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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Completed
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)?
AES <i>Direct</i> at www.aesdirect.gov AES <i>Direct</i> using EDI upload or AES Web <i>Link</i> AES <i>Direct</i> using AES <i>PcLink</i> 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?
C 0-6 months C 7 months - 1 year C 13 months - 3 years C 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, Email, etc.)?
Never Once 2-5 times 6-9 times 10 or more times
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Completed

- 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).

O Yes







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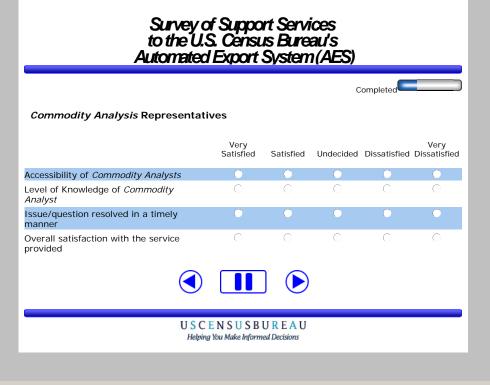
Web Page 4:

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

Automated Export System (AES)							
Census AES Representatives	Completed Completed						
	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied		
Accessibility of Census AES Representatives	0	•	•	•	0		
Level of Knowledge of Census AES Representatives	0	0	0	0	0		
Issue/question resolved in a timely manner	•	•	•	•	0		
Overall satisfaction with the service provided	0	0	0	0	0		
•							
	NSUSBU You Make Informe						

Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) 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 USCENSUSBUREAU Helping You Make Informed Decisions

Web Page 6:



Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I have contacted the Regulations, Outreach and Education Branch (1-800-549-0595 Option #3) for assistance with questions concerning the Regulations, filling requirements or upcoming seminars. Yes No USCENSUSBUREAU

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Web Page 8:



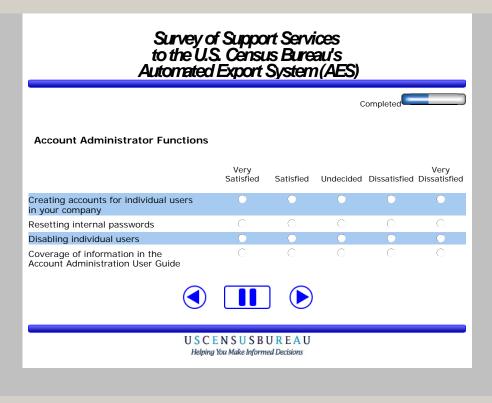
Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I have contacted the AESDirect Helpdesk (1-877-715-4433) for assistance. Yes No USCENSUSBUREAU Helping You Make Informed Decisions

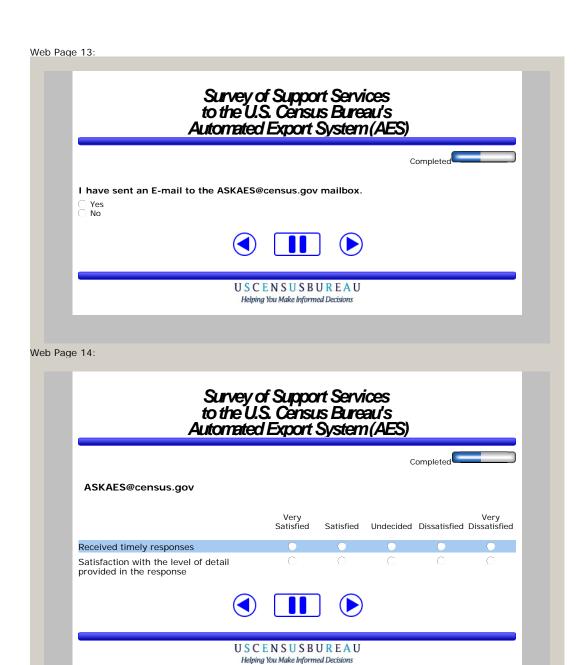
Web Page 10:



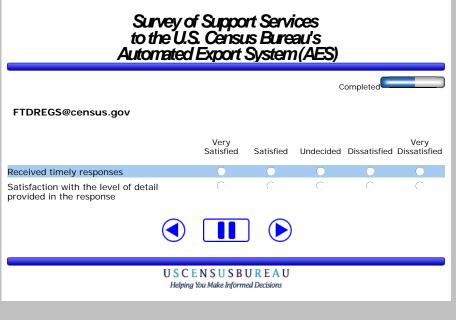
Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I am the account administrator for filing via AESDirect. Yes No USCENSUSBUREAU Helping You Make Informed Decisions

