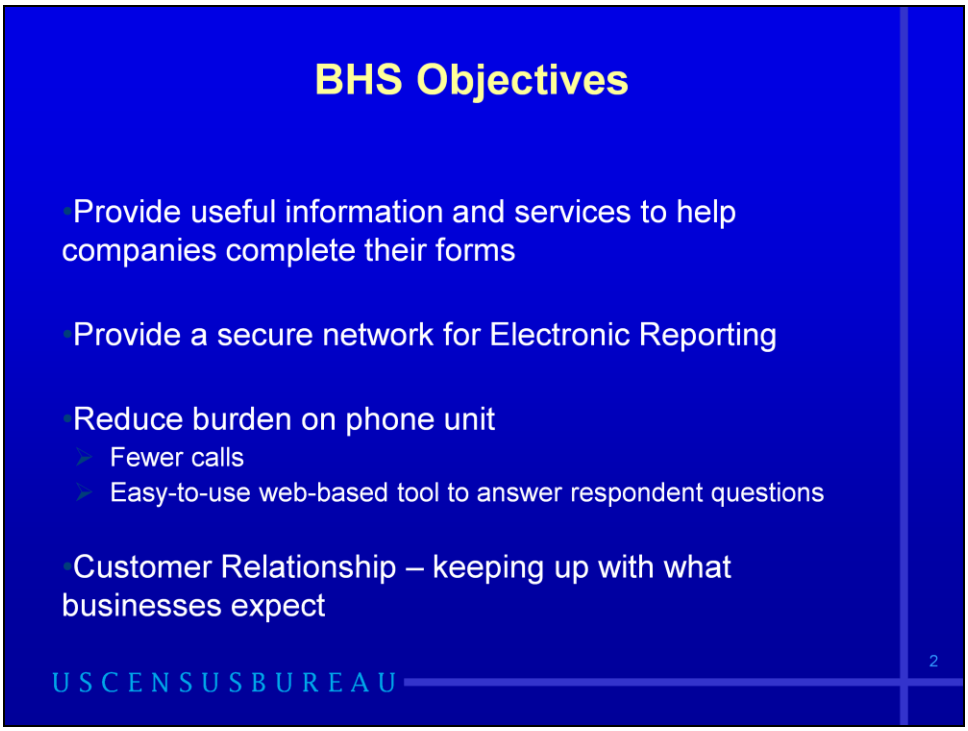
Good morning…

It's my pleasure to be here to discuss the Business Help Site, found at www.census.gov/econhelp. This is a web site designed to assist respondents for the Census Bureau's economic surveys.

In a few minutes, I'd like to show some screen shots of the site, but first I'd like to say a few words about the site's objectives, format, and development.



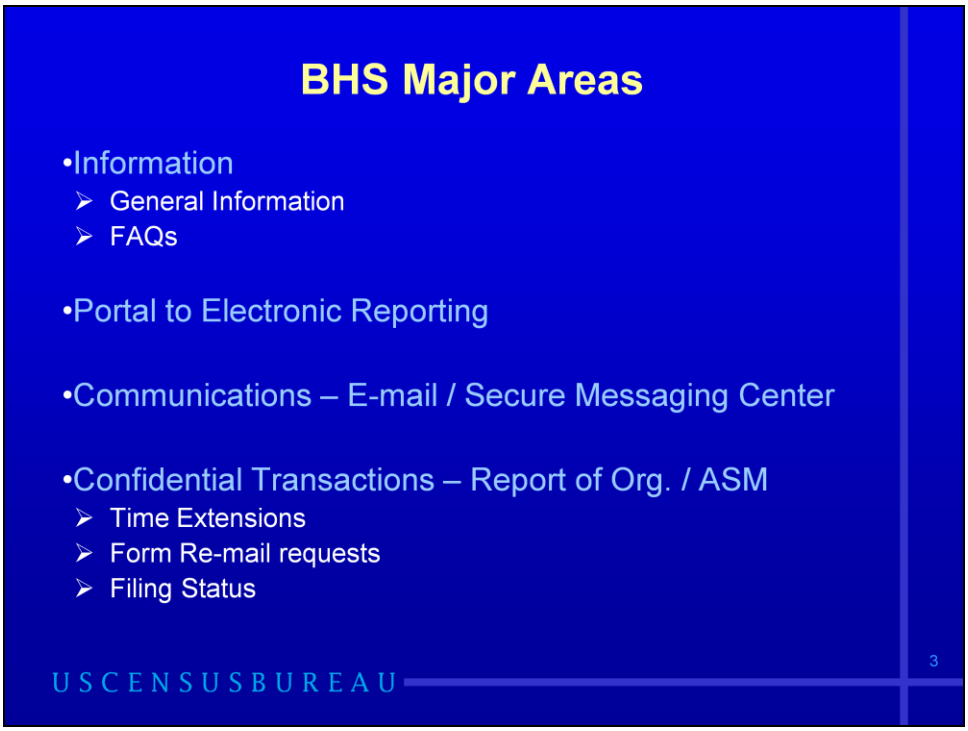
Since its inception, we've developed the Business Help Site with several goals in mind:

