

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0690-0030)

TITLE OF INFORMATION COLLECTION:

Patents End-to-End System Customer Feedback on Online Payment Process

PURPOSE:

To obtain qualitative feedback from the public on agency service delivery associated with the U.S. Patent and Trademark Office’s (USPTO) efforts in designing a new information system entitled “Patents End-To-End (or PE2E).”

This new information system development project includes the reengineering of pre-examination, examination, and publication processes. PE2E will provide a new core architecture including improved reliability and availability for all automated systems. The new system will provide applicants and the user community with access to information and data.

Information collected from customers will assist the USPTO in designing a system that comprehensively considers all customer concerns and will support efforts to enhance customer delivery and performance cycle time.

DESCRIPTION OF RESPONDENTS:

Any stakeholder who has an interest in the online payment process.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Holly Higgins

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [x] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [] No
3. If Applicable, has a System or Records Notice been published? [] Yes [] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [x] No

BURDEN HOURS

| Category of Respondent | No. of Respondents | Participation Time | Burden |
|------------------------|--------------------|--------------------|---------------|
| USPTO Stakeholders | 500 | 5 min (.08 hrs) | 42 hrs |
| | | | |
| Totals | 500 | | 42 hrs |

FEDERAL COST: The estimated annual cost to the Federal Government is \$3,032 (500 responses x 0.13 hrs = 65 hrs; 65 hrs x \$46.64 = \$3,032).

The USPTO estimates that it takes a GS-12 step 1, 8 minutes (0.13 hours) to process the information from the survey. The hourly rate for a GS-12 step 1 is currently \$35.88 according to the U.S. Office of Personnel Management wage chart including locality pay for the Washington, D.C. area. When 30% is added to account for a fully loaded hourly rate (benefits and overhead), the rate per hour for a GS-12, step 1 is \$46.64. ($\$35.88 + \$10.76 = \46.64)

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
[] Yes [x] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We would request volunteers from several sources, including but not limited to: attendees of a focus session, trade show attendees, through the agency call center and possibly through an online survey at www.uspto.gov.

Limitations on respondents will be determined not by limiting the potential group of respondents, but by resource constraints.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
- Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.
