

DEPARTMENT OF THE TREASURY

ALCOHOL AND TOBACCO TAX AND TRADE BUREAU

Part A Supporting Statement — Information Collection Request

OMB Control Number 1513–0124

Customer Satisfaction Surveys for Permits Online (PONL), Formulas Online (FONL), and COLAs Online

Changes Since Last Approval

Changes made to the Supporting Statement since this information collection's last approval:

- In Question 8, TTB is updating the 60-day notice publication information for this information collection.
- In Question 12, TTB is revising the estimated respondent labor costs associated with this information collection.
- In Question 14, TTB is updating its estimate of costs to the Federal Government for this information collection.

A. Justification

1. What are the circumstances that make this collection of information necessary, and what legal or administrative requirements necessitate the collection? Also align the information collection to TTB's Line of Business/Sub-function and IT Investment, if one is used.

The Alcohol and Tobacco Tax and Trade Bureau (TTB) administers the Federal Alcohol Administration Act (FAA Act, 27 U.S.C. 201 *et seq.*), and it administers chapter 51 (distilled spirits, wine, and beer), chapter 52 (tobacco products, processed tobacco, and cigarette papers and tubes), and sections 4181–4182 (firearms and ammunition excise taxes) of the Internal Revenue Code of 1986, as amended, (IRC, 26 U.S.C.). TTB administers those laws pursuant to section 1111(d) of the Homeland Security Act of 2002, as codified at 6 U.S.C. 531(d). The Secretary of the Treasury (the Secretary) also has delegated certain FAA Act and IRC administrative and enforcement authorities, to TTB through Treasury Order 120–01.

Among other things, provisions of the FAA Act and the IRC require alcohol and tobacco industry members to apply for permits to operate, obtain approval of certain alcohol product formulas, and receive certificates of label approval (COLAs) for alcohol beverage products introduced into interstate or foreign commerce. To facilitate completion and submission of permit, formula approval, and COLA applications, TTB has created three online systems for filing such applications—Permits Online (PONL), Formulas Online (FONL), and COLAs Online, which are approved under various OMB control numbers. Respondents access those online systems via the TTB website at <https://www.ttb.gov>.

In order to measure the effectiveness and quality of those online application systems, TTB conducts customer satisfaction surveys for PONL, FONL, and COLAs Online on a regular basis. Monthly, TTB sends an email invitation to voluntarily and anonymously participate in such a survey to all applicants who recently submitted a new or amended alcohol and tobacco industry permit application through PONL. Quarterly, TTB sends a similar email invitation to a random sample of those who recently submitted applications in FONL and COLAs Online. Those invitations include a link to the appropriate customer satisfaction survey on a third-party website, Survey Monkey, which then periodically aggregates and reports the survey results to TTB.

This information collection is aligned with Line of Business/Sub-function: General Government/Taxation Management.

2. How, by whom, and for what purpose is this information used?

Respondents use the PONL, FONL, and COLAs Online customer satisfaction surveys to anonymously report to TTB on their experiences with those electronic systems. The Bureau then uses the collected information to evaluate the effectiveness of those online application systems and assess the need for improvements to them. In addition, TTB may report the results of those surveys to officials within the Department of the Treasury.

3. To what extent does this collection of information involve the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology? What consideration is given to use information technology to reduce burden?

TTB conducts this information collection entirely by electronic methods. All alcohol and tobacco industry members who submit new or amended TTB permit applications via PONL and a random sample of alcohol industry members who use FONL and COLAs Online are sent invitations via email to participate in a voluntary customer satisfaction survey. Using a link in that email, respondents may anonymously complete the survey via a third-party website, Survey Monkey, which then periodically aggregates and reports the results of the submitted surveys to TTB.

4. What efforts are used to identify duplication? Can similar information already available be used or modified for use for the purposes described in Item 2 above?

The provided customer satisfaction survey information is specific and unique to each respondent, based on their experience using the PONL, FONL, or COLAs Online systems. As far as TTB can determine, similar information regarding customer satisfaction with those systems is not available elsewhere.

5. If this collection of information impacts small businesses or other small entities, what methods are used to minimize burden?

TTB has determined that its PONL, FONL, and COLAs Online customer satisfaction surveys do not impose any significant administrative, cost, or response time burden on small businesses or small other entities. TTB notes that those short surveys are completed voluntarily by individuals who wish to share their experience with TTB.

6. *What consequences to Federal program or policy activities and what, if any, technical or legal obstacles to reducing burden will occur if this collection is not conducted or is conducted less frequently?*

TTB uses the responses to its PONL, FONL, and COLAs Online customer satisfaction surveys to evaluate and improve the experiences of the alcohol and tobacco industry members who use those online systems. If TTB did not conduct those surveys, or if it conducted them less frequently, TTB would not be able to know the satisfaction level of its customers who use those systems, and it would not be able to use such information to improve the quality and usability of those systems.

7. *Are there any special circumstances associated with this information collection that would require it to be conducted in a manner inconsistent with OMB guidelines? (See 5 CFR 1320.5(d)(2).)*

There are no special circumstances associated with this information collection that would require it to be inconsistent with OMB guidelines.

8. *What effort was made to notify the general public about this collection of information? Summarize the public comments that were received and describe the action taken by the agency in response to those comments.*

To solicit comments from the public, TTB published a “60-day” comment request notice for this information collection in the Federal Register on February 12, 2026, at 91 FR 6726. TTB received no comments on this information collection in response.

