

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1513-0124.

Amendments

Specialist/Clerks Name _____

Industry Member Owner Name _____

Registry Number _____

Permit Number _____

Person being Interviewed _____

(Rate on a scale of 1 to 5 with 1 being least satisfied and 5 being most satisfied)

1. Were you contacted by the National Revenue Center at any time about your amendment? YES or NO
If question 1 is yes ask question 1a.
 - a. 1a. How satisfied were you with the technical knowledge displayed by the employee who was assigned to your submission?
2. How satisfied were you with the ease of getting the TTB forms necessary for your submission?
3. How satisfied were you with the instructions provided for completing the TTB forms?
4. How satisfied were you with the information we asked you to provide?
5. How satisfied were you with being able to complete the forms without assistance?
6. How satisfied were you with the amount of communication you received from TTB?
7. How satisfied were you with the notification and resolution of any issues with your submission?
8. How satisfied were you with the notification that action on your submission was complete?
9. How satisfied were you with the amount of time it took to complete the TTB forms?
10. How satisfied were you with the amount of time it took for the entire submission and approval process?
11. How satisfied were you with the amount of time it took for you to be notified that action on your submission was complete?
12. How satisfied were you with the entire process?
13. If we allowed you to submit electronic applications and/or amendments would you use it?
YES or NO"