Web Page 12:



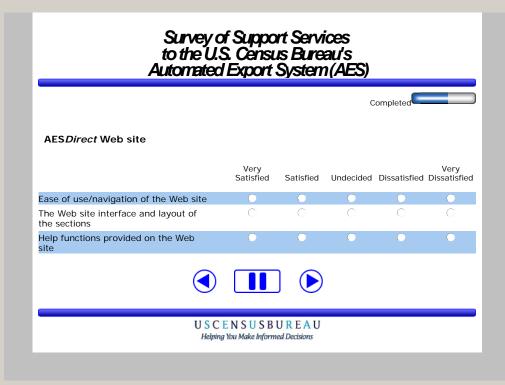






Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I have visited the AESDirect Web site (www.aesdirect.gov) for assistance. Yes No USCENSUSBUREAU Helping You Make Informed Decisions

Web Page 20:

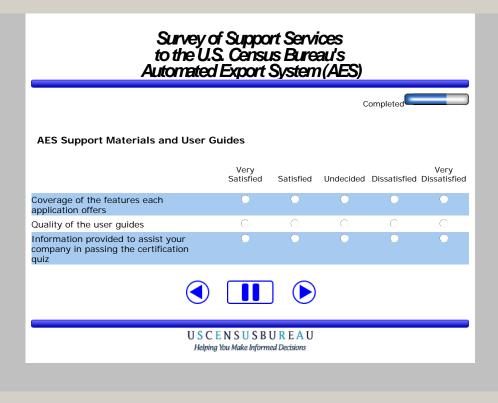






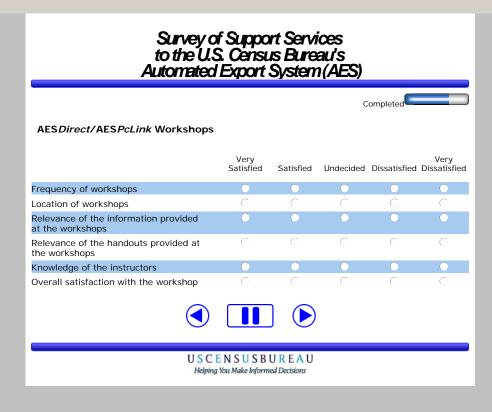


Web Page 24:



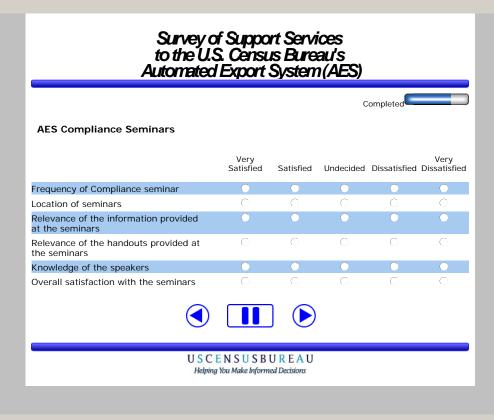
Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I have attended an AESDirect or AESPcLink workshop. Yes No USCENSUSBUREAU Helping You Make Informed Decisions

Web Page 26:



Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I have attended an AES Compliance Seminar. Yes No USCENSUSBUREAU Helping You Make Informed Decisions

Web Page 28:



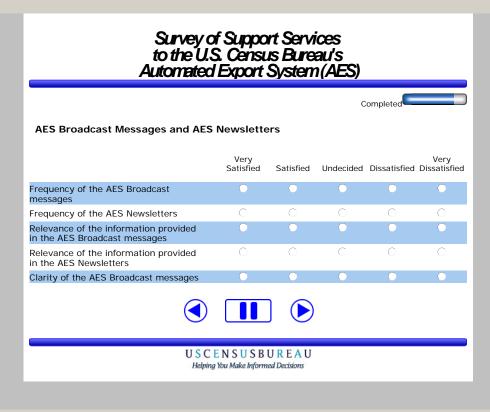
Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I have participated in a Foreign Trade Division webinar. Yes No USCENSUSBUREAU Helping You Make Informed Decisions

Web Page 30:



Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES) I periodically receive AES Broadcast messages or the AES Newsletter. Yes No USCENSUSBUREAU Helping You Make Informed Decisions

Web Page 32:



9. What enhanc	cements would you like the Census Bureau to make in attempts to improv
customer servic	
	ncements would you like to see in the AES <i>Direct</i> applications to improve file electronically?
To authenticate equest.	e the survey, please enter the E-mail where you received the survey
	Send Answers
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	терия погламенто полиса веського
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	Automated Export System (AES)