

**FY 2024 Organization-wide Goal Performance Awards Agreement Between  
The United States Patent and Trademark Office (USPTO), and  
The Patent Office Professional Association**

Pursuant to section 2. C. of the "Supplemental Agreement on Awards between the Patent Office Professional Association (POPA) and the Office of the Chief Financial Officer", this agreement establishes annual organization-wide goals for the award period covering fiscal year (FY) 2024, beginning October 1, 2023, and ending September 30, 2024. Organization-wide goal incentive awards covered in this agreement are subject to any fiscal year budget limitations and are granted to employees with fully successful performance level and an overall point score of 350 or higher.

**FY 2024 Organization-wide Goal Incentive Award Levels**

To the extent that the OCFO demonstrates a foundational level of organizational effectiveness, as evidenced through the receipt of an unmodified audit opinion on the annual USPTO financial statements, OCFO employees may earn additional awards based on achievement of the attached organization-wide goals. If during the fiscal year the USPTO receives anything other than an unmodified audit opinion on the USPTO's financial statements, the organization-wide goal performance award amount will be \$0.

POPA employees who have spent at least 700 hours but less than 1,400 hours during the award period in fiscal year 2024 performing functions of their assigned job shall receive a proportionate amount within the appropriate award category. The proportionate amount shall be the full amount of the appropriate award times the number of hours spent performing the job functions divided by the 1,400-hour base for the award period.

This agreement covers FY 2024 only.

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Signature and Date  
Jay Hoffman  
Chief Financial Officer  
USPTO

*K Duda* 2/12/2024

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Signature and Date  
Kathleen Duda  
President  
POPA

**Attachment: OCFO FY 2024 Organization Goals**

OCFO Goal	FY 2024 Performance Metric <sup>1</sup>	FY 2024 Base Target	FY 2024 Base Award % Potential	FY 2024 Stretch Target	FY 2024 Stretch Award % Potential
Resource the Mission	Percentage of total procurement actions awarded under competitive procurements.	>= 73%	0.0500	>= 77%	0.1000
	Performance against procurement socio-economic goals for actions (prime only).	5 targets achieved	0.0500	6 targets achieved	0.1000
	Leverage Automated Procurement Plan (APP) data, expiring contracts report, and other data to hold monthly high-level customer procurement planning discussions during FY 2024 with each of the Patents, Trademarks, CFO, and OAS business units, and each of the four IT product lines to enable timely execution of planned procurements.	75% (72 of 96 meetings) held monthly	0.0750	87.5% (84 of 96 meetings) held monthly	0.1500
	Patent EOY operating reserve balances compared to plan (as defined by FY24 plan in FY25 Budget).	At or above plan or between 10% & 5% below plan	0.0250	At or above plan or ≤ 5% below plan	0.0500
	Trademark EOY operating reserve balances compared to plan (as defined by FY24 plan in FY25 Budget).	At or above plan or between 10% & 5% below plan	0.0250	At or above plan or ≤ 5% below plan	0.0500
	Date by which materials for Patent fee setting NPRM and Final Rule are developed and delivered to the OUS.	NPRM by 11/30/2023	0.0375	Final Rule by 09/30/2024	0.0750
	Date by which materials for Trademark fee setting NPRM and Final Rule are developed and delivered to the OUS .	NPRM by 11/30/2023	0.0375	Final Rule by 09/30/2024	0.0750
Deliver Mission Enabling Services	Assess the effectiveness of technology in the acquisition process and make data-driven decisions on the acquisition technology roadmap by 9/30/2024.	Survey, evaluate data, and finalize a priority list of improvements	0.0750	Survey, evaluate data, finalize a prioritized improvement roadmap with future dates	0.1500
	The number of Data & Analytics Product elements moved to the Amazon Web Services cloud environment with applications used in production by 09/30/2024.	3	0.0750	5	0.1500
	Percentage uptime of the fee processing system to enable timely processing of fees.	>=99%	0.0750	>=99.5%	0.1500
	Percentage of vendor payments paid timely.	>= 98.5% within 30 days	0.0350	>= 99% within 30 days	0.0700
	Percentage of discounts taken (i.e., number of early payment discounts claimed divided by the number of opportunities for early payment discounts available from vendors).	>=88%	0.0350	>=92%	0.0700
	Total number of valid fee customer service complaints annually.	≤ 4 and > 1	0.0350	≤ 1	0.0700
	Percentage of internet service reimbursement (ISR) requests paid timely.	>= 90% within 35 days	0.0500	>= 98% within 35 days	0.1000

