

Vendor Portal Customer Survey

Request for feedback on Vendor Portal

Approved for use through 9/30/2021. OMB 0651-0080

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

As a current user of the Vendor Portal, we would like your feedback regarding your experience with using the system. Your response will help us further improve and expand the system to other users that may benefit from the same invoicing/e-Deliverable features you currently use. The USPTO thanks you in advance for your time in taking this survey via Survey Monkey.

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995, unless the information collection has a currently valid OMB Control Number. The OMB Control Number for this information collection is 0651-0080. Public burden for this Vendor Portal Survey is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. Response to this information collection is voluntary; however, it allows the USPTO to analyze the overall effectiveness of the program. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the Chief Administrative Officer, United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 or email InformationCollection@uspto.gov.

* 1. Which role(s) do you perform in the U.S. Patent and Trademark Office's (USPTO) Vendor Portal on behalf of your organization? (check all that apply)

- Create and manage user(s) within the Vendor Portal
- Manage and submit Invoice(s) within the Vendor Portal
- Manage and submit e-Deliverable(s) within the Vendor Portal

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* 2. What general features of the Vendor Portal do you like the most? (check all that apply)

- Easy to navigate and intuitive interface
- Wide range of functionality that supports my invoicing and e-Deliverable needs
- Customizable notifications and account management features
- Other (please specify)

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* 3. What Invoicing and e-Deliverable features within the Vendor Portal do you like the most? (check all that apply)

- The ability to have an electronic trail for when and what I submitted in regards to invoices and e-Deliverables
- The ability to submit multiple e-Deliverable files at a time
- The ability to access historical Invoices and e-Deliverables previously submitted
- The ability to receive instant feedback regarding data validations around invoices (ex. PPA, template) and various e-Deliverables (A&B file, templates)
- Other (please specify)

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* 4. The Vendor Portal has provided me with all the functionality needed to manage Invoices or e-Deliverables for my organization

- Strongly agree
- Agree
- Disagree
- Strongly disagree

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5. What functionality currently not available, in regards to managing Invoices or e-Deliverables, would you like to see in the Vendor Portal? (check all that apply)

- The ability to receive additional notifications when a status of my invoice changes
- The ability to provide additional comments or notes to invoice or e-Deliverable submissions
- The ability to see outstanding funding for a particular obligation line or CLIN
- Other (please specify)

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* 6. As a Vendor Portal user, I have experienced system related issues that have prevented me from completing a task on time for my organization?

- Never
- Once or twice
- More than two times

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7. What system issue did you encounter that prevented you from completing a task on time for your organization? (check all that apply)

- Unexpected system issues impacting my ability to login
- Unexpected technical system errors at the time of attempting to submit an invoice or e-deliverable (ex. contact helpdesk)
- Unexpected system errors returned when submitting CA templates
- Unexpected system errors returned when navigating to specific page or launching an action
- Other (please specify)

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* 8. As a Vendor Portal user, I have been able to get clarification or support from a PTO resource when I had a question or issue regarding the Vendor Portal

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A (Have not had to reach out for support)

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9. What could the PTO have done better to provide you with the support you needed regarding the Vendor Portal? (check all that apply)

- Provided a quicker response to my inquiry or question
- Provide staff with better training and more information to aid with your inquiry or question
- Provided improved general customer service in attempting to understand my concerns
- Other (please specify)

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* 10. Have you used the Vendor Portal User Guide to aid your use of the system? Here is the link for reference:

https://www.uspto.gov/sites/default/files/documents/Vendor_Portal_User_Guide.docx

- Yes
- No

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11. How useful did you find the Vendor Portal User Guide in helping you gain familiarity with the system functions or performing your invoice or e-Deliverable submissions?

- Extremely useful
- Very useful
- Not so useful
- Not at all useful

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12. What topic area would you like to see detailed in the Vendor Portal user guide that is not currently available?

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* 13. How likely is it that you would recommend the Vendor Portal to a friend or colleague? (1 star - Unlikely / 5 star - Very Likely)

