

Commercial Operations of Customs and Border Protection (COAC) 2014 Trade Efficiency Survey

1) Please select the area that best characterizes your expertise or responsibility:

- Importer (self-filing)
- Importer (non self-filing)
- Exporter
- Importer/Exporter
- Licensed Customs Brokerage Firm
- Consultant/Customs Attorney
- Freight Forwarder
- Non-Vessel Operating Common Carrier NVOCC
- Other (please describe)

2) Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business:

Agriculture & Prepared Products - Agriculture, aquaculture, live animals, animal products, vegetable products, animal/vegetable fats and oils, prepared foods, beverages, spirits, and tobacco

Automotive & Aerospace - Automotive, aerospace, trains, ships, vessels, tractors (including for agriculture use), and transportation equipment

Base Metals - Steel, steel mill products, and base metals

Consumer Products & Mass Merchandising - Soaps, cosmetics, luggage, handbags, household items, tableware, jewelry, watches, musical instruments, sporting goods, furniture, mattresses, toys, festive articles, arms, optical and photography equipment, art and antiques

Industrial & Manufacturing Materials - Leather, wood, paper, stone, plasters, cement, plastics, polymers, rubber, glass, precious stones, and precious metals

Information Technology & Consumer Electronics - Integrated circuits, information technology, computers, and consumer electronics

Machinery - Fasteners, tools, machine tools, production equipment, instruments, and electrical machinery

Petroleum, Natural Gas & Minerals - Minerals, petroleum, petroleum products, natural gas, and mining industries

Pharmaceuticals, Health & Chemicals - Pharmaceuticals, medical and surgical devices and related equipment, health related equipment, and chemicals

Textiles, Wearing Apparel & Footwear - Textiles, wearing apparel, textile mill products, headwear, and footwear

All of the above

N/A

Other: _____

3) Please select the number of entries your company filed in the U.S. during 2013; 2013 is defined as the calendar year (01/01/13 to 12/31/13).

Less than 100 entries

100 to 999 entries

1,000 entries to 2,999 entries

3,000 entries to 6,999 entries

7,000 entries to 9,999 entries

10,000 entries to 99,999 entries

100,000 entries to 999,999 entries

1,000,000 entries or more

4) My organization's annual revenue (from 2013) in U.S. dollars:

Less than \$500 million

\$501 million to \$2.5 billion

\$2.5 billion to \$10 billion

\$10 billion to \$25 billion

Over \$25 billion

5) What are the modes of transportation utilized by your business operations:

Rail

Truck

Ocean

Air (traditional)

Air (express)

Other: _____

6) My company's supply chain or organization is:

Global (operating in multiple countries with a single strategy)

International (operating in different countries with different strategies)

Cross-border (operating between U.S. and a single country using an adapted strategy)

Domestic

7) What markets (i.e., Canada, China, European Union, Japan, etc.) is your firm looking to reach or expand into?

Canada

China

The European Union

India

Japan

Mexico/South America

South Korea

Southeast Asia

Not looking to expand into new markets

Other: _____

8) Considering the 7 Mutual Recognition Arrangements (MRAs) the U.S. currently has in place with Canada, European Union, Japan, Jordan, Korea, New Zealand, and Taiwan, does your firm stand to benefit from the U.S. establishing additional MRAs?

Yes

No

Other: _____

This section of the survey deals with satisfaction levels with CBP's trade facilitation efforts. Below is an overview of some common initiatives and acronyms used when discussing trade facilitation.

Docs Required- CBP messaging requiring additional information on the entry

Holds- Messaging indicating a hold either on the manifest or entry

AD/CVD- Anti-dumping/Countervailing Duties remedy imports sold at unfair low prices, and countervailing duties remedy imports which benefit from foreign government subsidies

CF-28s - CBP request for information on an entry package

Single Window - The concept of collecting required data at one time, and distributing the data to all Partner Government Agencies interested in the imported goods. Not only would it receive import data, but would return entry release data from CBP and the Partner Government Agencies via ACE

9) What is your current overall level of satisfaction with CBP as a whole as it pertains to trade facilitation?

Very satisfied

Some what satisfied

Neither satisfied nor dissatisfied

Some what dissatisfied

Very dissatisfied

http://www.cbp.gov/sites/default/files/documents/CBP%20Port%20Codes%200041014_1.pdf

5 - 4 - 3 - 2 - 1 - No

Very satisfied Some satisfied Neither satisfied nor dissatisfied Some dissatisfied Very dissatisfied Contact

Northeast region

Northcentral region

New York region

Southeast region

Southcentral region

Southwest region

Pacific region

Northern border

Southern border

11) Please rank the importance of the following trade facilitation concerns for your industry:

5 - Very important 4 - Some important 3 - Do not feel strongly either way 2 - Not very important 1 - Not at all important

CF-28's

Exams

Reduce delays due to docs required, holds

Partner Government

Agency release
timeframes

Single Window
(single entry point
that allows parties
involved in trade
and transport to
submit standardized
information)

Other (Please explain):

12) What benefits would you like to see as a part of CBP's Trusted Trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

5 - Most important	4 - Some what important	3 - Do not feel strongly either way	2 - Not very important	1 - Least important
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Delay resolution

Pre-arrival cargo
release

Single Window
Government
Release

Consolidated
summary payment

Other (please
explain):

http://www.cbp.gov/sites/default/files/documents/CBP%20Port%20Codes%20041014_1.pdf

Docs Required

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Exams

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

CF-28s

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

CF-29s

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Cargo Hold

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Cargo Exam

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Liquidated damages or penalty

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

Please select one: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region, Northern border, Southern border

14) On average, select the percentage of your entries that are impacted by the following activities.

