

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

TITLE OF INFORMATION COLLECTION:

Fee Process Next Generation (FPNG) Phone Interviews Regarding Fee Processing System Access and Stored Payment Account Access and Management

PURPOSE:

To obtain qualitative feedback and preferences from the public about accessing the USPTO’s fee processing system and about stored payment account access and management. This feedback is regarding potential end-user requirements to assist in the design of the new FPNG system. The goal of FPNG is to replace the current fee processing system with updated technology and to enhance the user experience.

DESCRIPTION OF RESPONDENTS:

Respondents are a representative cross section of stakeholders who volunteer to provide feedback and preferences about accessing the USPTO’s fee processing system and about the stored payment account access and management.

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: Mandy Moore _____

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Private Sector (External USPTO stakeholders)	40	30 minutes	20
Totals	40	30 minutes	20 hours

FEDERAL COST: The estimated one-time cost to the Federal government is \$6,244.00

(1) 2 support consultants 10 hours each to call volunteer respondents and 20 hours to translate the results into recommendations for functional and technical requirements (40 x \$143.00 = \$5,720.00) (\$143.00 is a blended rate for support consultants).

(2) 1 GS-14 project manager 8 hours to direct and assist with the results analysis and to respond to any specific customer inquiries about the purpose of the outreach, if necessary (8 x \$65.53 = \$524.00).

\$65.53 per hour: The hourly rate for a GS-14 step 1 is currently \$50.41 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-14, step 1 is \$65.53 (\$50.41 + \$15.12 = \$65.53)

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 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?

USPTO will send an e-mail to the current Patent eAlert and Trademark eAlert list serves and also to Financial Profile users to seek volunteers interested in providing feedback regarding the fee processing next generation effort. Participation is strictly voluntary, though we are asking those interested to categorize their customer role to help ensure that we get a representative cross

sample of USPTO customers to take advantage of the full spectrum of customer experiences and requirements. We are not conducting a scientific survey, so a sampling plan is not required. We will call volunteers based on their self-classification to cover a cross-section of respondents. Phone interview facilitators will follow the provided script and participants will have the option to end the conversation at any point.

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.