

2023 TTB Customer Satisfaction Survey

Introduction

In an effort to help the Alcohol and Tobacco Tax and Trade Bureau (TTB) better serve you, please answer a few questions so we can get to know you and your needs, as well as the most important areas where we can improve our interactions with you.

This survey should take approximately 10 minutes to complete. The number of questions you are presented depends on how many types of interactions you have with TTB. Your answers are anonymous; however, generalized and aggregated survey data may be released.

Use the “Previous” and “Next” buttons located at the bottom of the page to navigate the survey. Please do not use the “Back/Forward” buttons on your browser, as you might lose the survey session in your browser. Once you have completed the survey, remember to hit the “Done” button on the last page. You can edit your responses until you hit the “Done” button.

We appreciate your feedback!

[Denotes survey logic]

Segmentation

About You and the Business(es) You Work For

- 1. What best describes your primary role as it relates to your interactions with TTB?**
 - ☐ Owner of a TTB-regulated company [Go to Q4]
 - ☐ Employee of a TTB-regulated company [Go to Q4]
 - ☐ Third party professional – outside attorney, accountant, customs broker, or consultant, representing TTB-regulated companies [Go to TPP questions Q2-3]
 - ☐ Trade association representative [Go to Q3]
 - ☐ Other, please specify: [TEXT BOX] [Go to Q4]
- 2. What type of third party professional are you?**
 - ☐ Attorney
 - ☐ Accountant, CPA, Bookkeeper, or Treasurer
 - ☐ Customs Broker
 - ☐ Compliance Advisor, Consultant, or Agent
 - ☐ Paralegal
 - ☐ Other
- 3. Approximately how many TTB-regulated companies do you represent?**
 - ☐ 1
 - ☐ 2-4
 - ☐ 5-9
 - ☐ 10-19
 - ☐ 20-99
 - ☐ 100+
 - ☐ [Go to Q5]

4. Approximately how many people work at your company?

- ☐ 1
- ☐ 2
- ☐ 3-5
- ☐ 6-15
- ☐ 16-50
- ☐ 51-100
- ☐ 101-500
- ☐ 501+
- ☐ I don't know

5. How long have you been interacting with TTB (over the course of your career)?

- ☐ Less than a year
- ☐ 1-3 years
- ☐ 4-10 years
- ☐ 11-20 years
- ☐ 21+ years

6. What type of operations does your company (or the companies you represent) engage in? (*Select all that apply*)

- ☐ Beer/malt beverage production
- ☐ Wine production/storage/blending/bottling
- ☐ Cider and/or mead production
- ☐ Distilled spirits production/warehousing/processing (for beverage consumption)
- ☐ Distilled spirits production (for nonbeverage or industrial use other than for fuel)
- ☐ Alcohol beverage wholesale
- ☐ Alcohol beverage imports
- ☐ Alcohol beverage exports
- ☐ Alcohol fuel production
- ☐ Industrial or tax-free alcohol dealer or user
- ☐ Nonbeverage products (e.g., flavors, perfumes, etc.) production
- ☐ Tobacco products (e.g., cigarettes, snuff, paper, tubes, etc.) production
- ☐ Tobacco products (e.g., cigarettes, snuff, paper, tubes, etc.) imports
- ☐ Processed tobacco production/imports
- ☐ Tobacco export warehouse
- ☐ Firearms or ammunition production (including gunsmiths)/imports
- ☐ Other (please specify) [\[TEXT BOX\]](#)

Satisfaction

Overall Satisfaction

7. Please indicate your level of agreement with the following statements about TTB OVERALL:

| | Strongly Disagree | Disagree | Neither disagree nor agree | Agree | Strongly Agree | No basis to judge |
|--|-------------------|----------|----------------------------|-------|----------------|-------------------|
| TTB is customer service oriented | | | | | | |
| TTB is knowledgeable about my industry | | | | | | |
| TTB regulates the industry in a way that encourages innovation while balancing consumer safety | | | | | | |