Do not know	0% of entries	1-20% of entries	21-40% of entries	41-60% of entries	61-80% of entries	81-100% of entries
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Docs required

-

Cargo Holds

-

Cargo Exam

-

Third party logistics delays

-

Broker delays

-

CF-28s

-

CF-29s

-

Other (please explain):

15) Please select all of CBP's Trusted Trader programs you are currently enrolled in.

Customs-Trade Partnership Against Terrorism (C-TPAT)

Importer Self Assessment (ISA)

Importer Self Assessment (ISA) Product Safety (PS)

Not part of any Trusted Trader program

16) During 2013, did your company have a delay on the release of your shipments?

Yes

No

Do not know

This section of the survey deals with delays during the importation process in 2013 (01/01/13 to 12/31/13). Below is an overview of some common initiatives and acronyms used when discussing delays.

Docs Required - CBP messaging requiring additional information on the entry

Holds - Messaging indicating a hold either on the manifest or entry

Direct Costs - Costs associated with the daily importation process, including fees, etc.

Indirect Costs - External consultants, brokerages, inventory impacts to delays, etc.

PGA - Partner Government Agency

[CEE](#) - CBP's Centers of Excellence and Expertise provide one-point processing for participating importers in select industries

Simplified Entry - The first phase of ACE cargo release which streamlines entry data requirements and allows for earlier, enhanced release messaging to the Trade

17) What was the reason for the delay?

Documents required (CBP)

Documents required (PGA)

Cargo exam (CBP)

Cargo exam (PGA)

Other: _____

18) How does your company obtain knowledge of a delay on the release of your shipments?

Directly (self-filing importer)

Through a broker

Through a third party logistics company

Other (please explain): _____

19) On average, select the percentage of your entries that are impacted by the following delays.

	Do not know	0% of entries	1-20% of entries	21-40% of entries	41-60% of entries	61-80% of entries	81-100% of entries
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Docs required

-

Cargo Holds

-

Cargo Exam

-

Third party logistics delays

-

Broker delays

-

Other (please explain):

20) On average, how many hours or days does a docs required message delay the release of your merchandise?

Less than 1 hour

1 to 4 hours

- 5 to 8 hours
- 9 to 23 hours
- 1 day
- 2 days
- 3 to 4 days
- 5 days or more
- Do not know
- I receive no docs required messages

21) On average, how many hours or days does a hold delay the release of your merchandise?

- Less than 1 hour
- 1 to 4 hours
- 5 to 8 hours
- 9 to 23 hours
- 1 day
- 2 days
- 3 to 4 days
- 5 days or more
- Do not know
- I have no shipment holds

22) Do you contact any of the following entities when you experience a delay?

- Broker
- CBP Center of Excellence and Expertise
- CBP Port of Entry
- PGAs (please list) _____

Other (please explain):

23) During 2013, what business impacts resulted from cargo release delays or holds that did not result in refusals?

Supply shortages / back-orders / failure to fulfill commitments to customers

Manufacturing delays / plant shutdowns

Delayed studies (e.g., clinical trials)

Loss of product (e.g., failure to maintain temperature controls at port, theft)

Increased port storage/demurrage expenses

Inventory planning issues (inability to effectively compute safety stock)

Increased administrative costs

Other (please explain):

24) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

5 - Very important	4 - Some what important	3 - Do not feel strongly either way	2 - Not very important	1 - Not at all important
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Earlier messaging once entry is filed

More descriptive messaging from CBP and/or the PGA

Better communication with brokerage team

Better communication with

PGAs

Other (please
explain):

25) Was your company's cargo stopped for examination during 2013?

Yes

No

Do not know

26) If your cargo was stopped for an exam in 2013, please list the number of times stopped:

- Less than 5
- 5 to 9
- 10 to 19
- 20 to 29
- 30 to 39
- 40 or more
- Do not know

27) If your cargo was stopped for an exam in 2013, what percentage of your total shipments does that represent? i.e., If there were 12,500 shipments, and 100 were stopped last year, 0.8% of shipments were stopped.

- Less than 0.25%
- 0.25% to 0.49%
- 0.50% to 0.99%
- 1.00% to 2.99%
- 3.00% to 4.99%
- 5.00% or more
- N/A
- Do not know

http://www.cbp.gov/sites/default/files/documents/CBP%20Port%20Codes%200041014_1.pdf

Please choose from the following options: Northeast region, Northcentral region, New York region, Southeast region, Southcentral region, Southwest region, Pacific region

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____

6

7

29) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

	1	2	3
Physical examination of cargo			
Non-Intrusive Inspection (X-ray technologies, etc)			
Other (please explain)			

30) Please select the average number of days spent waiting for an exam in 2013.

