

*The International Trade Management Division's
FY 2016
Customer Service Survey*

OMB Number: 0607-0760
Expiration Date: July 31, 2017

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, AESpLink, self program/vendor, Weblink or EDI) to file your EEI, feedback about your satisfaction with the International Trade Management Division's support services would be greatly appreciated.

We ask that you take a few minutes to complete this survey. Your answers only will be used to help us make informed decisions about improvements to this service.

Your responses are important to us. If you would allow the Census Bureau to follow up with you regarding your responses, please provide us with your e-mail address.

E-mail address:

Your responses will not be shared with anyone in a way that could personally identify you. Your participation in this study is voluntary. The legal authority under which this information is being collected is Title 13 U.S.C. Chapter 5 Sections 141 and 193. This data collection is approved under OMB No. 0607-0760 and the approval expires 07/31/2017. This data collection uses third-party web site to collect data. This survey does not collect personally identifiable information. The results from this survey is used to conduct primary research to enhance planning efforts for current and future surveys and censuses.


Public reporting burden for this collection of information is estimated to average 7 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget.

Send comments regarding this burden estimate or any other aspect of this collections of information, including suggestions for reducing this burden, to: Paperwork Project 0607-0760, U.S. Census Bureau, 4600 Silver Hill Road, Room 3K138, Washington, DC 20233. You may e-mail comment to: Paperwork@census.gov <<mailto:Paperwork@census.gov>>, use "Paperwork Project 0607-0760" as the subject.

[Start](#)

United States
Census
Bureau

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


AESDirect in ACE at: <https://ace.cbp.dhs.gov/>
 Software Vendor, Service Center or in House Software Program

What features do you like most about your primary method for filing?


2. Has your company utilized the Shipment Manager feature in Automated Commercial Environment (ACE)?

Yes No







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In the past year, how many times have you used the Shipment Manager feature?

How can the Shipment Manager feature be improved?





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Please rate your experience with the transition from AESDirect to ACE.

	5 Stars	4	3	2	1 Star
Communication from Census	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training tools for the new system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notification of the transition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. In the past year, have you or your company utilized the International Trade Helpline at 1.800.549.0595?

Yes No



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Rate the Following Options:

5 Stars 4 3 2 1 Star

Option 1: Data collection/AESDirect Filing

- a. Response Time
- b. Usefulness of Response
- c. Knowledge of Analyst

Option 2: Schedule B

- a. Response Time
- b. Usefulness of Response
- c. Knowledge of Analyst

Option 3: Foreign Trade Regulations

- a. Response Time
- b. Usefulness of Response
- c. Knowledge of Analyst

Option 5: Trade Outreach/ACE Export Reports

- a. Response Time
- b. Usefulness of Response
- c. Knowledge of Analyst

How can the International Trade Helpline improve its services?



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5. Have you or your company sent an e-mail to the following mailboxes?

exportreports@census.gov
askaes@census.gov
eid.scheduleb@census.gov
itmd.askregs@census.gov
itmd.outreach@census.gov

Yes No



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Please rate the following:

	5 Stars	4	3	2	1 Star
exportreports@census.gov					
a. Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Usefulness of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Knowledge of Analyst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
askaes@census.gov					
a. Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Usefulness of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Knowledge of Analyst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eid.scheduleb@census.gov					
a. Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Usefulness of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Knowledge of Analyst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
itmd.askregs@census.gov					
a. Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Usefulness of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Knowledge of Analyst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
itmd.outreach@census.gov					
a. Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Usefulness of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Knowledge of Analyst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




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6. Have you or your company visited the following website for assistance?


U.S. Census Bureau's International Trade Management Division website census.gov/foreign-trade
Schedule B search engine (uscensus.prod.3ceonline.com)

Yes No






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Please rate the following:

	5 Stars	4	3	2	1 Star
census.gov/foreign-trade					
a. Navigation of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Usefulness of the material (i.e. ACE FAQ, training videos)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
uscensus.prod.3ceonline.com					
a. Navigation of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Usefulness of the material (i.e. ACE FAQ, training videos)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


How can these website be improved?






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7. In the past two years, have you or your company attended one of our AES Compliance Seminars?


Yes No






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If you have not attended, which of the following was the leading cause?


Cost
 Location
 Date and Time
 Other, please specify:






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8. Have you or company attended or listened to a Census International Trade Management Division webinar?


Yes No





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Please rate the following:

	5 Stars	4	3	2	1 Star
Frequency of webinars	<input 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 instructors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


What topics would you like covered in the future?






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If you have not attended one of our webinars, which of the following is the cause?


- Did not feel the information was relevant
- Did not know about the webinar
- Had trouble logging on to the webinar






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9. Do you receive Broadcast messages from the U.S. Census Bureau?

Yes No






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Please rate the following:


	5 Stars	4	3	2	1 Star
Frequency of the Broadcast messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the information provided in the Broadcast messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the Broadcast messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there updates or changes you would like for us to incorporate in the future?







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10. Do you or your company subscribe to the Global Reach Blog (<http://globalreach.blogs.census.gov/>)?

Yes No








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Please rate the following:


	5 Stars	4	3	2	1 Star
Frequency of posts on the Global Reach Blog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of the information provided on the Global Reach Blog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the Global Reach Blog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How can we improve the Global Reach Blog?






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11. Do you or your company subscribe to the Trade Source Newsletter?
 Yes No

If you subscribe, how can we improve the Trade Source Newsletter?

12. Are there any other comments, which you would like to provide on products or services not listed above?



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Thank you for participating in the Survey of Support Services to the U.S. Census Bureau's AES.



**Send
Answers**

