

Please answer the questions below based on your experience with USPTO's online payment process.

1) How many times have you paid fees online to the USPTO in the last 12 months?

- a. Less than 5
- b. 5 to 20
- c. More than 20
- d. Not applicable

2) Do you usually submit an online payment at the time of filing?

- a. Yes
- b. No

If not, why not?

3) On a scale of 1-5 (1 is very dissatisfied, 3 is neutral, 5 is very satisfied), what is your level of satisfaction with the payment process for:

- a. EFS-Web
1 2 3 4 5 Not Applicable
- b. EPAS
1 2 3 4 5 Not Applicable
- c. OEMS
1 2 3 4 5 Not Applicable
- d. OF Shopping Page
1 2 3 4 5 Not Applicable

4) What payment method(s) do you regularly utilize online?

- a. Credit card
- b. Deposit account
- c. Electronic Funds Transfer (EFT)
- d. Other: _____

5) On a scale of 1-5 (1 is very dissatisfied, 3 is neutral, 5 is very satisfied), what is your level of satisfaction with:

- a. Getting answers to fee-related questions?
1 2 3 4 5 Not Applicable
- b. Fee payment processing?
1 2 3 4 5 Not Applicable
- c. Refund processing?
1 2 3 4 5 Not Applicable
- d. Deposit account maintenance?
1 2 3 4 5 Not Applicable
- e. Existing online payment methods?
1 2 3 4 5 Not Applicable

6) If available, would you pay maintenance fees (and possibly other fees) using an automated system over the telephone (i.e., pay by phone option)?

- a. Yes
- b. No

Why? _____

7) On a scale of 1 to 5 (1 being very unlikely, 3 being neutral, and 5 being very likely), how likely are you to use online functionality if available to:

- a. Request and track refunds?
1 2 3 4 5 Don't Know
- b. Establish deposit accounts?
1 2 3 4 5 Don't Know
- c. Establish a main USPTO account to link various existing numbers and accounts (e.g., customer number, deposit account, EFT account, etc.) with specified roles and permissions?
1 2 3 4 5 Don't Know

Other comments:
