

The Census Bureau plans to conduct additional survey work under the generic clearance for Data User Evaluation Surveys (OMB number 0607-0760).

The Census Bureau's Foreign Trade Division Automated Export System Branch (AESB) is planning a survey to assess its support services, users' interest, uses, and satisfaction with the Automated Export System (AES) program. The feedback from this survey will help the Census Bureau decide next steps for this program, and ways to increase customer service satisfaction.

In October 2012, we will send an email link to the Census Bureau's AES Subscription Broadcast list of 90,000 participants of the AES program. Based on previous years of conducting this survey, we expect 2% of the users to participate.

The AESB staff have reviewed and internally tested the questionnaire for ease of use and content appropriateness. We estimate respondent burden at 7 minutes per questionnaire for a total respondent burden of 210 hours.

We plan to maximize response rates by mailing a reminder email message.

For further information about this study, please contact VeCoya Greene at 301.763.9834 or vecoya.greene@census.gov.