

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:
