

Automated Commercial Environment (ACE) OMB Survey

OMB-No.: 1601-0029

Paper 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 1601-0029. This collection is voluntary. The estimated average time to complete this survey is 3 minutes. 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.

Thank you for taking the time to respond to this survey. This brief survey collects trade feedback to help U.S. Customs and Border Protection improve the filing experience as part of the Automated Commercial Environment (ACE) program. **Your response is VOLUNTARY and completely anonymous. Do not enter any personal identifiable information (PII) about yourself or others.** DHS defines **personally identifiable information** or PII as any information that permits the identity of an individual to be directly or indirectly inferred, including any information that is linked or linkable to that individual, regardless of whether the individual is a U.S. citizen, lawful permanent resident, visitor to the U.S., or employee or contractor to the Department.

If you have any general questions about this survey, your responses, or ACE, please send an email to: CBPX@cbp.dhs.gov

Next

Automated Commercial Environment (ACE) OMB Survey

* 1. Which best describes your **organization** today?

- My organization transmits EDI messages to ACE via the Automated Broker Interface (ABI) **as a service provider.**
- My organization transmits EDI messages to ACE via ABI **itself without a service provider.**
- My organization does not transmit EDI messages to ACE via ABI.

Prev

Next

Automated Commercial Environment (ACE) OMB Survey

* 2. Which best describes your **role** today?

- I am **directly responsible** for transmitting EDI messages to ACE via ABI (e.g., I am a developer.)
- I am **indirectly involved** with EDI message transmission to ACE via ABI and have visibility into the process (e.g., I manage developers.)
- I am **not involved** with and/or **do not have visibility** into EDI message transmissions to ACE via ABI.

Prev

Next

Automated Commercial Environment (ACE) OMB Survey

* 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 and 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)

Prev

Next

Automated Commercial Environment (ACE) OMB Survey

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.

1. Disagree	2. Somewhat Disagree	3. Neutral	4. Somewhat Agree	5. Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev	Next
------	------

Automated Commercial Environment (ACE) OMB Survey

* 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

Prev	Next
------	------

Automated Commercial Environment (ACE) OMB Survey

* 5. 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

Prev

Next

Automated Commercial Environment (ACE) OMB Survey

* 6. I am satisfied with my experience using ACE via ABI to transmit EDI messages.

1. Disagree

2. Somewhat Disagree

3. Neutral

4. Somewhat Agree

5. Agree

Prev

Next

Automated Commercial Environment (ACE) OMB Survey

7. Is there anything else you want us to know about your experience?

Do not include Personally Identifiable Information (PII) in your response.

Prev

Next

Automated Commercial Environment (ACE) OMB Survey

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

Prev

Done