



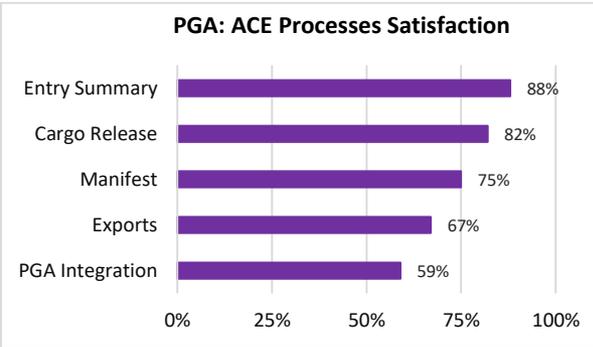
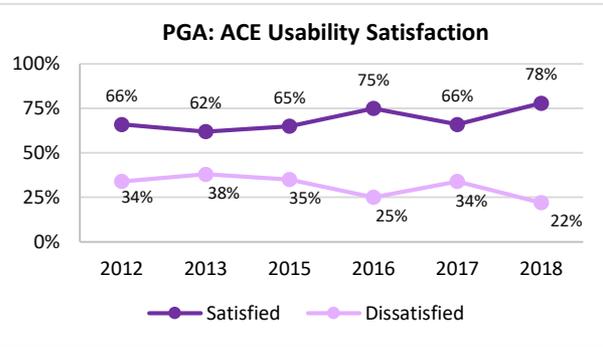
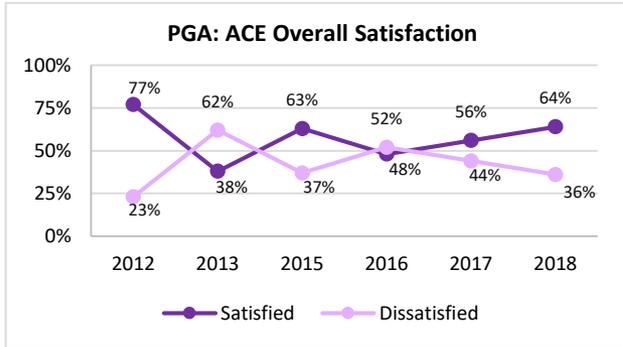
ACE User Satisfaction Survey Highlights

Survey available from October 18 to November 9, 2018 | 97 PGA respondents



U.S. Customs and Border Protection

72% Satisfaction Rate for PGA ACE users in 2018 (overall + usability + processes), a 13% increase from the previous year.



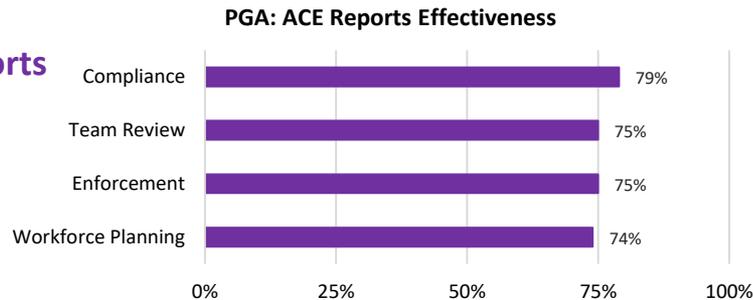
- Overall Satisfaction rate with ACE increased by 8%, reaching 64% in 2018.
- Usability Satisfaction (includes: Ease of Use, Response Time, Data Accuracy, and Availability) increased by 12%, reaching 78%.
- Satisfaction rate for five ACE Processes listed above is 75%; entry summary had the highest rate at 88%.



76% of PGA respondents found ACE effective in helping them manage internal operations, improve enforcement, and to determine admissibility.

ACE Reports

75% of PGA users found ACE Reports effective in helping them perform operational duties (enforcement, agency/team review, compliance, and workforce planning).



Direct access to trade data via ACE Reports resulted in an estimated average monthly **time savings of nearly 2 hours and 8 minutes.**