



## Welcome and Thank You Text

### Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

### Welcome Text

Thank you for visiting IRS Direct Pay. You've been chosen to take part in a brief survey about this application. Please take a few minutes to share your opinions which will help us create the best experience possible for you.

### DEFAULT Thank You Text

"Thank you for taking our survey - and for helping us serve you better. We appreciate your input!"

### ALTERNATE WEB Thank You Text

~~Thank you for taking our survey - and for helping us serve you better.~~

~~Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.~~

### Examples

#### Welcome Text Example

The screenshot shows a survey page in a browser window titled 'ForeSee Results Survey Page - Windows Internet Explorer'. The URL is 'http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0Fpkg100h5w'. The page content includes the ForeSee logo, the title 'Customer Satisfaction Survey', and a message: 'Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an \*'. Below this is a question: '1: \*Please rate the ability to narrow choices to find the product(s) you are looking for on this site.' with a rating scale from 1 (Poor) to 10 (Excellent) and a 'Don't Know' option.

#### Thank You Text Example

The screenshot shows a survey page with a 'Thank You' message: 'Thank you for taking our survey - and for helping us serve you better. Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.' Below this is a question: '16: What size and style of jean were you shopping for today?' with two columns of radio button options. A yellow highlight box is placed over the 'Thank You' message with the text: ''web site' has been corrected to now read 'website' in the text to the left'. At the bottom, there are 'Cancel' and 'Submit' buttons, a copyright notice 'Copyright 2010 - all rights reserved', and links for 'ForeSee Results', 'Privacy Policy', and 'Survey Support'. The browser status bar shows 'Internet | Protected Mode: On' and '100%' zoom.

Model Instance Name:

IRS ACH Mobile

MID:

Partitioned (Y/N)? Y

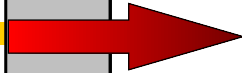
Date: 08/14/2015



IRS ACH Mobile

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
1 Please rate the <b>thoroughness of information</b> provided on IRS Direct Pay.	16 What is your <b>overall satisfaction</b> with IRS Direct Pay? (1=Very Dissatisfied, 10=Very Satisfied)	19 How likely are you to <b>recommend IRS Direct Pay</b> to someone else?
2 Please rate how <b>understandable information</b> is on IRS Direct Pay.	17 How well does IRS Direct Pay <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
3 Please rate how well IRS Direct Pay <b>information provides answers to your questions</b> .	18 How does IRS Direct Pay <b>compare to your idea of an ideal pay service</b> ? (1=Not Very Close, 10=Very Close)	20 How likely are you to <b>return to IRS Direct Pay</b> using your mobile device?
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
4 Please rate how <b>quickly pages load</b> on IRS Direct Pay.		
5 Please rate the <b>consistency of speed from page to page</b> on IRS Direct Pay.		
6 Please rate the <b>ability to load pages without getting error messages</b> on IRS Direct Pay.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate how well IRS Direct Pay is <b>organized</b> .		
8 Please rate the <b>options available for navigating</b> IRS Direct Pay.		
9 Please rate how well IRS Direct Pay layout <b>helps you find what you are looking for</b> .		
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate the <b>visual appeal</b> of IRS Direct Pay.		
11 Please rate the <b>balance of graphics and text</b> on IRS Direct Pay.		
12 Please rate the <b>readability of the pages</b> on IRS Direct Pay.		
<b>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</b>		
13 Please rate the <b>simplicity of the process for completing task(s)</b> on IRS Direct Pay.		
14 Please rate the <b>clarity of instructions for completing task(s)</b> on IRS Direct Pay.		
15 Please rate the <b>verification of task completion</b> on IRS Direct Pay.		



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~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

IRS ACH Mobile CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MAC5167Q001		Is this your <b>first time</b> using IRS Direct Pay?	Yes No	
MAC5167Q002		What <b>features or benefits</b> prompted you to use IRS Direct Pay? (Check all that apply)	Online payment option No fees No registration Look up status, edit or cancel my payment All of the above None of the above Other, please specify	A
MAC5167Q003	A	Please specify <b>other</b> features or benefits that prompted you to use IRS Direct Pay.		
MAC5167Q004		Did you previously use an <b>alternative method</b> to submit payments to the IRS?	Yes No	A
MAC5167Q005	A	Which of the following <b>method(s)</b> did you use? (Check all that apply)	Paper process Online Credit Card Payment EFTPS Other	
CAS0059204		What would be your <b>preferred choice of payment</b> if Direct Pay was not available?	Mail in check Pay in person Credit card Electronic funds transfer (have it taken directly out of your account) Pay when you e-file Don't know	
MAC5167Q006		What is the <b>reason</b> for your payment today?	Installment Agreement Tax Return Estimated Tax Adjusted Balance Due Extension Amended Return Other, please specify	A
MAC5167Q007	A	Please specify <b>other</b> reason for your payment today.		
MAC5167Q008		How <b>easy</b> was the IRS Direct Pay <b>payment transaction process</b> today?	Very easy Somewhat easy Somewhat difficult Very difficult I did not complete a payment transaction at this time No opinion	B B A
MAC5167Q009	A	Please tell us what <b>prevented</b> you from completing the payment transaction today.		
MAC5167Q010	B	Please describe the <b>difficulties you encountered</b> with the payment transaction today. Be as specific as possible.		
MAC5167Q011		From the following list, what <b>additional services</b> would you like to have within IRS Direct Pay?	Save your bank account information for easier future payments Look up your payment history View your outstanding payment balance due to the IRS	

