

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 1513–0132)**

TITLE OF INFORMATION COLLECTION:

TTB Specially Denatured Alcohol (SDA) Formulas Online Usage Survey

PURPOSE:

Under Federal law and the TTB regulations, certain nonbeverage alcohol products require submission of a formula to TTB to ensure proper classification of the product for Federal alcohol excise tax purposes. In recent years, TTB has deployed the “Formulas Online” (FONL) system allowing the electronic submission of certain types of formulas to TTB.

This survey will provide customer feedback to TTB regarding the use (or non-use) of FONL by specially denatured alcohol (SDA) users who file formulas with TTB. This information will assist TTB to identify ways to increase the number of specially denatured alcohol users who file formulas via FONL. Increased use of FONL will decrease cost and time burdens for industry members and TTB, and will assist TTB in meeting its Priority Goal of E-Filing Facilitation.

DESCRIPTION OF RESPONDENTS:

Respondents are current permit holders and are in an industry regulated by the Alcohol and Tobacco Tax and Trade Bureau (TTB).

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: Tomika Moore_____.

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If “Yes,” will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [] No [X] N/A
3. If “Yes,” has an up-to-date System of Records Notice (SORN) been published?
[] Yes [] No [X] N/A

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector	120	0.25 hour	30 hours
Totals	120	0.25 hour	30 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$ 600.

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.

Using SDA formula submission data collected within the last two years by TTB’s Scientific Services Division’s Nonbeverage Products Laboratory and stored in the FONL database, a list of permittees will be generated (approximately 120).

We plan to use “Survey Monkey,” an external website, to conduct the survey. Customers that have provided email addresses via FONL will receive an email request to complete the Survey Monkey survey online. Others will receive a paper survey in the mail to complete. The questions will be the same for both groups. The survey will be open for a two month time period. Halfway through the time period, a follow-up message will be sent reminding industry members to take the survey.

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.

***Instructions for completing Request for Approval under the “Generic Clearance for the
Collection of Routine Customer Feedback”***

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx.)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group).

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.