Our primary goal is to provide useful…

We also provide a secure network for Electronic Reporting. **In 2002, xx companies reported electronically, and xx used the BHS to download their forms and reporting software**

The site serves to reduce burden on those Census employees answering phone calls and e-mails. We hope the information on the site can answer questions and preempt a phone or e-mail inquiry, but should a respondent contact us, we hope the information on the site can help Census employees provide accurate and timely answers.

And finally our objective is to take a pro-active Customer Relationship approach and provide what businesses expect in the form of online information



The BHS is composed of several major areas. We currently have a separate site for each survey on the site, and within each we have:

•information (provided by survey areas) such as a general description of the survey and FAQs,

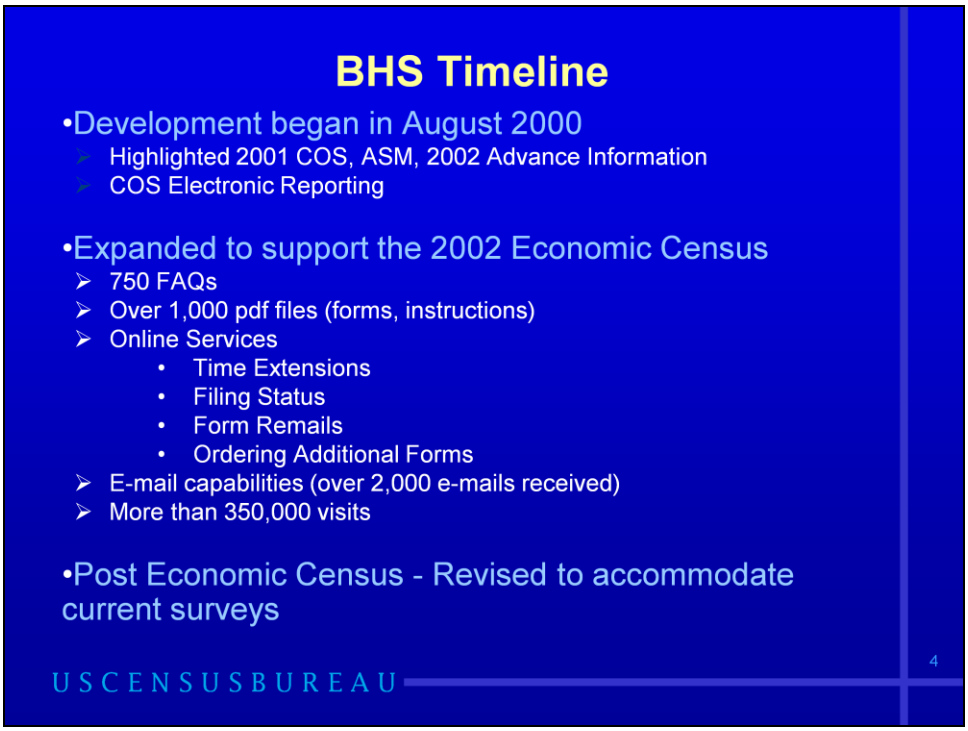
•a link to Electronic Reporting software – depending upon the survey, we link to our Surveyor software or to web-based reporting called Census Taker

•Communications

- •E-mail automatically directed to survey staff
- •SMC (soon for COS/ASM) provides additional layers of security and is in more of a password-protected message board format.
- •The SMC allows for large file attachments, whereas the e-mail page does not

• Confidential transactions we call Online Services

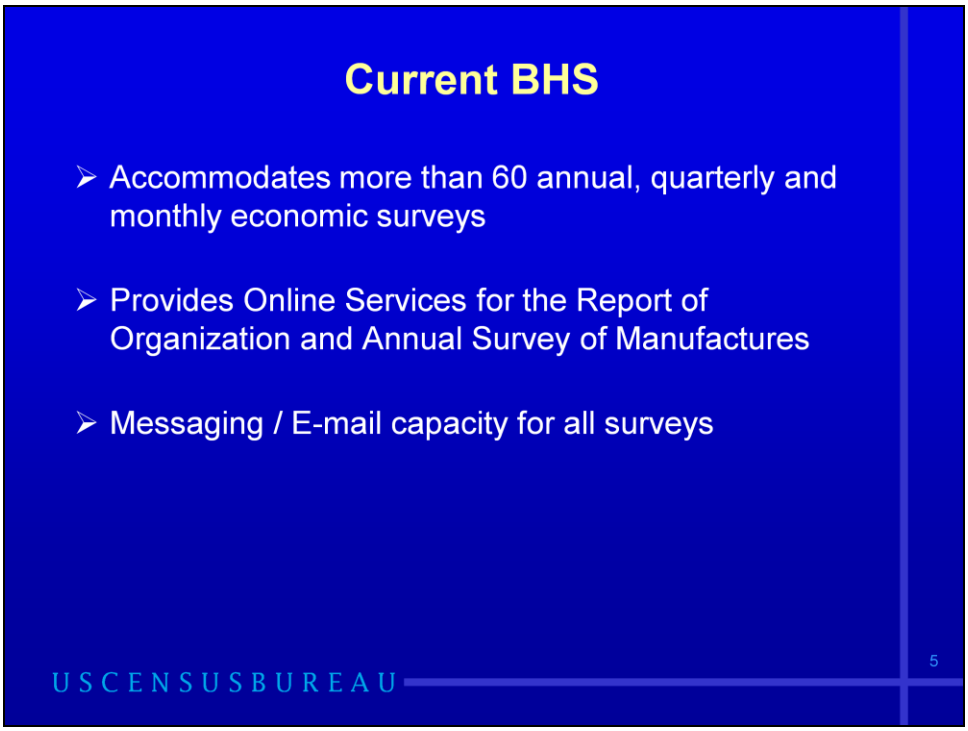
- •Also password-protected
- •(list transactions available)



Development for the BHS began in August 2000 with the idea that we would have online support for our Report of Organization and Annual Survey of Manufactures.

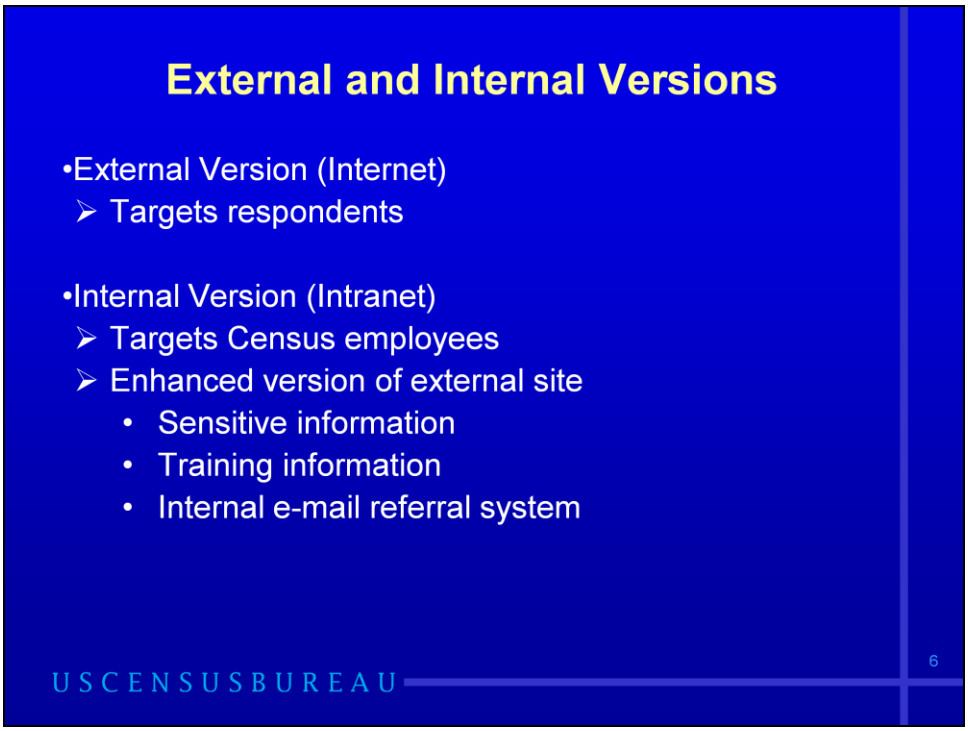
We did this with an eye toward the 2002 Economic Census. We could build the site for the smaller surveys, then use it's flexibility to expand for 2002. By the time we mailed the EC, we had 750 FAQs and 1000 pdf files on the site.