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	Percentage of travel reimbursement requests processed within 10 days.	>/=92%	0.0350	>/=97%	0.0700
	Percentage of travel authorization reviews for executive travelers completed within 1 day of receipt.	>/=88%	0.0350	>/=93%	0.0700
	Percentage of simplified/commercial acquisitions processed within PALT timeframes.	80%	0.0100	90%	0.0200
	Percentage of new awards processed within PALT timeframes.	80%	0.0100	90%	0.0200
	Percentage of orders on existing vehicles processed within PALT timeframes.	70%	0.0300	80%	0.0600
	Average days after award that Federal Procurement Data System Contract Action Reports (CARs) are finalized.	3 days after award	0.0250	2 days after award	0.0500
	The number of acquisition related training sessions conducted to better educate, engage and enable customers.	6 to 8 sessions delivered by 08/31/2024	0.0250	at least 9 sessions delivered by 08/31/2024	0.0500
Identify and mitigate financial and programmatic risk	Number of non-financial internal control reviews completed during FY 2024; selected based on risk evaluated thru Enterprise Risk Management program.	3 reviews	0.0250	5 reviews	0.0500
	Percentage of OCFO-tracked/managed corrective action plans completed by initial (i.e., un-extended) due date.	> 85%	0.0750	> 90%	0.1500
	Percentage of OCFO financial controls tested for A-123 that have no deficiencies.	> 92%	0.0500	> 98%	0.1000
	The percentage of financial controls tested and documented in work papers that were completed by June 15 per the testing plan.	> 92%	0.0250	> 98%	0.0500
	Number of the FY 2024 Q1, Q2, and Q3 procurement IV&V audits with an accuracy score of 96% or greater.	1 of 3 audits	0.0750	2 of 3 audits	0.1500
	Percent of the Undelivered Order (UDO) Backlog of 380 actions as September 2023 reduced during fiscal year 2024.	65% reduction in UDO backlog (247 UDOs)	0.0500	75% reduction in UDO backlog (285 UDOs)	0.1000
	Number of months the end of month patent operating reserve balance is at or above the minimum reserve level. /2	10 months	0.0375	12 months	0.0750
	Number of months the end of month trademark operating reserve balance is above the minimum reserve level./2	10 months	0.0375	12 months	0.0750
	Number of fiscal months closed in 3 days with no unplanned topsides.	11 months	0.0500	12 months	0.1000
	Total number of cost and operational Business Unit-specific ABI analyses completed annually.	3 to 4	0.0250	>5	0.0500

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Enable sound enterprise decisions	Number of OCFO data domains established in accordance with the USPTO Data as an Enterprise Asset (DaaEA) governance framework by 9/30/2024. The framework elements that must be completed are: defining the data domain, assigning the roles and responsibilities for the data domain, completing the requisite training for the role(s), and cataloging the data for the data domain.	1 data domain	0.0750	2 data domains	0.1500
	Number of additional data sources ingested into the Enterprise Data Warehouse.	2	0.0500	3	0.1000
	Percentage of Monthly Executive Business Activity Reports (EBAR) distributed by the 12th business day of the month (or the 15th business day of each quarter).	75% of monthly and quarterly	0.0500	100% of monthly and quarterly	0.1000
	Percentage of quarterly Balanced Scorecards (BSC) presented in Management Council within 40 business days of quarter close.	75%	0.0250	100%	0.0500

1/ Unless otherwise noted, if at any point prior to July 1, 2024 OCFO management determines that USPTO management decisions have rendered a specific metric obsolete, that metric will be eliminated from the FY 2024 OCFO organization-wide goals and the potential award share associated with that metric will be distributed among the remaining metrics on a pro-rata basis.

2/ Months during which USPTO experiences a lapse in appropriation are exempted in the calculation of this metric.