8. Please indicate your level of agreement with the following statements about your EXPERIENCE with TTB:

| | Strongly Disagree | Disagree | Neither disagree nor agree | Agree | Strongly Agree | No basis to judge |
|---|-------------------|----------|----------------------------|-------|----------------|-------------------|
| I understand what is expected of me to comply with TTB rules and regulations | | | | | | |
| It is easy to find what I need on the TTB website | | | | | | |
| If I need help, I am confident that I can reach someone at TTB to answer my questions | | | | | | |
| Information provided by TTB is clear and easy for me to understand | | | | | | |
| Information provided by TTB is consistent | | | | | | |
| Decisions from TTB are consistent | | | | | | |

9. Overall, I am satisfied with TTB.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

10. How satisfied are you with TTB this year as compared with last year?

- ☐ More satisfied this year [\[Go to Q12\]](#)
- ☐ About the same [\[Go to Q12\]](#)
- ☐ Less satisfied this year [\[Go to Q11\]](#)
- ☐ No basis to judge [\[Go to Q12\]](#)

11. What is the primary reason you are less satisfied this year? [\[Randomize options\]](#)

- ☐ Responsiveness of customer service when contacting TTB
- ☐ Inconsistency of decisions from TTB specialists
- ☐ Complexity of TTB regulations
- ☐ Not enough outreach/education from TTB
- ☐ Information on TTB's website is unclear or hard to find
- ☐ Processing times were too long
- ☐ Other, please specify: [\[TEXT BOX\]](#)

TTB Touch Points

Federal Permits and Brewer's Notices

12. Are you responsible for preparing permit applications or amendments (e.g., change of ownership, change of address)?

- ☐ Yes [\[Go to next question\]](#)
- ☐ No [\[Go to next system\]](#)

13. Over the course of your career, how many permit applications have you prepared?

- ☐ None yet [\[Go to reasonable amount of time question\]](#)
- ☐ A few (1-3)
- ☐ A moderate amount (4-20)
- ☐ Many (21+)

14. Over the last year, how satisfied are you with your experience applying for new/original permits?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ No basis to judge

15. Over the last year, how satisfied are you with your experience applying for permit amendments?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ No basis to judge

16. What is a reasonable amount of time for TTB to process new/original permit applications?

- ☐ 1 – 30 days
- ☐ 31 – 60 days
- ☐ 61 – 90 days
- ☐ 91 – 120 days
- ☐ 121 days or more

17. What is a reasonable amount of time for TTB to process permit amendments?

- ☐ 1 – 30 days
- ☐ 31 – 60 days
- ☐ 61 – 90 days
- ☐ 91 – 120 days
- ☐ 121 days or more

Nonbeverage formula questions

18. Are you responsible for preparing nonbeverage formula applications (e.g., flavors, perfumes, etc.)?

- ☐ Yes [\[Go to next question\]](#)
- ☐ No [\[Go to next system\]](#)

19. Over the course of your career, how many nonbeverage formula applications have you prepared?

- ☐ None yet [\[Go to next system\]](#)
- ☐ A few (1-3)
- ☐ A moderate amount (4-20)
- ☐ Many (21+)

20. Over the last year, how satisfied are you with your experience applying for nonbeverage formula approvals?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ No basis to judge

Beverage formula questions

21. Are you responsible for preparing beverage formula applications?

- ☐ Yes [\[Go to next question\]](#)
- ☐ No [\[Go to next system\]](#)

22. Over the course of your career, how many beverage formula applications have you prepared?

- ☐ None yet [\[Go to reasonable amount of time question\]](#)
- ☐ A few (1-3)
- ☐ A moderate amount (4-20)
- ☐ Many (21+)

23. Over the last year, how satisfied are you with your experience applying for beverage formula approvals?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ No basis to judge