After the EC, we reverted back to support for the ROO/ASM and added additional annual, monthly and quarterly surveys. Our criteria for adding a survey was to do so as they offered ER options, but now we're looking to offer support for all the Census Bureau's economic surveys.



So right now we have 20 current economic surveys, providing Online Services for the ROO/ASM.

(read e-mail line)



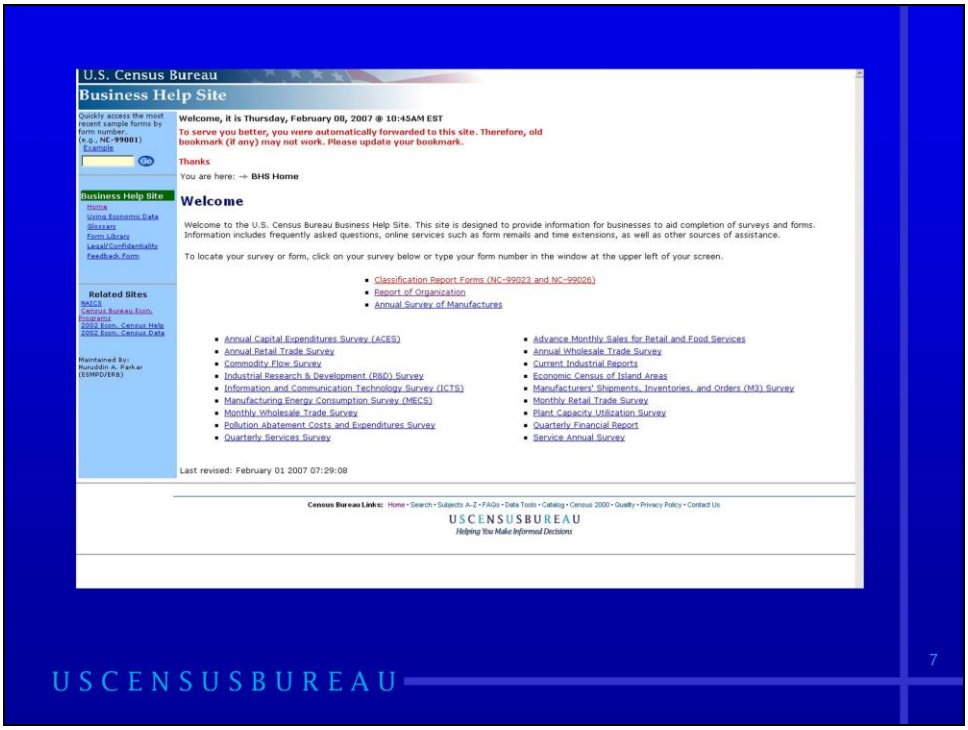
There are two versions of the site:

an external version (the one I've been talking about) and…

an internal version , which is the site Census employees use

Functionally, both sites operate the same way, but the internal version operates with in our firewall, giving us the opportunity use the site's flexibility to add **more** content designed to help employees answer calls and e-mails without exposing this inside information to the general public.

