

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

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.

Specialist/Clerks Name	Industry Member Owners 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. Answer 'N/A' if question does not apply.)

	1. Were you contacted by, or did you contact, the National Revenue Center at any time about your amendment? YES or NO. <i>(If answer is 'yes' ask question 1a)</i>
	1a. How satisfied were you with the technical knowledge displayed by the employee(s) who was assigned to your submission?
	2. How satisfied were you with the ease of accessing Permits Online to amend your application?
	3. How satisfied were you with the guidance provided for completing the amendment?
	4. How satisfied were you with the information we asked you to provide?
	5. How satisfied were you with being able to complete the amendment without assistance?
	6. Did you communicate with TTB concerning your amendment? <i>(If 'yes' ask question 6a)</i>
	6a. How satisfied were you with the amount of communication you received from TTB?
	7. Did you have issues with your amendment 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 submission?
	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 amendment?
	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 length of time between: <ul style="list-style-type: none"> • Your last submission of information to TTB, and • TTB's notification that final action on your amendment was complete?
	12. How satisfied were you with the entire process?
	13. How would you rate your experience using our electronic Permits Online system?