

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 7 minutes to complete this survey. Your answers only will be used to help us make informed decisions about improvements to this service.

Your responses will be kept confidential. All answers will be pooled into aggregate measures for all reporting purposes, and no individual person or organization will be identified. Public reporting burden for this collection of information is estimated to average 7 minutes per response, including the times for reviewing instructions, searching existing data sources, gathering and maintain 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.

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OMB Number: 0607-0760
Expiration Date: February 28, 2014

1. What is your company's Automated Export System (AES) Filer type?

- USPPI
- Authorized 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 AESWeblink
- AESPcLink
- Software Vendor, Service Center or in House Software Program

3. What is your position within the company?

- Managerial/Executive
- Compliance Officer
- Manufacturer/Warehouse Employee
- Programmer/Technical Position

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

- Beginner
- Intermediate
- Advanced
- Expert

5. How long have you been filing electronically to 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



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7. Are you an account administrator in the AESDirect System?

Yes No



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7a. How satisfied are you with the following functions within the AESDirect System?

	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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8a. In the past year, how many times have you contacted the U.S. Census Bureau, Foreign Trade Division, Automated Export System Branch (AESB) for assistance with the AES?

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



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How satisfied are you with the customer service that was provided by the AESB representatives?

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Accessibility of the AESB representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge level of the AESB 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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9. In the past year, how many times have you contacted the U.S. Census Bureau, Foreign Trade Division, Commodity Analysis Branch (CAB) for assistance with a commodity classification or finding a Schedule B?

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



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How satisfied are you with the customer service that was provided by the CAB representatives?

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Accessibility of the CAB representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge level of the CAB 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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10. In the past year, how many times have you contact the U.S. Census Bureau, Foreign Trade Division, Regulations, Outreach and Education Branch (ROEB) for assistance with questions concerning the Foreign Trade Regulations export filing requirements or upcoming events and seminars.

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



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How satisfied are you with the customer service provided by the ROEB representatives?

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Accessibility of the ROEB representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge level of the ROEB 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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11. In the past year, how many times have you contacted the AESDirect Helpdesk at 877-715-4433 for assistance?

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



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How satisfied are you with the customer service that was provided by the AESDirect Helpdesk representative?

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Accessibility of the AESDirect Helpdesk representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge level of the AESDirect Helpdesk 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"/>
Professionalism of the AESDirect Helpdesk representatives	<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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12. Has your company utilized the AESDirect Shipment Manager feature?

- Yes
- No



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12a. In the past year, how many times have you used the AESDirect Shipment Manager feature?

- Once
- 2-5 times
- 6-9 times
- 10 or more times



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13. Please rate your level of satisfaction with the customer service you were provided when you have sent an e-mail to the below mailboxes.

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied	N/A
askaes@census.gov						
Issue/question resolved in a timely manner	<input type="radio"/>	<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"/>	<input type="radio"/>
Boc-support@tradegate2000.com						
Issue/question resolved in a timely manner	<input type="radio"/>	<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"/>	<input type="radio"/>
ftdregs@census.gov						
Issue/question resolved in a timely manner	<input type="radio"/>	<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"/>	<input type="radio"/>
ftd.scheduleb@census.gov						
Issue/question resolved in a timely manner	<input type="radio"/>	<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"/>	<input type="radio"/>

14. Please rate your level of satisfaction with the following websites that you visited for assistance.

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied	N/A
AESDirect website (www.aesdirect.gov)						
Ease of use/navigation of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interface and the layout of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help functions provided on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
U.S. Census Bureau's Foreign Trade Division website (www.census.gov/foreign-trade/)						
Ease of use/navigation of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interface and the layout of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help functions provided on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule B search engine (www.census.gov/scheduleb)						
Ease of use/navigation of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interface and the layout of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help functions provided on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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15. Have you referred to the AESDirect Support Materials and User Guides located at: www.aesdirect.gov for assistance?

- Yes
- No



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15a. What is your satisfaction level of the support materials and user guides provided at: www.aesdirect.gov?

	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 AESDirect or AESPCLink Certification quiz	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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16. Have you attended an AESDirect or an AESPCLink workshop?

- Yes
- No



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16a. What is your satisfaction level with the AESDirect or 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 workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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17. Have you attended an AES Compliance Seminar?

- Yes
- No



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17a. What is your satisfaction level with the AES Compliance Seminar you have attended?

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Frequency of compliance seminars	<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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18. Have you attended a U.S. Census Bureau Foreign Trade Division webinar?

- Yes
- No



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18a. What is your satisfaction level with the U.S. Census Bureau Foreign Trade webinars that you have attended?

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
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 speakers	<input 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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19. Do you periodically receive AES Broadcast message or the AES Newsletter?

- Yes
- No



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19a. What is your level of satisfaction with the AES Broadcast messages or the AES Newsletter?

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied	N/A
Frequency of the AES Broadcast messages	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>
Clarity of the AES Broadcast messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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20. What, if anything, should be done to improve the following:

Customer Service:

AESDirect Applications:

AES Broadcast Messages:



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Thank you for participating in the Survey of Support Services to the U.S. Census Bureau's Automated Export System (AES).



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