

DEPARTMENT OF THE TREASURY – ALCOHOL AND TOBACCO TAX AND TRADE BUREAU  
**NRC SURVEY – PONL APPLICANTS (ORIGINAL)**

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.

<b>Specialist/Clerks Name</b>	<b>Industry Member Owners Name</b>	
<b>Registry Number</b>	<b>Permit Number</b>	<b>Person being Interviewed</b>

*(Rate on a scale of 1 to 5 with 1 being least satisfied and 5 being most satisfied. Answer 'N/A' if question does not apply.)*

	1. How satisfied were you with the ease of accessing the application using Permits Online?
	2. How satisfied were you with the guidance provided for completing the application?
	3. How satisfied were you with the information we asked you to provide?
	4. How satisfied were you with being able to complete the application without assistance?
	5. Did you communicate with TTB concerning your application? <i>(If 'yes' ask question 5a)</i>
	5a. How satisfied were you with the amount of communication you received from TTB?
	6. Did you receive assistance from TTB in completing the application process? <i>(If 'yes' ask question 6a)</i>
	6a. How satisfied were you with the assistance you received from TTB in completing the application process?
	7. Did you have any issues that required resolution? <i>(If 'yes' ask question 7a)</i>
	7a. How satisfied were you with the notification and resolution of any issues with your application?
	8. How satisfied were you with the notification that final action was taken on your submission? <i>(e.g. notification that your application was approved)</i>
	9. How satisfied were you with the amount of time it took to complete the online application?
	10. How satisfied were you with the amount of time it took for the entire application process?
	11. How satisfied were you with the length of time between: <ul style="list-style-type: none"> <li>• Your last submission of information to TTB, and</li> <li>• TTB's notification that final action on your application was complete?</li> </ul>
	12. How satisfied were you with the entire process?
	13. How would you to rate your experience using our electronic Permits OnlineSystem?