24. What is a reasonable amount of time for TTB to process beverage formula applications?

- ☐ 1-15 days
- ☐ 16-30 days
- ☐ 31-45 days
- ☐ 46-60 days
- ☐ 61 days or more

Label questions

25. Are you responsible for preparing label applications (Certificates of Label Approval [COLAs] or exemptions)?

- ☐ Yes [\[Go to next question\]](#)
- ☐ No [\[Go to next system\]](#)

26. Over the course of your career, how many label applications have you prepared?

- ☐ None yet [\[Go to reasonable amount of time question\]](#)
- ☐ A few (1-3)
- ☐ A moderate amount (4-20)
- ☐ Many (21+)

27. Over the last year, how satisfied are you with your experience applying for label approvals?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ No basis to judge

28. What is a reasonable amount of time for TTB to process beverage label applications?

- ☐ 1-15 days
- ☐ 16-30 days
- ☐ 31-45 days
- ☐ 46-60 days
- ☐ 61 days or more

Excise tax return questions

29. Are you responsible for preparing excise tax returns?

- ☐ Yes [\[Go to next question\]](#)
- ☐ No [\[Go to next system\]](#)

30. Over the course of your career, how many excise tax returns have you prepared?

- ☐ None yet [\[Go to how would you prefer to submit returns to TTB question\]](#)
- ☐ A few (1-3)
- ☐ A moderate amount (4-20)
- ☐ Many (21+)

31. How have you submitted your excise tax returns to TTB over the past few years?

- ☐ Online, via Pay.gov
- ☐ On paper, via the mail
 - Why haven't you used Pay.gov?
 - I do not know what Pay.gov is
 - I did not know I could use Pay.gov for this
 - I tried Pay.gov and did not like it
 - I wasn't able to get through the Pay.gov registration process
 - Pay.gov requires me to file earlier than filing by mail
 - I use software to print TTB forms and do not want to reenter the information on Pay.gov
 - I prefer to use paper
 - Other [please specify] [\[TEXT BOX\]](#)
- ☐ Combination of Pay.gov and paper
 - Why did you use a combination of Pay.gov and paper?
 - I used to file on paper but have switched to Pay.gov
 - I tried Pay.gov and did not like it
 - Pay.gov requires me to file earlier than filing by mail
 - I now use software to print TTB forms and do not want to reenter the information on Pay.gov
 - Other [please specify] [\[TEXT BOX\]](#)

32. Over the last year, how satisfied are you with your experience preparing/submitted excise tax returns?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ No basis to judge

33. How would you prefer to submit excise tax returns to TTB?

- ☐ Online
- ☐ Paper form sent by U.S. Mail

34. How would you prefer to make excise tax payments?

- ☐ Online
- ☐ Write a paper check and send it by U.S. Mail

Operational report questions

35. Are you responsible for preparing operational reports (the forms you periodically send TTB detailing your operations)?

- ☐ Yes [\[Go to next question\]](#)
- ☐ No [\[Go to next system\]](#)

36. Over the course of your career, how many operational reports have you prepared?

- ☐ None yet [\[Go to how would you prefer to submit reports question\]](#)
- ☐ A few (1-3)
- ☐ A moderate amount (4-20)
- ☐ Many (21+)

37. How have you submitted your operational reports to TTB over the past few years?

- ☐ Online, via Pay.gov
- ☐ On paper, via the mail
 - Why haven't you used Pay.gov?
 - I do not know what Pay.gov is
 - I did not know I could use Pay.gov for this
 - I tried Pay.gov and did not like it
 - I wasn't able to get through the Pay.gov registration process
 - Pay.gov requires me to file earlier than filing by mail
 - I use software to print TTB forms and do not want to reenter the information on Pay.gov
 - I prefer to use paper
 - Other [please specify] [\[TEXT BOX\]](#)
- ☐ Combination of Pay.gov and paper
 - Why did you use a combination of Pay.gov and paper?
 - I used to file on paper but have switched to Pay.gov
 - I tried Pay.gov and did not like it
 - Pay.gov requires me to file earlier than filing by mail
 - I now use software to print TTB forms and do not want to reenter the information on Pay.gov
 - Other [please specify] [\[TEXT BOX\]](#)

38. Over the last year, how satisfied are you with your experience preparing/submitting operational reports?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied

39. How would you prefer to submit operational reports to TTB?

- ☐ Online
- ☐ Paper form sent by U.S. Mail

Claims questions

40. Are you responsible for preparing claims (Craft Beverage Modernization Act (CBMA) import refund claims, manufacturers of nonbeverage products (MNBP) drawback, export drawback, overpayment, etc.)?

