



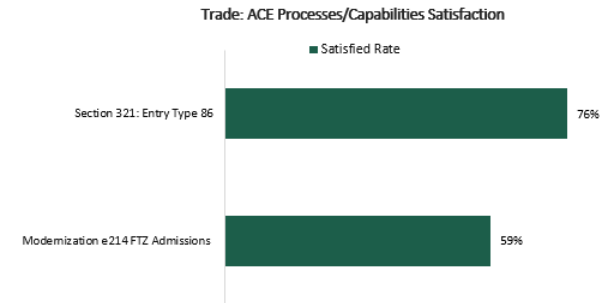
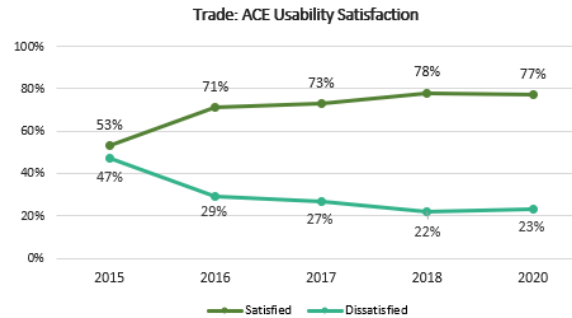
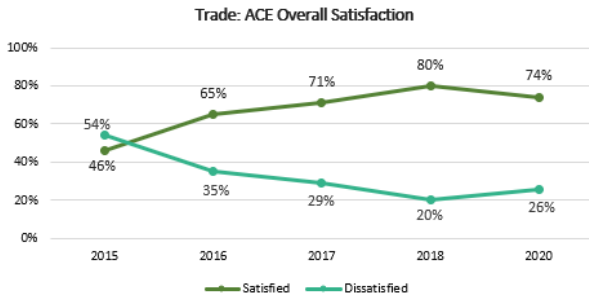
# 2020 ACE Satisfaction Survey Highlights



U.S. Customs and Border Protection conducted three targeted surveys to the trade community in calendar year 2020 to assess user satisfaction with ACE and specific ACE capabilities. Additional information collected helped assess operational impact from two ACE capability enhancements recently deployed.

## Satisfaction

• **73% Satisfaction Rate for Trade** ACE users in 2020 (Overall + Usability + Processes), exceeding TTO target of 70%



- Overall Satisfaction rate with ACE declined by 6% to 74% compared to 2018.
- Usability Satisfaction (includes Ease of Use, Response Time, Data Accuracy, and Availability) decreased by 1% to 77%.
- Satisfaction rate for two ACE Processes/Capabilities averaged 68%.

## Feedback from ACE Users



### Top Reasons for Satisfaction:

- Improved visibility in Sec. 321 process
- Fewer forms to print
- Reduced fees and less or no courier services
- Great potential for importers reports

### Top Reasons for Dissatisfaction:

- Reports
- Ease of Use
- System Response Time
- Release Response Time