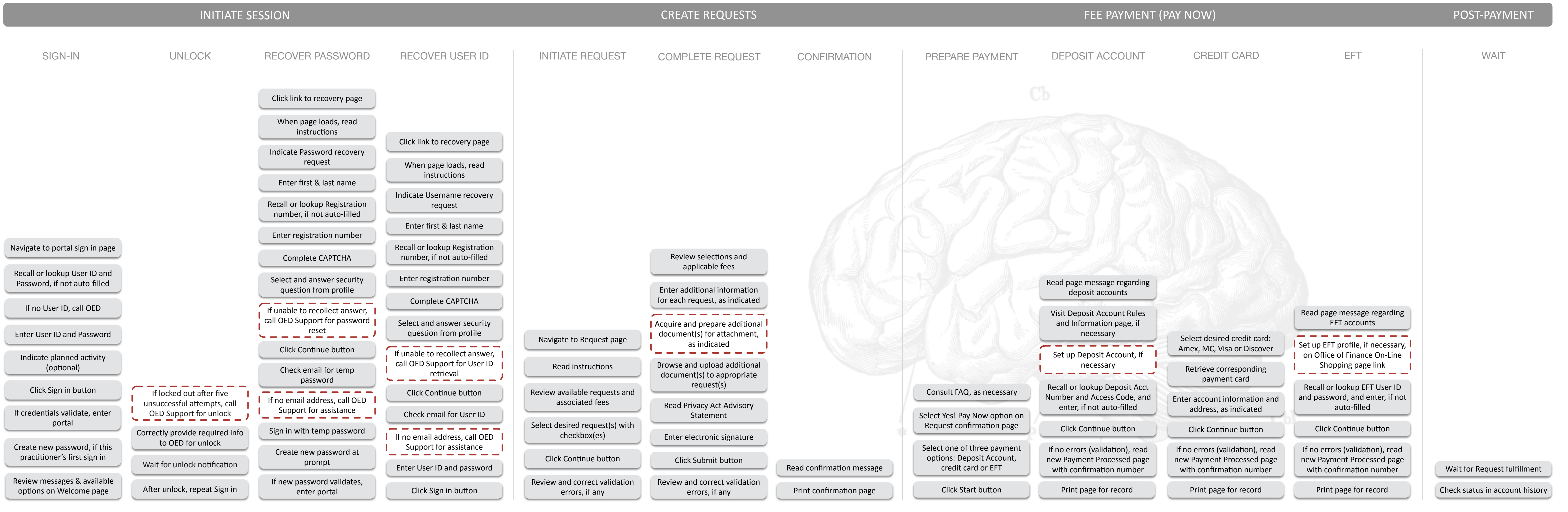# Practitioner Request and Fee Payment Mental Model
An enrolled practitioner desires to pay fees associated with one or more account requests.

OEDIS will interface with the new FPNG system that replaced Revenue Accounting and Management System (RAM) to allow customers to make payments online. Screens will be developed to handle practitioner requests and their respective fees. New screens include: Request submitted, Pay Now option, Pay Now Credit Card, Pay Now Electronic Funds Transfer, Payment processed, and Account History screen. Fee processing workflow will be implemented to determine applicable fee codes according to information provided in the practitioner request.

INITIATE SESSION				CREATE REQUESTS			FEE PAYMENT (PAY NOW)				POST-PAYMENT
SIGN-IN	UNLOCK	RECOVER PASSWORD	RECOVER USER ID	INITIATE REQUEST	COMPLETE REQUEST	CONFIRMATION	PREPARE PAYMENT	DEPOSIT ACCOUNT	CREDIT CARD	EFT	WAIT

TASKS

SIGN-IN
- Navigate to portal sign in page
- Recall or lookup User ID and Password, if not auto-filled
- If no User ID, call OED
- Enter User ID and Password
- Indicate planned activity (optional)
- Click Sign in button
- If credentials validate, enter portal
- Create new password, if this practitioner's first sign in
- Review messages & available options on Welcome page

UNLOCK
- If locked out after five unsuccessful attempts, call OED Support for unlock
- Correctly provide required info to OED for unlock
- Wait for unlock notification
- After unlock, repeat Sign in

RECOVER PASSWORD
- Click link to recovery page
- When page loads, read instructions
- Indicate Password recovery request
- Enter first & last name
- Recall or lookup Registration number, if not auto-filled
- Enter registration number
- Complete CAPTCHA
- Select and answer security question from profile
- If unable to recollect answer, call OED Support for password reset
- Click Continue button
- Check email for temp password
- If no email address, call OED Support for assistance
- Sign in with temp password
- Create new password at prompt
- If new password validates, enter portal

