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Design your survey below. When you're ready to collect results, click "Collect Responses"

ACE Trade User Satisfaction Survey [\[Edit Name\]](#)

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OMB No. 1651-0136

Expires 11-30-2017

Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0136. This collection is voluntary. The estimated average time to complete this application is 10 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 90 K Street, NE., Washington DC 20229.

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Thank you for taking the time to respond to this survey. CBP appreciates feedback on your satisfaction with the features and processes that recently became available in ACE. Your response is **VOLUNTARY** and completely anonymous.

The survey should take approximately 10 minutes to complete depending upon the level of detail in your comments. For assistance, please contact ACE.Outcomes@cbp.dhs.gov

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ACE Portal Usage

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1) Do you use ACE?

- ☐ Yes
☐ No

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★ 2) Why do you not use ACE?

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3) Please rate your knowledge and skill level of ACE.

- ☐ Novice
☐ Intermediate
☐ Advanced

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4) Please rate your level of satisfaction with the ACE Vessel Management System (VMS).

- ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied ☐ Not Applicable

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5) Please rate your level of satisfaction with the following ACE cargo release processes:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Corrections and Cancellations (for Air, Ocean, Rail or Truck):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air In-bonds:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ocean In-bonds:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail In-bonds:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air Partial or Split Shipments:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ocean Partial or Split Shipments:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail Partial or Split Shipments:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Cargo Release Filings with ISF:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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★ 6) Please rate your level of satisfaction with the following entry summary processes in ACE.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Harbor Maintenance Fee System Validation:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classification System Validation:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informal Entry System Validation:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxes, Charges and Fees Restrictions System Validations:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Accept/Reject Message:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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★ 7) Please rate your level of satisfaction with the following Partner Government Agency (PGA) related processes.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Document Imaging Service:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PGA Message Set:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interoperability Web Service:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Exchanges (includes APHIS Findings Input, OFAC and BIS Export Licensing Forms, DDTC Export Content and other data exchanges with EPA, Census, NRC, AMS, DEA):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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★ 8) Please rate your level of satisfaction with ACE in the following usability categories:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Ease of Use (ability to navigate and retrieve information in ACE):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response Time (amount of time it takes ACE to respond):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Accuracy (accuracy of ACE information):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability (ACE is up and running when you need it):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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★ 9) Please rate your overall level of satisfaction with ACE.

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied ☐ Not Applicable

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10) What is your profession?

- | | | |
|--------------------------------------|--|--|
| <input type="checkbox"/> Broker | <input type="checkbox"/> Ocean Carrier | <input type="checkbox"/> Exporter |
| <input type="checkbox"/> Importer | <input type="checkbox"/> Rail Carrier | <input type="checkbox"/> Freight Forwarder |
| <input type="checkbox"/> Self Filer | <input type="checkbox"/> Truck Carrier | <input type="checkbox"/> FTZ |
| <input type="checkbox"/> Air Carrier | <input type="checkbox"/> Surety | <input type="checkbox"/> Other |

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11) Are you aware of the following mandatory use dates for ACE?

	Yes	No
Mandatory use of ACE for all electronic manifest filings by May 1, 2015:	<input type="radio"/>	<input type="radio"/>
Mandatory use of ACE for all electronic cargo release and associated entry summary filings, including PGA data by November 1, 2015:	<input type="radio"/>	<input type="radio"/>
Mandatory use of ACE for all remaining electronic trade processes by October 1, 2016:	<input type="radio"/>	<input type="radio"/>

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12) When do you expect your organization to begin filing the following:

	Before the July 4, 2015 Deployment	Between July 4 and October 1, 2015	After October 1, 2015 but Prior to the November 1, 2015 Mandatory Use Date	Not Applicable
Less than 25% of all entry and entry summary filings:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approximately 50% of all entry and entry summary filings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
100% of all entry and entry summary filings:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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13) What new feature are you most looking forward to becoming available in ACE?

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14) Please provide any additional comments you may have.

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★ **15) If additional clarification is needed on your responses, may we contact you? We will not share or report your contact information.**

- If so, please provide your contact information below.
- If you do not want to share your contact information, please type in NA in the "Name" field.

Name:

Company:

Email:

Phone:

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