9. *Was any payment or gift given to respondents, other than remuneration of contractors or grantees? If so, why?*

No payment or gift is associated with this information collection.

10. *What assurance of confidentiality was provided to respondents, and what was the basis for the assurance in statute, regulations, or agency policy?*

TTB provides no specific assurance of confidentiality for this voluntary information collection. However, while TTB sends invitations via email to specific individuals to participate in the PONL, FONL, and COLAs Online customer satisfaction surveys, TTB receives the survey results from a third-party website in aggregate and without any identifying respondent information such as name or addresses.

11. *What is the justification for questions of a sensitive nature? If personally identifiable information (PII) is being collected in an electronic system, identify the Privacy Impact Assessment (PIA) that has been conducted for the information collected under this request and/or the Privacy Act System of Records notice (SORN) issued for the electronic system in which the PII is being stored.*

This information collection contains no questions of a sensitive nature, and it does not collect personally identifiable information (PII) in a Government electronic system. Therefore, no Privacy and Civil Liberties Impact Assessment (PCLIA) or System of Records Notice (SORN) is required for this collection.

12. *What is the estimated burden of this collection of information?*

Respondent Burden Hours: Based on recent data, TTB estimates the annual respondent burden for this information collection as follows:

Customer Satisfaction Survey	Respondents & Responses (1 Response Each)	Time Per Response	Total Burden Hours
PONL – New Permit	3,000	12 minutes	600
PONL – Amended Permit	5,000		1,000
FONL	3,000		600
COLAs Online	7,000		1,400
TOTALS	18,000	12 minutes	3,600

Respondent Labor Costs: TTB estimates the per-respondent and total respondent labor costs for this information collection as follows:¹

Respondent Labor Costs for OMB No. 1513-0124 (Beverage and Tobacco Product Manufacturing Industry Compliance Officers)					
Fully-loaded Labor Rate / Response	Time per Response	Responses / Respondent	Labor Cost / Respondent	Total Responses	Total Labor Costs
\$53.90	12 minutes	1	\$10.78	18,000	\$194,400.00

Respondent Record Retention: There is no respondent record retention requirement for this voluntary customer satisfaction survey information collection.

13. *What is the estimated annual cost burden to respondents or record keepers resulting from this information collection request (excluding the value of the hour burden in Question 12 above)?*

The customer satisfaction surveys included in this information collection are conducted on a no-cost-to-respondents basis via a third-party website. As such, there are no non-labor costs to respondents associated with this collection.

¹Private Sector Fully-loaded Labor Rate = Hourly wage rate x 1.44 to account for employee benefit costs. Per the most recent U.S. Department of Labor, Bureau of Labor Statistics (BLS), data for National Industry-Specific Occupational Employment and Wage Estimates for NAICS 312000—Beverage and Tobacco Product Manufacturing, the mean hourly wage for Compliance Officers (13-1041) is \$37.43, which results in a fully-loaded labor rate of \$53.90 per hour. See <https://data.bls.gov/oes/#/industry/312000>.

14. *What is the annualized cost to the Federal Government?*

Overhead Costs: The cost to TTB to use the Survey Monkey website to conduct the PONL, FONL, and COLAs Online customer satisfaction surveys is approximately \$5,000.00 per year.

TTB Labor Costs: Based on the 2026 fully-loaded labor rate of \$107.81 per hour for GS-13, step 5, employees in the Washington, DC, locality pay area,² and an estimated 40 hours of time annually to administer the PONL, FONL, and COLAs Online customer satisfaction surveys and analyze the results, TTB estimates that its labor costs for this information collection are \$4,312.40 per year.

Total TTB Costs: Given its overhead and labor costs, TTB estimates the total cost to the Federal government for this information collection is \$9,312.40 per year.

15. *What is the reason for any program changes or adjustments reported?*

There are no program changes or adjustments to this information collection request at this time, and TTB is submitting it for extension purposes only.

16. *Outline plans for tabulation and publication for collections of information whose results will be published.*

While TTB does not publicly release the results of its PONL, FONL, and COLAs Online customer satisfaction surveys, aggregate results of those surveys are tabulated for use within TTB and may be reported to the Department of the Treasury.

17. *If seeking approval to not display the expiration date for OMB approval of this information collection, what are the reasons that the display would be inappropriate?*

As a cost-saving measure for the agency, TTB requests approval not to display the expiration date for OMB approval of this information collection on its PONL, FONL, and COLAs Online customer satisfaction surveys. By not displaying that expiration date on the survey collection instruments, TTB will not have to request the administrators of the Survey Monkey website to make such updates to the TTB customer surveys contained on that site, which may result in additional costs to TTB. In addition, respondents will not be confused by any expired OMB approval dates that may be displayed on TTB's customer satisfaction surveys while this collection approval request is under OMB review.

18. *What are the exceptions to the certification statement?*

(c) See item 5 above.

(f) This is not a recordkeeping requirement.

² Federal Government Fully-loaded Labor Rate = Hourly wage plus benefits, which is calculated as hourly wage x 1.63. Therefore, for a GS-13, step 5, Federal employee in the Washington, DC wage area, the fully-loaded wage rate is \$107.81, based on an hourly wage of \$66.14. See https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2026/DCB_h.pdf.

- (i) No statistics are involved; TTB collects this information to verify and improve its customer service and its online application systems.

B. Collections of Information Employing Statistical Methods.

This information collection does not employ statistical methods.