

CPQS REMINDER/THANK YOU POSTCARD

DATE

We recently mailed you a survey regarding your experiences with the services offered by the United States Patent and Trademark Office (USPTO).

If you have already completed and returned the paper survey or completed it over the Internet, please accept my sincere thanks. If not, I encourage you to do so as soon as possible. Because you are a valued customer to the USPTO, your opinions are very important to us and will be used to guide our future action planning. Your candid responses to this survey are critical to accurately reflect the perceptions of our customers.

To take the Internet survey, enter the URL www.uspto.gov/CPQS. Once you are at the website, enter the username "CPQS" and the password "CPQS" to begin the survey. The password is case sensitive. You will be asked for your survey ID number, which is the 5-digit number printed on the front cover of your paper survey.

If you did not receive the survey or need another copy, please call Terita Jackson at Westat, 1-800-XXX-XXXX, for assistance.

Sincerely,

John Doll
Commissioner for Patents

U.S. Department of Commerce
U.S. Patent and Trademark Office
C/O Westat
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