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IRS ACH Mobile CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Receive an email confirmation Set up recurring payment Other, please specify	A
MAC5167Q012	A	What <b>other</b> additional service(s) would you like to have within IRS Direct Pay.		
MAC5167Q013		How can we <b>further improve</b> the IRS Direct Pay feature to better serve your needs in the future?		
		How do you <b>prefer to access</b> the IRS Direct Pay?	Computer/laptop Mobile phone Mobile tablet No preference	
MAC5167Q014		How likely are you to <b>call customer service</b> as a result of your visit today?	1=Very Unlikely 2 3 4 5 6 7 8 9 10=Very Likely Don't know	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	S	Y		First time
Checkbox, one-up vertical	M	Y	Skip Logic Group*  Mutually Exclusive	Features
Text area, no char limit		N	Skip Logic Group*	Other features
Radio button, one-up vertical	S	Y	Skip Logic Group*	Alternate method
Checkbox, one-up vertical	M	Y	Skip Logic Group*	Methods
Drop down, select one	S	Y		Preferred payment
Drop down, select one	S	Y	Skip Logic Group*	Reason
Text area, no char limit		N	Skip Logic Group*	Other reason
Radio button, one-up vertical	S	Y	Skip Logic Group*	Ease of transaction
Text area, no char limit		N	Skip Logic Group*	Incomplete transaction
Text area, no char limit		N	Skip Logic Group*	Difficult transaction
Checkbox, one-up vertical	M	Y	Skip Logic Group*	Additional services



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N	Skip Logic Group*	Other service
Text area, no char limit		N		Improvement
Drop down, select one	S	Y		Access preference
Radio button, scale, has don't know	S	Y		Customer service

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IRS ACH Mobile CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MAC4961Q001		Is this your <b>first time</b> using IRS Direct Pay?	Yes No	
MAC4961Q002		What <b>features or benefits</b> prompted you to use IRS Direct Pay? (Check all that apply)	Online payment option No fees No registration Look up status, edit or cancel my payment All of the above None of the above Other, please specify	A
	A	Please specify <b>other</b> features or benefits that prompted you to use IRS Direct Pay.		
MAC4961Q003		Did you previously use an <b>alternative method</b> to submit payments to the IRS?	Yes No	A
MAC4961Q004	A	Which of the following <b>method(s)</b> did you use? (Check all that apply)	Paper process Online Credit Card Payment EFTPS Other	
MAC4961Q005		What is the <b>reason</b> for your payment today?	Installment agreement payment (Form 1040) Estimated tax payment (Form 1040-ES) Balance due payment (e.g. Notice CP501) Payment for adjusted balance due (e.g. Notice CP2000) Request for extension of time to file (in lieu of Form 4868) Payment associated with my return (Form 1040) Payment on an amended return for the tax year I selected below (Form 1040X) Look up my payment Other, please specify	A B
MAC4961Q006	A	Within the Payment Lookup, what <b>specifically did you try to accomplish</b> today?	Edit my payment Cancel my payment Other	
	B	Please specify <b>other</b> reason for your payment today.		
MAC4961Q007		How <b>easy</b> was the IRS Direct Pay <b>payment transaction process</b> today?	Very easy Somewhat easy Somewhat difficult Very difficult I did not complete a payment transaction at this time No opinion	B B A
MAC4961Q008	A	Please tell us what <b>prevented</b> you from completing the payment transaction today.		
MAC4961Q009	B	Please describe the <b>difficulties you encountered</b> with the payment transaction today. Be as specific as possible.		
MAC4961Q010		Would you <b>use IRS Direct Pay in the future?</b>	Yes Not sure No	
MAC4961Q011		From the following list, what <b>additional services</b> would you like to	Save your bank account information for easier future payments	



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IRS ACH Mobile CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
		have within IRS Direct Pay?	Look up your payment history View your outstanding payment balance due to the IRS Receive an email confirmation Set up recurring payment Other, please specify	A
MAC4961Q012	A	What <b>other</b> additional service(s) would you like to have within IRS Direct Pay.		
MAC4961Q013		How can we <b>further improve</b> the IRS Direct Pay feature to better serve your needs in the future?		
MAC4961Q014		How likely are you to <b>call customer service</b> as a result of your visit today?	1=Very Unlikely 2 3 4 5 6 7 8 9 10=Very Likely Don't know	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	S	Y		First time
Checkbox, one-up vertical	M	Y	Skip Logic Group*  Anchor Answer Choice	Features
Text area, no char limit		N	Skip Logic Group*	Other features
Radio button, one-up vertical	S	Y	Skip Logic Group*	Alternate method
Checkbox, one-up vertical	M	Y	Skip Logic Group*	Methods
Drop down, select one	S	Y	Skip Logic Group*  Anchor Answer Choice	Reason
Radio button, one-up vertical	S	Y	Skip Logic Group*	Lookup
Text area, no char limit		N	Skip Logic Group*	Other reason
Radio button, one-up vertical	S	Y	Skip Logic Group*	Ease of transaction
Text area, no char limit		N	Skip Logic Group*	Incomplete transaction
Text area, no char limit		N	Skip Logic Group*	Difficult transaction
<del>Radio button, one-up vertical</del>	S	Y		Use again
Checkbox, one-up vertical	M	Y	Skip Logic Group*	Additional services



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Text area, no char limit		N	Skip Logic Group*	Other service
Text area, no char limit		N		Improvement
Radio button, scale, has don't know	S	Y		Customer service