

# Electronic Federal Tax Payment System (EFTPS) Bulk Provider Survey

OMB 1530-0023  
Transforming Tax Collections (T2C)  
May 2020

The Paperwork Reduction Act requires Fiscal Service to display an OMB control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB number for this study is 1530-0023. If you have any comments regarding this study, please write to: Bureau of the Fiscal Service, Forms Management Officer, Parkersburg, WV 26106-1328.

## SURVEY

1. What is your role at your company?

2. Who is your primary customer/ user?

- Individual
- Small Businesses
- Large Businesses
- Tax-Exempt Organizations
- Other

3. What responsibilities do you have with regards to EFTPS?

4. How satisfied are you with EFTPS overall?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

5. Are you able to complete necessary tasks using EFTPS?

Yes

No

If no, please explain

6. Please rank by order of importance (1 = most, 7= least) the following goals your company prioritizes when using EFTPS:

Completing enrollments

Completing payments

Payment confirmation

Updating bank account information

Email notifications

Canceling payments

Other

7. How satisfied are you with the EFTPS enrollment process?

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

Please explain your answer

8. How satisfied are you with the EFTPS payment process?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Please explain your answer

9. How satisfied are you with the payment confirmation process?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Please explain your answer

10. How satisfied are you with the process of updating bank account information in EFTPS?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Please explain your answer

11. How satisfied are you with the email notifications received from EFTPS?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Please explain your answer

12. Please tell us your satisfaction with the canceling payments functionality?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Please explain your answer

13. How satisfied are you with the level of help desk and customer support that EFTPS provides?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Please explain your answer

14. Is there anything you would like to tell us about your experience with EFTPS?

15. Our team is looking for people to participate in 60 - minute interviews to capture more in-depth and qualitative insights on the bulk provider experience. These interviews will be offered in-person and virtually to accommodate personal schedules and locations. Would you be willing to participate in a 60 - minute interview to discuss these topics with our team?

- Yes (If you select yes, T2C may reach out to you via email to schedule a follow-up interview.)
- No

Thank you! If you have any questions regarding this survey and the T2C initiative, please email us at [T2C@fiscal.treasury.gov](mailto:T2C@fiscal.treasury.gov).