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FEE PROCESSING NEXT GENERATION (FPNG) Interview Script
Fee Collection: Order preparation and payment business process questions

Introduction

Good Morning, My name is ______ and I am calling on behalf of the United States Patent and Trademark Office regarding the USPTO's fee collection system replacement effort. May I please speak with Mr./Ms. ______?

If the volunteer stakeholder is not available ask:
Is there a better time or phone number on which to reach them? Record time and/or alternate phone number ________. Thank you for your time, I will try to reach Mr./Ms. at a later time.

If yes, proceed with the following:
On ________ (date), you indicated via an e-mail that you would like to provide input into our fee collection system replacement effort. Do you have 15 minutes to answer some questions now or is there a better time to reach you?

If the stakeholder can't speak now, but is available later record preferred time and preferred contact information __________. *Thank you for your time, I will call back on ______ (preferred date) at _____ (preferred time).*

If the stakeholder does not want to participate at all record "do not contact" on stakeholder database.

If yes, proceed with the following: *Thank you for providing your feedback. Your input will be used to generate user requirements for the new system. All input will be anonymous and you can choose not to answer any of the questions that I ask by simply stating "pass".*

If 15 minutes passes during the interview and the participant has not answered all questions state at a break in conversation: *We have reached the 15 minute mark in our conversation and I want to be respectful of your time. Would you like to continue, schedule a follow up, or end the interview at this time?*

General Questions

1. Please validate your status as a(n): (1) individual pro se inventor or applicant; (2) in-house counsel; (3) law firm attorney practitioner; or (4) legal assistant or administrator.
2. Approximately how many patent and/or trademark applications do you (or your organization) file per year?
3. Are there any specific reasons you want to provide feedback regarding a new fee collection system?
4. What is your current role in the process of making payments to the USPTO?
5. What challenges do you encounter when making payments to the USPTO?
6. What can we do to make the process more convenient for you?

Great, thank you for your input. We have a few more detailed questions about how you conduct business with USPTO. These questions will help us better define the roles and workflow in the new system.

Order Preparation and Payment Business Process Questions

Please note the term "order" is generic for all business that you conduct, for example submitting application fees, follow-on fees, petitions, copies, etc.

1. Does your organization have multiple people interacting with the USPTO to prepare and pay for an order? (e.g. financial work vs. legal work)
    a. If yes, what are their roles in the process?
    b. If yes, what are their responsibilities within the process?
    c. If yes, does the current USPTO system allow them to efficiently execute these roles?
        i. If not, what are the major issues that you experience?
    d. If yes, would automated features such as approvals and notifications assist in coordination within your organization?
        i. Would it be helpful if you could route prepared orders to other system users to make the order payment?
    e. If no, how do you, or your organization, currently prepare orders and make payments to the USPTO?
2. Are people outside of your organization, such as clients, involved in the process of making payments to the USPTO?
    a. If yes, does the current USPTO system allow them to efficiently execute these roles?
        i. If not, what are the major issues that you experience?
3. What types of access/control would you like to give to other users to manage and/or view your financial account information (i.e. ability to add an account, make a payment, or view payment history, etc.)?
4. How would you like to receive communications from the USPTO (e.g., e-mail, on-line, text, etc.)?
    a. Would you benefit from communication preferences at a group level and/or stored payment account level as well?
5. What financial communications would you like to receive beyond fee payment confirmation and refund issuance notification (e.g., notifications of low deposit account balance, deposit account transfers, blanket/general deposit account usage, etc.)?
6. Do you have any additional feedback regarding order preparation and payment that was not already addressed?

That concludes the questions.

Are you available if we have any follow-up questions?

Thank you for your time. USPTO greatly appreciates your input. If you would like to contact us, please feel free to send an email anytime to fpng@uspto.gov.