

User Fees Customer Survey in iStore

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A. On submitting the coversheet and entering survey

Site: Order Confirmation - Windows Internet Explorer
http://fdasfnapp7.fda.gov:8025/OA_HTML/beCCOpOrdReview.jsp

FDA U.S. Food and Drug Administration Department of Health and Human Services

FAQ User Fees Order Previous Orders / PCN Profile Logout

Device Facility User Fee

Confirmation
Your order has been submitted electronically. Include your Payment Identification Number (PIN) with your payment.
Thank you for visiting FDA User Fee program. As part of our efforts to improve customer service, we would like to hear from you.
Please [Click Here](#) to submit your survey. This will take about 2 minutes.

Product	Quantity	Unit Price
Device Facility User Fee Print/View Final Order	1	\$2,008.00
		Total: \$2,008.00

YOUR PAYMENT IDENTIFICATION NUMBER (PIN) IS:
50031031

[Create Another Order](#)

[What are my payment options?](#)

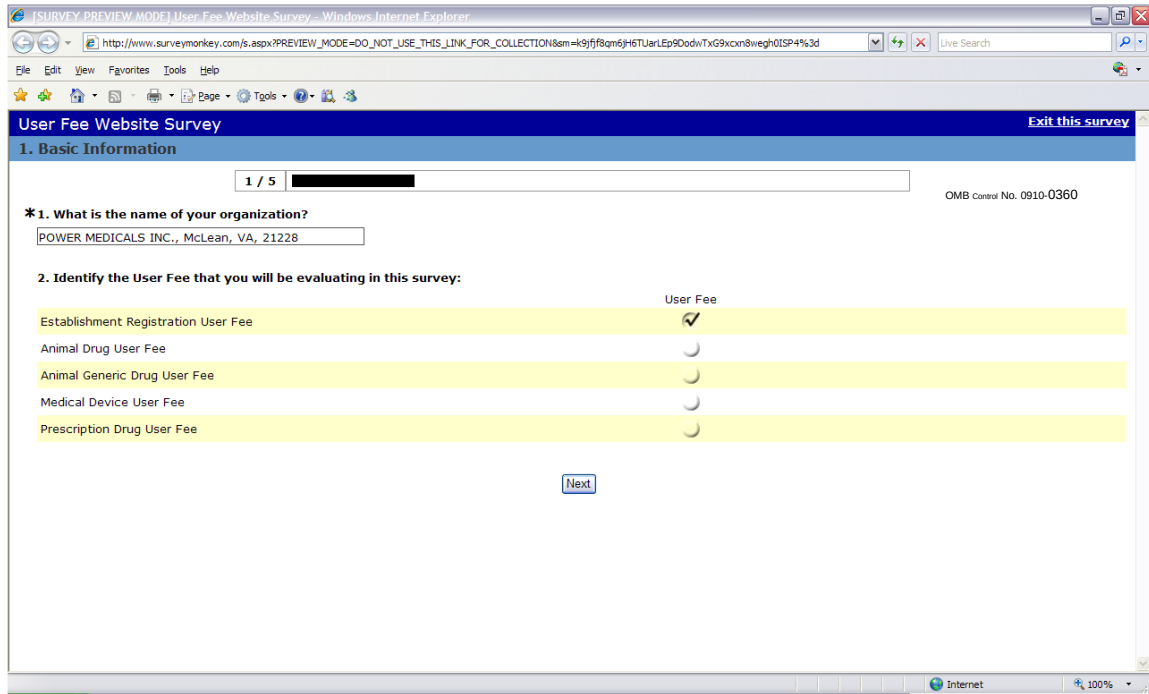
Local intranet 100%

1. Customer clicks “[Fill out our short survey](#)” hyperlink

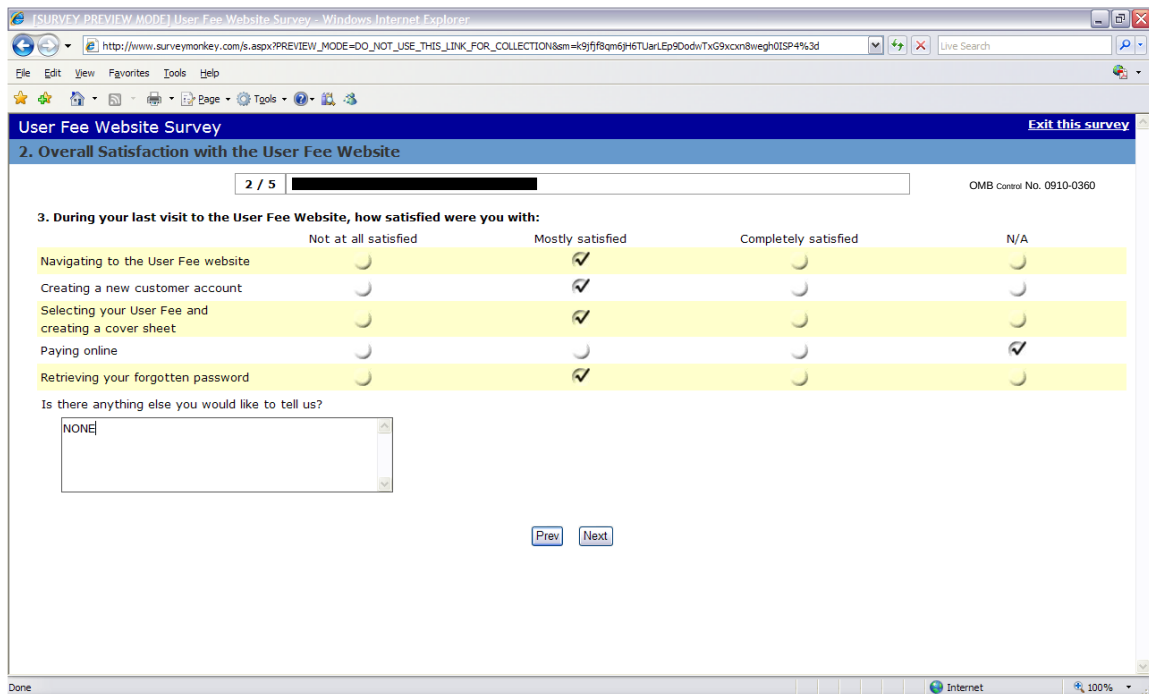
Confidentiality Statement will be displayed to the respondent.



