

Automated Commercial Environment (ACE) OMB Survey

*OMB control number: 1601-0029*

*Expiration date: 12/31/2026*

*Survey logistics*

CBP's Trade Transformation Office will administer the survey link via e-mail to the software developer distribution list managed by the Trade Support Network. The initial survey will be deployed in March 2024 and periodically repeated to establish statistically significant baseline measurements and gauge experience improvements once the new ACE functionality has been deployed.

*Survey Email (Initial)*

Subject: [ACTION REQUIRED] Automated Commercial Environment (ACE) OMB Survey

Hello,

I hope this e-mail finds you well! CBP is in the early stages of building a solution to test EDI messages to improve experiences with filing. The solution will serve as an alternative to the current environment of Automated Broker Interface (ABI)/EDI functionality.

To ensure that we are building a product that addresses the needs of the trade community, **we are conducting a survey to learn about current state experiences with transmitting EDI messages to ACE via ABI.** Your responses will help inform CBP's efforts to improve experiences as an OMB-designated High Impact Service Provider.

**The survey should take 2-3 minutes.** We appreciate your time and expertise as we work to improve the filing experience.

**AUTOMATED COMMERCIAL ENVIRONMENT (ACE) OMB SURVEY**

*Survey Email (Reminder)*

Subject: [REMINDER] Automated Commercial Environment (ACE) OMB Survey

Hello,

This is a friendly reminder to complete the **AUTOMATED COMMERCIAL ENVIRONMENT (ACE) OMB SURVEY.** Your responses will help inform CBP's efforts to improve experiences as an OMB-designated High Impact Service Provider. **The survey should take 2-3 minutes.** We appreciate your time and expertise.

### *Survey Header*

We invite you to participate in a brief survey to help Customs and Border Protection improve the filing experience as part of the ACE program. All responses are voluntary and anonymous.

### *Survey Language*

This brief survey collects trade feedback to help U.S. Customs and Border Protection improve the filing experience as part of the ACE program. All responses are voluntary and anonymous.

1. Which best describes your **organization** today?
  - a. My organization transmits EDI messages to ACE via the Automated Broker Interface (ABI) **as a service provider**.
  - b. My organization transmits EDI messages to ACE via ABI **itself without a service provider**.
  - c. My organization does not transmit EDI messages to ACE via ABI.
  
2. Which best describes your **role** today?
  - a. I am **directly responsible** for transmitting EDI messages to ACE via ABI (e.g., I am a developer.)
  - b. I am **indirectly involved** with EDI message transmission to ACE via ABI and have visibility into the process (e.g., I manage developers.)
  - c. I am **not involved** with and/or **do not have visibility** into EDI message transmissions to ACE via ABI.
  
3. What message types does your organization transmit? Check all that apply.
  - Bill Data
  - Commodity Data
  - DIS Data
  - E214
  - Electronic In-bond
  - Entry Data
  - Entry Summary
  - Export Air, Ocean and Rail Manifest
  - Import Air, Ocean, or Rail Manifest
  - Import Truck Manifest
  - Importer Security Filing Data
  - Liquidations, Reconciliations or Drawback Requests
  - Passenger/Crew Data
  - PGA Data
  - PGA Reference Data
  - Post-summary Corrections
  - Query messages

- Request for Documents (e.g., CBP Forms 28, 29 4647) via Document Image System (DIS)
- Supporting Documents for Cargo Release (CBP and PGA Forms) via Document Image System (DIS)
- Supporting Documents for Entry Summary (CBP and PGA Forms) via Document Image System (DIS)

4. Based on my experience with ACE via ABI, I trust U.S. Customs and Border Protection is working in the best interest of the trade community. *(5 point scale)*

5.1 [If response to Q4 is 5] Which contributed to your rating? (Check all that apply)

- The ease with which I was able to submit messages.
- The amount of time it took to submit messages.
- The clarity of implementation guidance (e.g., CATAIR)
- The support received from my CBP client representative.
- My confidence that CBP is protecting my data.
- Other *(open text field)*

5.2 [If response to Q4 is 1-4]: Where can we improve today? (Check all that apply)

- The ease with which I was able to submit messages.
- The amount of time it took to submit messages.
- The clarity of implementation guidance (e.g., CATAIR)
- The support received from my CBP client representative.
- My confidence that CBP is protecting my data.
- Other *(open text field)*

6. I am satisfied with my experience using ACE via ABI to transmit EDI messages. *(5 point scale)*

7. Is there anything else you want us to know about your experience? *(Open text field)*

*Submit button*

*Next screen:*

Thank you for providing your feedback to help us improve the ACE program. Send comments about this survey to [CBPX@cbp.dhs.gov](mailto:CBPX@cbp.dhs.gov).

*PRA 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 1601-0029. The estimated average time to complete this survey is 1 minute. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Global Entry, Ronald Reagan Building, 1300 Pennsylvania Avenue, NW Washington, DC 20004. Expiration Date: 12/31/2026.