

Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES)

The Automated Export System (AES) is the electronic filing system which the U.S. Census Bureau and U.S. Customs and Border Protection have established to process Electronic Export Information (EEI). Because you have chosen to transmit using one of the electronic variations (AESDirect, AESPCLink, self program/vendor, Weblink or EDI) to file your EEI, feedback about your satisfaction with the Foreign Trade Division's support services would be greatly appreciated.

We ask that you take 10 minutes to complete this survey. Your answers only will be used to help us make informed decisions about improvements to this service. Your answers are voluntary and we will ensure your confidentiality under the provisions of Title 13 USC Section 9.

For further information about this study, please contact Ms. Kelli Craig, Automated Export System Branch, at 301-763-7098.

[Start](#)

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1. What is your company's AES Filer Type?

- U.S. Principal Party in Interest (USPPI), i.e. Wholesaler, Distributor, Manufacturer or Order Party
- Authorized Agent (Forwarding Agent)

2. What is your company's PRIMARY method for filing Electronic Export Information (EEI)?

- AESDirect at www.aesdirect.gov
- AESDirect using EDI upload or AES WebLink
- AESDirect using AESPcLink
- Software Vendor, Service Center or In-House Software Program

3. What is your position within the company?

- Managerial/Executive
- Compliance Officer
- Manufacturer Employee
- Warehouse Employee
- Programmer/Technical Position
- Other, please specify:

4. How would you rank your level of knowledge for filing shipments to AES?

- Beginner
- Intermediate
- Advanced
- Expert

5. How long has your company been filing electronically on AES?

- 0-6 months
- 7 months - 1 year
- 13 months - 3 years
- More than 3 years

6. How many export shipments does your company file in an average month to AES?

- 1-50 shipments
- 51-500 shipments
- 501-1,000 shipments
- 1,001-5,000 shipments
- 5,001-10,000 shipments
- More than 10,000 shipments

7. In the past year, how often have you attempted to receive AES Support (Phone, E-mail, etc.)?

- Never
- Once
- 2-5 times
- 6-9 times
- 10 or more times



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8. Below are statements regarding available AES support and informational forums. Please select all that apply to your company.

I have contacted a Census AES Representative for technical support (1-800-549-0595 Option #1, or their direct extension).

- Yes
- No



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Census AES Representatives

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Accessibility of Census AES Representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Knowledge of Census AES Representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Issue/question resolved in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the service provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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I have contacted the Commodity Analysis Branch (1-800-549-0595 Option #2) for assistance with a commodity classification or finding a Schedule B or Harmonized Tariff Schedule code.

- Yes
- No



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Commodity Analysis Representatives

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Accessibility of <i>Commodity Analysts</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Knowledge of <i>Commodity Analyst</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Issue/question resolved in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the service provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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I have contacted the Regulations, Outreach and Education Branch (1-800-549-0595 Option #3) for assistance with questions concerning the Regulations, filing requirements or upcoming seminars.

- Yes
- No



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Regulations Representatives

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Accessibility of the Regulations Representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge level of the Regulations Representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Issue/question resolved in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the service provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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I have contacted the AESDirect Helpdesk (1-877-715-4433) for assistance.

- Yes
- No



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AESDirect Helpdesk Assistance

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Availability of the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in responding to your inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the support provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




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I am the account administrator for filing via AESDirect.

Yes
 No




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Account Administrator Functions


	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Creating accounts for individual users in your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resetting internal passwords	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disabling individual users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coverage of information in the Account Administration User Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Web Page 13:

**Survey of Support Services
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I have sent an E-mail to the ASKAES@census.gov mailbox.


Yes
 No



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Web Page 14:

**Survey of Support Services
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Completed 


ASKAES@census.gov

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Received timely responses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with the level of detail provided in the response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




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**Survey of Support Services
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Completed 


I have sent an E-mail to the boc-support@tradegate2000.com mailbox.

Yes
 No




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Completed 


boc-support@tradegate2000.com

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Received timely responses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with the level of detail provided in the response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




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Completed 


I have sent an E-mail to the FTDREGS@census.gov mailbox.

Yes
 No




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Completed 

FTDREGS@census.gov


	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Received timely responses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with the level of detail provided in the response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Web Page 19:

**Survey of Support Services
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Completed 

I have visited the AESDirect Web site (www.aesdirect.gov) for assistance.


Yes
 No



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Web Page 20:

**Survey of Support Services
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Completed 

AESDirect Web site


	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Ease of use/navigation of the Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Web site interface and layout of the sections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help functions provided on the Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Web Page 21:

**Survey of Support Services
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I have used the Schedule B Search engine at www.census.gov/scheduleb.


Yes
 No



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Web Page 22:

**Survey of Support Services
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Completed 


Schedule B Search Engine

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Ease of use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




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I have referred to the AES support materials and user guides for assistance.

Yes
 No




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AES Support Materials and User Guides

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Coverage of the features each application offers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the user guides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided to assist your company in passing the certification quiz	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




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Completed 


I have attended an AESDirect or AESPcLink workshop.

Yes
 No




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AESDirect/AESPcLink Workshops

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Frequency of workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location of workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the information provided at the workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the handouts provided at the workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the instructors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Completed 


I have attended an AES Compliance Seminar.

Yes
 No




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AES Compliance Seminars

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Frequency of Compliance seminar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location of seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the information provided at the seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the handouts provided at the seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the speakers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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I have participated in a Foreign Trade Division webinar.

Yes
 No




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Completed 


Foreign Trade Webinars

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Frequency of webinars	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the information provided at the webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the speakers	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




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I periodically receive AES Broadcast messages or the AES Newsletter.

Yes
 No




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AES Broadcast Messages and AES Newsletters

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Frequency of the AES Broadcast messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of the AES Newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the information provided in the AES Broadcast messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the information provided in the AES Newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the AES Broadcast messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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9. What enhancements would you like the Census Bureau to make in attempts to improve customer service?

10. What enhancements would you like to see in the AESDirect applications to improve your ability to file electronically?

To authenticate the survey, please enter the E-mail where you received the survey request.



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Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES)

Thank you.

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