First question of the customer survey opens as below.



2. Question # 2



3. Question # 3

3 / 5 [redacted] OMB Control No. 0910-0360

4. If you contacted the User Fee Helpdesk within the last year, how satisfied were you with:

	Not at all satisfied	Mostly satisfied	Completely satisfied	N/A
Resolution of problem	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of the Helpdesk	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall Helpdesk experience	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Do you have any additional suggestions or comments about the User Fee Helpdesk?

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4. Question # 4

4 / 5 [redacted] OMB Control No. 0910-0360

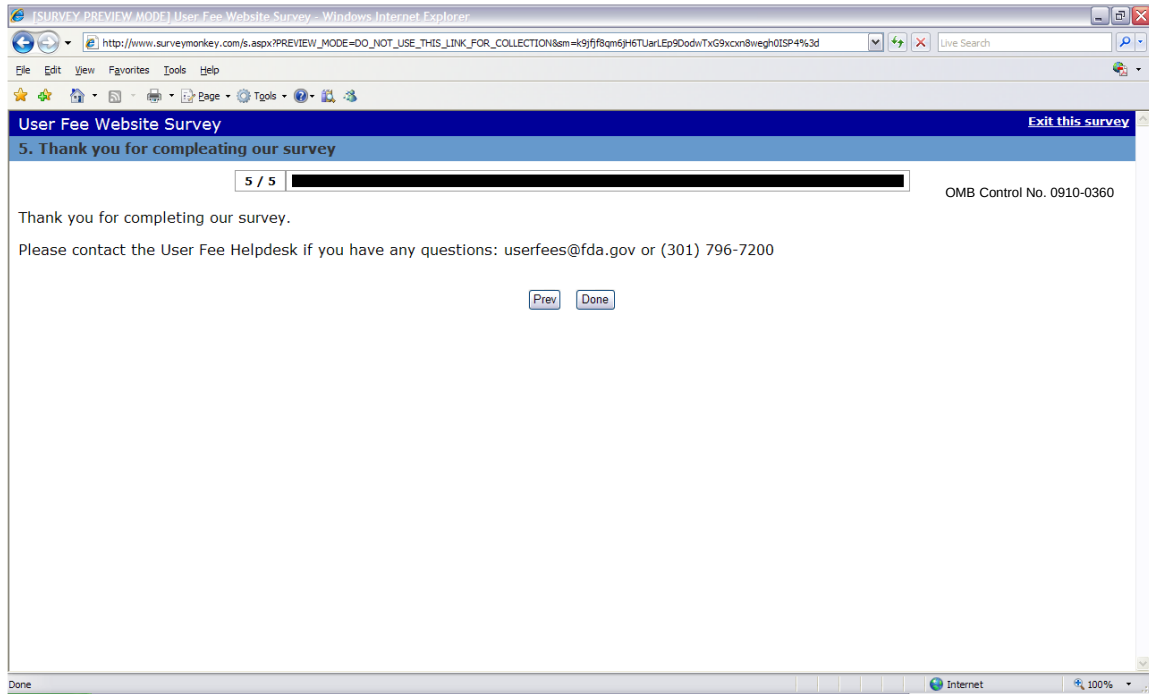
5. If you have used the FAQ in the past year, how satisfied were you with:

	Not at all satisfied	Mostly satisfied	Completely satisfied	N/A
Their ease of use	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their helpfulness	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any additional suggestions or comments about the FAQ section?

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5. Question # 5



B. Pop-up window after five clicks

There is also a pop-up window that comes after five submissions and it appears as below:

http://fdasfinapp7.fda.gov:8025/OA_HTML/FDASurvey.html - Windows Internet Explorer

 **U.S. Food and Drug Administration** 

OMB Control No. 0910-0360

Thank you for visiting FDA User Fee programs. As part of our efforts to improve customer service, we would like to hear from you. Do you want to participate in the survey?

Yes No

If customer clicks 'Yes', it will take them to the same survey questionnaire. On clicking 'No', customer goes back to the original screen which is right behind him.