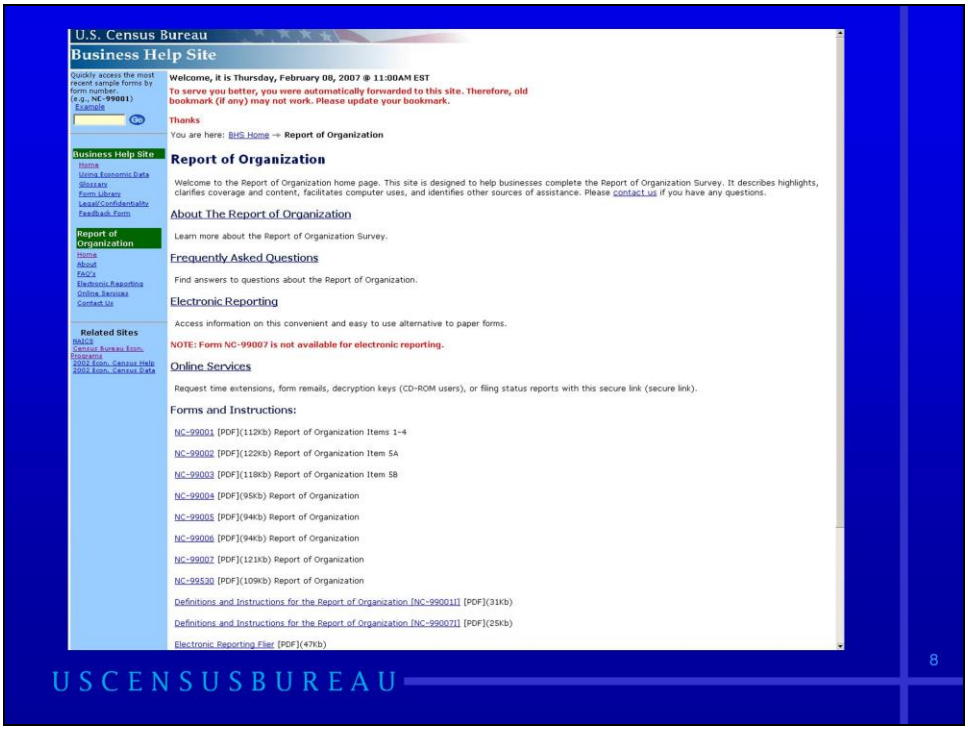
For instance, our internal site provides a frequently updated reference guide designed to help Census employees solve problems for respondents calling us with problems using the Surveyor software.



This is a look at our current Business Help Site homepage.

Respondents for the ROO/ASM access this page directly via www.census.gov/econhelp, then must click on their survey name, but the other surveys have links directly to their specific survey page (i.e. econhelp/arts goes directly to ARTS, etc.)

For the 2007 EC, census.gov/econhelp will go directly to the EC page. The current surveys will continue to use the URLs they currently have.



Here's an example of a survey-level page. For our purposes today, we're looking at the ROO home page.. As you can see, we have

