

Survey of TTB Alcohol Beverage Customers Regarding Service Improvement January 22, 2020

PURPOSE OF THIS SURVEY: The results of this customer satisfaction survey will provide the Alcohol and Tobacco Tax and Trade Bureau (TTB) with high-to mid-level indicators on how well the Bureau is delivering service in accomplishing its mission. This survey will help TTB understand how our alcohol beverage customers would prioritize key projects to improve service delivery based on their satisfaction with existing TTB services.

[Survey logic is annotated in red text in brackets]

Survey Page Title: Your Thoughts on Potential Improvements to TTB’s Services

We would like to get feedback from **members of the alcohol beverage community** on some service improvements we are considering. Your feedback will help us understand which ideas would most increase your satisfaction with TTB services so we can focus our work.

This survey should take no more than 15 minutes to complete. Your responses will be used by the Alcohol and Tobacco Tax and Trade Bureau (TTB) to improve our services. They will not be provided to other organizations, sold, or reported in association with your name.

We appreciate your feedback!

1) Do you work for companies that make, import, or export alcohol beverages?

- Yes [Go to Q2]
- No [Go to DQ page]

Your Touch Points with TTB

2) Are you responsible for preparing TTB applications, returns, and/or reports?

- Yes [Go to Q3]
- No [Go to DQ page]

3) Over the course of your career, how many of the following TTB applications, returns, and reports have you prepared? [Go to Q4]

	None (not my responsibility)	None (my responsibility, but I haven’t done it yet)	A few (1-3)	A moderate amount (4-20)	Many (21+)	Prefer not to answer
New permit applications	0	0	0	0	0	0
Permit amendment applications	0	0	0	0	0	0

Beverage formula applications	0	0	0	0	0	0
Nonbeverage formula applications	0	0	0	0	0	0
Label applications (COLAs or exemptions)	0	0	0	0	0	0
Excise tax returns	0	0	0	0	0	0
TTB operational reports	0	0	0	0	0	0
Claims for refund of taxes	0	0	0	0	0	0
Other, please specify	0	0	0	0	0	0

Your Satisfaction with TTB Services and Improvements We Could Make

4) Overall, how satisfied are you with TTB's services? [\[Go to Q5\]](#)

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- I prefer not to answer

5) We are considering some improvements to our services. Which of the following would you find the most valuable? (Select up to 3) [\[Go to Q6\]](#)

General

- Allow my company to directly manage online who can conduct company transactions with TTB** (grant and revoke access by person and/or permit).
- Let me see ALL records for my company** that I am authorized to see - not just those I have submitted.
- Offer more training** and other educational outreach.
- Make it faster/easier to get answers when I call or email TTB** by ensuring calls/emails are answered in a timely manner, staff can answer my questions, add online chat, etc.
- Enhance TTB's online information** so I can easily find, understand, and successfully comply with TTB's rules and regulations.
- Redesign Permits Online** so it is easier to use and provides clear guidance on how to fill out the permit/amendment applications completely and accurately.
- Redesign Formulas Online** so it is easier to use and provides clear guidance on how to fill out the formula application completely and accurately.

- Redesign COLAs Online** so it is easier to use and provides clear guidance on how to fill out the label application completely and accurately.
- Offer an integrated formula/label submissions process** that helps determine which approvals are need for my beverage, leads me through the process, and helps ensure consistency (when relevant) between associated formulas and labels.
- Develop a new, online tax filing system** where I could fill out, submit, and track my returns, reports, and claims electronically.
- Make it possible for my compliance/business management software to directly transmit operational reports/returns to TTB** with the press of a button.
- Align the filing frequency of tax returns and operational reports** so they cover the same time period (without increasing total number of filings required).
- Combine the operational report and tax return forms** into a single form to make it easier to calculate what is owed based on what is produced.
- Simplify the operational reports** by removing unnecessary fields, providing more guidance on how to fill them out accurately, consolidating the DSP reports, etc.
- Other, please tell us your idea** [\[TEXT BOX\]](#)
- I prefer not to answer. [\[Go to Q7\]](#)

6) Please rate the ideas you chose in order of importance to you (1 = most important). [\[Show answer choices from previous question and allow survey takers to rate them\]](#) [\[Go to Q7\]](#)

About You

Please answer a few final questions to help us understand more about who you are, so we can put your idea selections in context.

7) What best describes your primary role as relates to your interactions with TTB?

- Owner of a TTB-regulated company [\[Go to Q9\]](#)
- Employee of a TTB-regulated company [\[Go to Q8\]](#)
- Outside accountant, compliance specialist, consultant, or counsel for TTB-regulated companies [\[Go to Q11\]](#)
- Other, please specify [\[TEXT BOX\]](#) [\[Go to Q11\]](#)
- I prefer not to answer [\[Go to Q11\]](#)

8) What is your job title? [\[TEXT BOX\]](#) [\[Go to Q9\]](#)

9) What are the primary areas of company work in which you actively participate? (Select all that apply) [\[Go to Q10\]](#)

- Product development
- Winemaking/brewing/distillery production
- Quality assurance/quality control
- Blending/bottling/labeling
- Packaging
- Shipping

- Warehouse
- Regulatory compliance
- Accounting/financial
- Legal
- Marketing
- Sales
- Human resources
- Office management/administrative assistance
- Other, please specify [TEXT BOX]

10) Approximately how many people work at your company? [Go to Q11]

- 1-3
- 4-10
- 11-100
- 101-500
- 501+
- I'm not sure or prefer not to answer

11) What type of operations does your company (or the companies you consult for) engage in? (Select all that apply) [Go to Q12]

- Beer/malt beverage production
- Wine production/storage/blending/bottling
- Cider or mead production
- Distilled spirits production (for beverage consumption)
- Distilled spirits production (for nonbeverage or industrial use other than for fuel)
- Alcohol beverage wholesale
- Alcohol beverage importing
- Alcohol beverage exporting
- Alcohol fuel production
- Industrial or tax-free alcohol dealer or user
- Nonbeverage product (e.g., flavors, perfumes, etc.) production
- Tobacco manufacturing/importing/processing
- Firearms/ammunition manufacturing/importing
- Other, please specify [TEXT BOX]

12) Over the course of your career, how many years have you worked with TTB-regulated businesses?

[Go to thank you page]

- Less than a year
- 1-3 years
- 4-10 years
- 11-20 years
- 21+ years
- I prefer not to answer

Thank you page:

Thank you! We appreciate your feedback and will use it to improve TTB's services.

If you are interested in helping test new features or providing additional feedback on our services in the future please be sure to [click here to get more information and sign up on TTB.gov](#).

DQ page:

Thanks for your interest in providing feedback to TTB!

This particular survey is designed to collect feedback on the services we provide to people who work for TTB-regulated alcohol beverage businesses and regularly interact with TTB. However, there will be an opportunity later this year for others to provide feedback to us as well, so we hope you will participate in our survey at that time.