- ☐ Yes [\[Go to next question\]](#)
- ☐ No [\[Go to next system\]](#)

41. Over the course of your career, how many claims have you prepared?

- ☐ None yet [\[Go to reasonable amount of time question\]](#)
- ☐ A few (1-3)
- ☐ A moderate amount (4-20)
- ☐ Many (21+)

42. Over the last year, what kind of claim(s) did you file?

- ☐ Craft Beverage Modernization Act (CBMA) import refund claim
- ☐ Manufacturers of nonbeverage products (MNBP) drawback claim
- ☐ Export drawback claim
- ☐ Overpayment claim
- ☐ Other/Multiple types

43. Over the last year, how satisfied are you with your experience making a claim?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied nor satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ No basis to judge

44. What is a reasonable amount of time for TTB to process claims?

- ☐ 1-15 days
- ☐ 16-30 days
- ☐ 31-45 days
- ☐ 46-60 days
- ☐ 61 days or more

Other TTB Touchpoints

45. Please indicate if you are responsible for preparing any of the following (select all that apply):

- ☐ Special occupational tax (SOT) returns
- ☐ Export certificates/documentation
- ☐ COLA Waivers
- ☐ Other [please specify] [\[TEXT BOX\]](#)
- ☐ None of the above

Research Question

Service Improvements

TTB continues to improve our services based on feedback from industry members like you. As we strive to make your customer experience better, we'd like to learn more about your preferences to help TTB improve or expand our online services.

46. We are considering some improvements to our services. Which of the following would you find the most valuable? (Select up to 3) [Randomize options]

General

- ☐ **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 commodity-specific form to make it easier to calculate what is owed based on what is removed.
- ☐ **Simplify the operational reports** by decreasing the information collected and providing more guidance on how to fill them out accurately.
- ☐ **Other, please tell us your idea:** [\[TEXT BOX\]](#)
- ☐ I prefer not to answer. [\[Go to next section\]](#)

47. 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]**

Closing Questions

48. I believe that my answers to this survey will be used to improve my experience with TTB.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither disagree nor agree
- ☐ Agree
- ☐ Strongly agree

49. We welcome any additional feedback you'd like to provide: [\[TEXT BOX\]](#)

Thank you

Thank you! We appreciate your feedback and will use it to improve TTB's services. You can still edit any responses to the questions by using the buttons at the bottom of this page. When you are ready to finalize your response, click the "Done" button below. When you click "Done" you'll be taken to the TTB Volunteer page. We hope you will volunteer to help TTB test new features or provide additional feedback on our services in the future.

Paperwork Reduction Act Notice

This survey is issued in accordance with the Paperwork Reduction Act of 1995. This survey is used by TTB to obtain feedback from agency customers on how well the Bureau is doing in meeting its strategic objectives and in accomplishing its mission, and it will provide specific information to the Bureau regarding where it needs to make adjustments to its public communications efforts. Response to this survey is voluntary.

The estimated average burden associated with this information collection is 10 minutes per respondent, depending on individual circumstances. Comments concerning the accuracy of this burden estimate and suggestions for reducing it should be addressed to the Paperwork Reduction Act Officer, Regulations and Rulings Division, Alcohol and Tobacco Tax and Trade Bureau, 1310 G Street NW, Box 12, Washington, DC 20005.

An agency may not conduct or sponsor, and a person is not required to respond to, an information collection unless it displays a current, valid OMB control number. This survey is approved under OMB control number 1513-0132.