



ACE User Satisfaction Survey Highlights

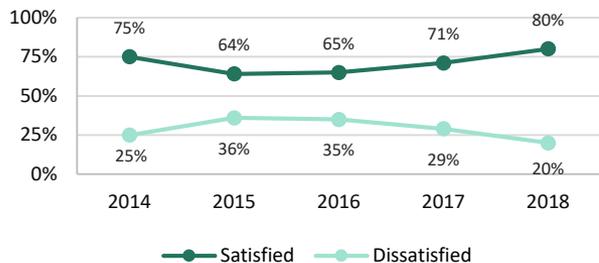
Survey available from October 18 to November 9, 2018 | 859 Trade respondents



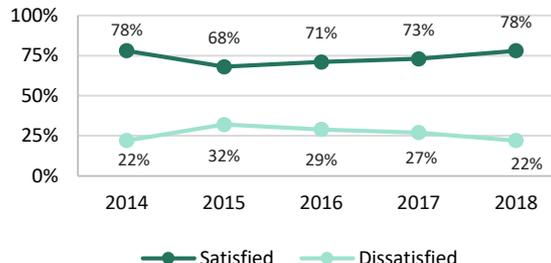
U.S. Customs and Border Protection

81% Satisfaction Rate for Trade ACE users in 2018 (overall + usability + processes), a 7% increase from the previous year.

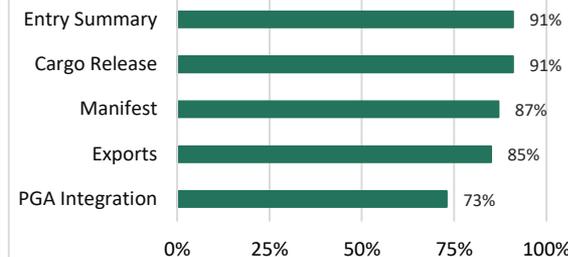
Trade: ACE Overall Satisfaction



Trade: ACE Usability Satisfaction



Trade: ACE Processes Satisfaction

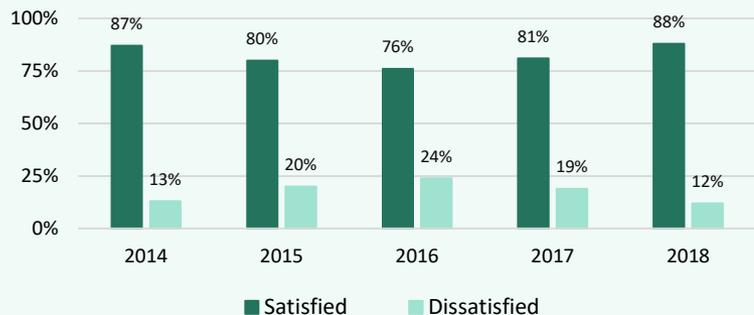


- Overall Satisfaction rate with ACE increased by 9% from the previous year, reaching its highest rate of 80%.
- Usability Satisfaction (includes: Ease of Use, Response Time, Data Accuracy, and Availability) increased by 5% to 78%.
- Satisfaction rate for five ACE Processes listed above is 86%; entry summary had the highest rate at 91%.

88% Overall Satisfaction with Client Reps

(Accessibility, Response Time, Information, and Resolution)

Trade: Client Rep Overall Satisfaction Trend



71% of Trade users found ACE Reports effective in helping them perform required operational duties.



Trade users found **financial savings in having direct access to trade data** by running their own ACE Reports.



Trade users estimated an **increase in processing costs**, among the recently deployed ACE capabilities, for FTZ Admissions; Drawback; and Reconciliation Entries.