general content About the survey

FAQs for the survey

an Electronic Reporting portal page

Online Services

and pdfs of Forms and Instructions, for informational purposes

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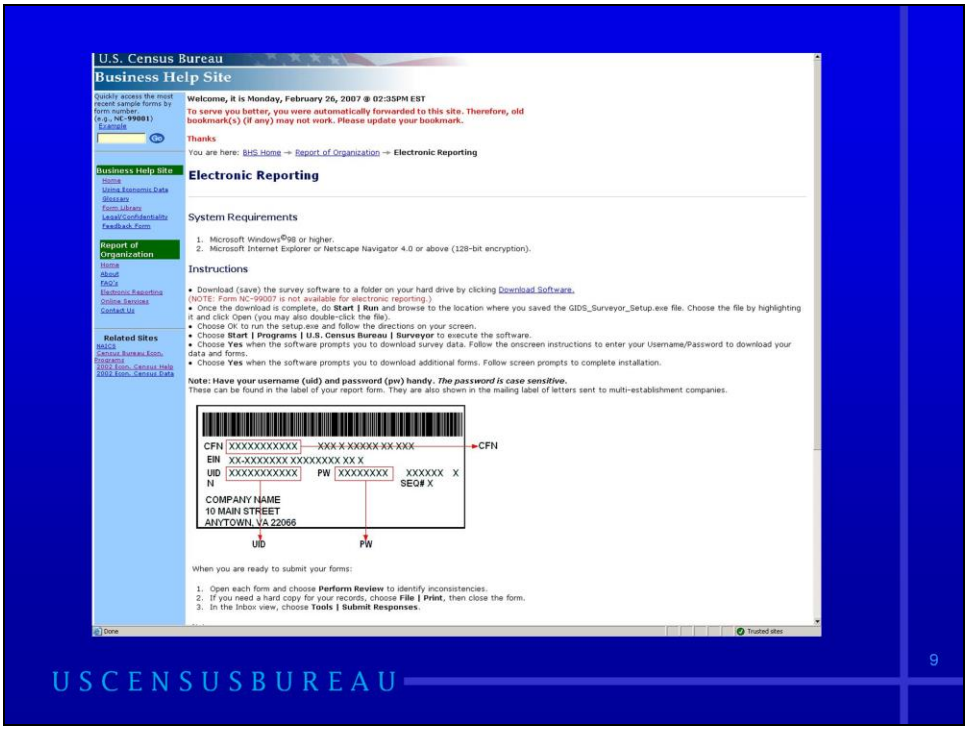
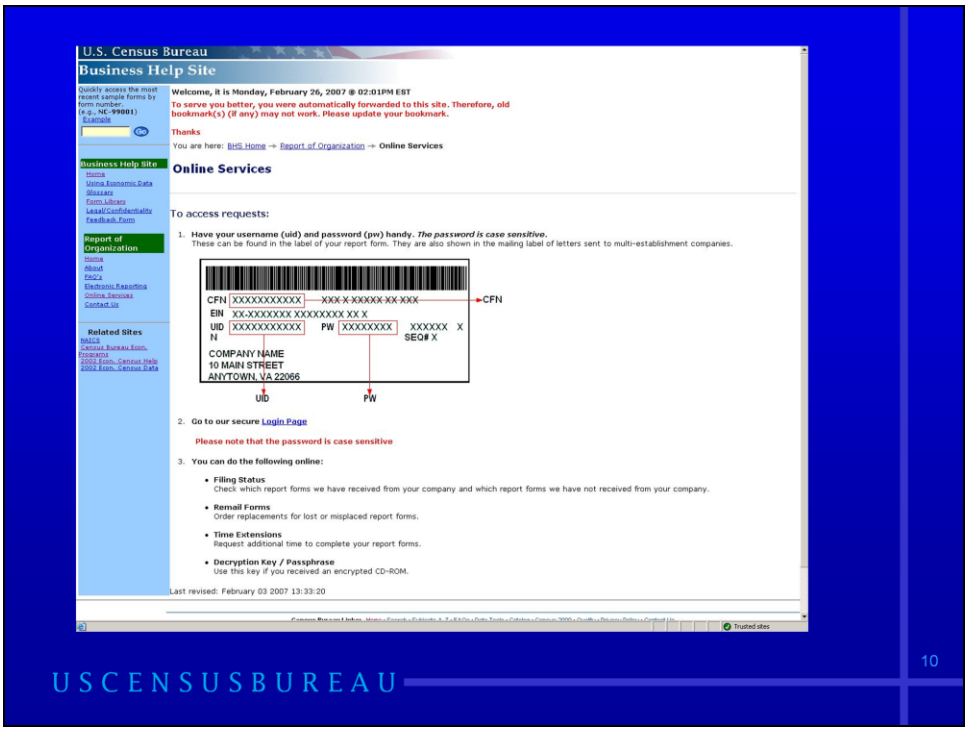


On the electronic reporting page, we provide requirements, instructions, and a link to download electronic reporting software. We also provide a graphic for locating a company's UID and PW (necessary for downloading reporting software) within a report form mailing label



This is our Online Services page. As you can see, we provide the label graphic again for UID and PW identification.

You can see a list of Online Services available. Again we provide:

filing status

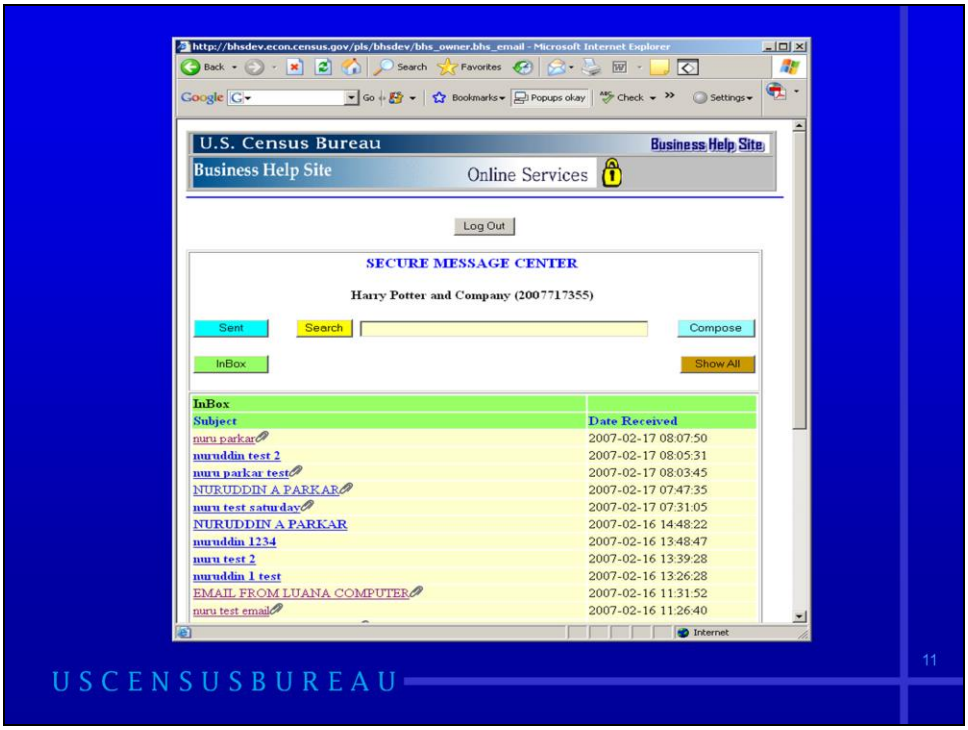
Remail

time extensions

decryption keys for encrypted CD-ROM files.

Once available, users will access our Secure Messaging Center from the Online Services page, using the same UID PW.

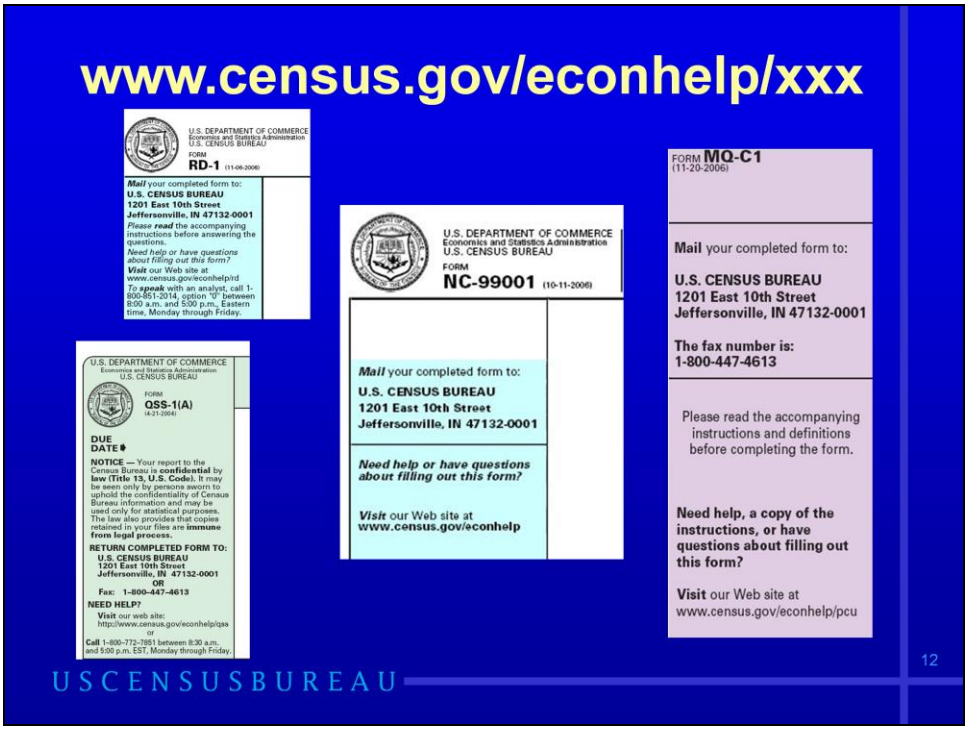
We'll also have the ability to display company reporting calendars, or a list of all surveys a company is responsible for. This will me made available upon request.



The www.census.gov/econhelp URL is on most paper forms for economic surveys – so those using paper can refer to the site for help…

You can see this for the R&D…

At this time, I'd like to take any questions…



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