RECOVER USER ID
- Click link to recovery page
- When page loads, read instructions
- Indicate Username recovery request
- Enter first & last name
- Recall or lookup Registration number, if not auto-filled
- Enter registration number
- Complete CAPTCHA
- Select and answer security question from profile
- If unable to recollect answer, call OED Support for User ID retrieval
- Click Continue button
- Check email for User ID
- If no email address, call OED Support for assistance
- Enter User ID and password
- Click Sign in button

INITIATE REQUEST
- Navigate to Request page
- Read instructions
- Review available requests and associated fees
- Select desired request(s) with checkbox(es)
- Click Continue button
- Review and correct validation errors, if any

COMPLETE REQUEST
- Review selections and applicable fees
- Enter additional information for each request, as indicated
- Acquire and prepare additional document(s) for attachment, as indicated
- Browse and upload additional document(s) to appropriate request(s)
- Read Privacy Act Advisory Statement
- Enter electronic signature
- Click Submit button
- Review and correct validation errors, if any

CONFIRMATION
- Read confirmation message
- Print confirmation page

PREPARE PAYMENT
- Consult FAQ, as necessary
- Select Yes! Pay Now option on Request confirmation page
- Select one of three payment options: Deposit Account, credit card or EFT
- Click Start button

DEPOSIT ACCOUNT
- Read page message regarding deposit accounts
- Visit Deposit Account Rules and Information page, if necessary
- Set up Deposit Account, if necessary
- Recall or lookup Deposit Acct Number and Access Code, and enter, if not auto-filled
- Click Continue button
- If no errors (validation), read new Payment Processed page with confirmation number
- Print page for record

CREDIT CARD
- Select desired credit card: Amex, MC, Visa or Discover
- Retrieve corresponding payment card
- Enter account information and address, as indicated
- Click Continue button
- If no errors (validation), read new Payment Processed page with confirmation number
- Print page for record

EFT
- Read page message regarding EFT accounts
- Set up EFT profile, if necessary, on Office of Finance On-Line Shopping page link
- Recall or lookup EFT User ID and password, and enter, if not auto-filled
- Click Continue button
- If no errors (validation), read new Payment Processed page with confirmation number
- Print page for record

WAIT
- Wait for Request fulfillment
- Check status in account history

FEATURES

FUNC561: The system shall provide a landing page for the customer to access Patent Practitioner Search, Registered Practitioner Sign-in Page, Download Practitioner Roster, and Practitioner Disciplinary History

FUNC578: The system shall provide OED web functions for Authenticated Users

FUNC579: The system shall provide a Welcome Page for authenticated users

FUNC748: The system shall provide an enhanced Registered Practitioner Sign In Page

FUNC751: The system shall require a user to change the password after the first login

FUNC663: The system allow an admin user to maintain CI Welcome Language

FUNC664: The system shall allow an admin user to maintain CI Profile/Account Warning Language

FUNC666: The system shall allow an admin user to maintain CI Home Page Notices

FUNC667: The system shall allow an admin user to maintain start and end dates for CI Home Page Notices

FUNC753: The system shall lock a user's account after five unsuccessful login attempts

FUNC749: The system shall allow the user request a forgotten user id or password from the Registered Practitioner Sign in Page

FUNC750: The system shall provide a Password and ID Recovery function

FUNC763: The system shall provide an audio CAPTCHA function for the Password and ID Recovery function

FUNC764: The system shall provide a visual CAPTCHA function for the Password and ID recovery function

FUNC668: The system shall allow an admin user to maintain Password Recovery E-Mail Language

FUNC754: The system shall support passwords according to USPTO Password Policy

FUNC581: The system shall display the types of requests available online and their associated fees

FUNC580: The system shall allow an authenticated user to submit a request

FUNC583: The system shall allow an authenticated user to review/provide additional information before submitting a request

FUNC651: The system shall support incoming correspondence (enrollment and application requests) received through OEDIS-CI

FUNC584: The system shall provide a confirmation to the authenticated user when the request has been submitted successfully (Pay Later Option)

FUNC766: The system shall allow an administrator to edit the text on the confirmation screen for the "Pay Later" option

FUNC669: The system shall allow an admin user to maintain Request Submitted/Acknowledgement Receipt E-Mail Language

FUNC677: The system shall allow user to display a single help page with the user-defined OEDIS-CI help text

FUNC582: The system shall route all online requests to the Supervisor's Docket

FUNC677: The system shall allow user to display a single help page with the user-defined OEDIS-CI help text

FUNC592: The system shall allow an authenticated user to view account history information including date, action, confirmation number and payment status

FUNC593: The system shall allow an authenticated user to view confirmation page associated with an account history line item

Legend
- Normal Tasks
- Primary Features
- Hazard Tasks
- Ancillary Features