

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0579-0377)

TITLE OF INFORMATION COLLECTION:

APHIS PPQ ACE Help Desk Customer Satisfaction Survey

PURPOSE: The purpose of the survey is to collect Automated Commercial Environment (ACE) information system end user assessments of the Help Desk’s performance.

DESCRIPTION OF RESPONDENTS: Respondents are commercial trade importers using the ACE information system.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: |

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: Taunya D. Said

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

Personally, Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector – Importers	100	1 minute	1.7 hrs
Totals	100	1 minute	1.7 hrs

FEDERAL COST: The estimated annual cost to the Federal government is \$0.00.

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

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.

At least quarterly, this survey will be distributed at random for one month to 10% of PPQ ACE Customers who submit an incident requesting assistance from the PPQ ACE Help Desk. APHIS estimates a 60% participation rate from that subset of customers. No customer will receive a survey more than once during a survey period. All responses are anonymous; no personal information will be retained.

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: When a respondent requests Help Desk support via email and/or a phone call, an incident ticket is created by the Help Desk. Upon its resolution, an automatic email is sent to the respondent informing him or her the issue has been resolved. The email will also include a link to the survey.

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.