

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number 0690-0030)

TITLE OF INFORMATION COLLECTION: Electronic Export Shipment Information

PURPOSE: To serve as a knowledge check for those who join the webinars hosted by the International Trade Management Division

DESCRIPTION OF RESPONDENTS: The respondents consist of exporters, freight forwarders, compliance managers or other individuals involved in the export process for filing electronic export information via the ACE AESDirect system.

TYPE OF COLLECTION: (Check one)

Customer Comment Card/Complaint Form Customer Satisfaction Survey

Usability Testing (e.g., Website or Software) Small Discussion Group

Focus Group Other: Knowledge Check Questions

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: __Automated Commercial Environment (ACE)__

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? [] Yes [X] No

- 2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [] No

- 3. If Yes, has an up-to-date System of Records Notice (SORN) been published?
[] Yes [] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Exporters, Brokers, Freight Forwarders, Company CEO's	100-1,000	3 minutes	5-50
Totals	100-1000	3 minutes	5-50

FEDERAL COST: The estimated annual cost to the Federal government is Zero.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe? Yes No If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them? Please see description below
2. Customers desiring to receive information on export reporting requirements, ACE AESDirect, and export training provide their email addresses to the Census Bureau, International Trade Management Division. A listing of companies' email addresses is placed and stored into "Gov.delivery". All those persons who willingly signed up to receive messages will begin to receive broadcast messages with informational content. The messages are informational and serve as a regular method to communicate important, timely and relevant information regarding the ACE AESDirect system, Outreach Events, Commodity Classifications and Regulatory announcements, etc. These topics are critical to the customers' export business operations to achieve compliance, which helps support the agency's mission for collecting accurate trade data and publishing the U.S. Balance of Trade figures in a timely manner. Once the broadcast message is sent from the "Gov.delivery" mailing list, each customer has the option of joining or not joining the webinar to learn more about the respective subject matter. Participation is voluntary.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.

Every instrument must have the following displayed -

OMB Control No. 0690-0030

Expiration Date: 06/30/2018

1. Line of Business: Exporters, freight forwarders, and compliance managers
2. Subfunction: N/A
5. Number of respondents for small entities: <5%
6. Percentage of respondents reporting electronically: 100%