- Less than 1 day
- 1 to 2 days
- 3 to 4 days
- 5 to 6 days
- 7 to 14 days
- 15 days or more
- Do not know

31) On average, what was the cost (both indirect and direct) of the Exams in 2013?

- Less than \$100
- \$100 to \$199

\$200 to \$399

\$400 to \$599

\$600 to \$799

\$800 to \$999

\$1,000 to \$1,199

\$1,200 to \$1,399

\$1,400 to \$1,599

\$1,600 to \$1,799

\$1,800 or more

Do not know

This section asks for administrative and other business costs associated with fulfilling lifecycle entry management. These administrative costs include filing paperwork and communicating with government agencies or keeping abreast of policy specifics and changes. These costs do not include the monetary value of taxes, tariffs or other payments to governments. We also seek to identify business costs associated with Audits, Holds and Exams, and Communications with CBP and/or CEEs.

Administrative costs are estimated by first determining how much time it takes to fill out, file, and correct the forms required by CBP, and also the time it takes to interact with CBP by phone or using other means to resolve any issues that might arise during importation. Estimated time is then multiplied by the wages/salaries of company staff performing these actions and the frequency these actions are performed.

This section will ask about the following documents during 2013 (01/01/13 to 12/31/13):

- CBP form CF-3461 Entry/Immediate Delivery,
- CBP form CF-7501 Entry Summary,
- CBP form CF-28 Request for Information,
- CBP form CF-29 Notice of Action,
- CBP form CF-19 Protest,
- Post Entry Amendment,
- Post Summary Correction.

The questions below apply to all the activities your company undertake to submit or respond to these documents, including printing, completing, filing, delivery, and legal counsel.

32) On average, what is the total administrative cost of managing the lifecycle of an average entry?

- Less than \$100
- \$100 to \$199
- \$200 to \$399
- \$400 to \$599
- \$600 to \$999

\$1,000 or more
Do not know

33) On average, how much personnel time does it take to manage the lifecycle of an average entry?

Less than 1 hour
1 to 4 hours
5 to 8 hours
9 to 24 hours
25 hours or more
Do not know

34) What was the average salary of your staff who prepared, reviewed and submitted CBP forms, responded to audits, and communicated with CBP about entries in 2013? Values should be for gross annual salary (not including benefits). Please estimate the average salary figures in dollars.

CF-3461 Entry/Immediate Delivery

Please select one: Less than \$19,999 per year, \$20,000 to \$39,999 per year, \$40,000 to \$59,999 per year, \$60,000 to \$79,999 per year, \$80,000 to \$99,999 per year, \$100,000 or more per year

CF-7501 Entry Summary

Please select one: Less than \$19,999 per year, \$20,000 to \$39,999 per year, \$40,000 to \$59,999 per year, \$60,000 to \$79,999 per year, \$80,000 to \$99,999 per year, \$100,000 or more per year

CF-19 Protest

Please select one: Less than \$19,999 per year, \$20,000 to \$39,999 per year, \$40,000 to \$59,999 per year, \$60,000 to \$79,999 per year, \$80,000 to \$99,999 per year, \$100,000 or more per year

CF-28 Request for Information

Please select one: Less than \$19,999 per year, \$20,000 to \$39,999 per year, \$40,000 to \$59,999 per year, \$60,000 to \$79,999 per year, \$80,000 to \$99,999 per year, \$100,000 or more per year

CF-29 Notice of Action

Please select one: Less than \$19,999 per year, \$20,000 to \$39,999 per year, \$40,000 to \$59,999 per year, \$60,000 to \$79,999 per year, \$80,000 to \$99,999 per year, \$100,000 or more per year

Post Entry Amendments

Please select one: Less than \$19,999 per year, \$20,000 to \$39,999 per year, \$40,000 to \$59,999 per year, \$60,000 to \$79,999 per year, \$80,000 to \$99,999 per year, \$100,000 or more per year

Post Summary Corrections

Please select one: Less than \$19,999 per year, \$20,000 to \$39,999 per year, \$40,000 to \$59,999 per year, \$60,000 to \$79,999 per year, \$80,000 to \$99,999 per year, \$100,000 or more per year

35) Please indicate the type of submissions or responses that your company or broker filed for each of the following forms.

CF-3461

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

CF-3461 (Documents required message)

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

CF-7501

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

CF-28

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

CF-29

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

CF-19

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

Post Entry Amendment

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

Post Summary Correction

Please select one: CBP's Automated Systems, Email Submission, Paper Submission

36) On average, how much time in minutes did it take your company to prepare the following CBP forms?

Less than 15 minutes	15 to 29 minutes	30 to 59 minutes	1 hour to 3 hours	More than 3 hours
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CF-3461

CF-3461
(Documents required message)

CF-7501

CF-28

CF-29

CF-19

Post Entry
Amendment

Post Summary
Correction

37) **On average, how much do preparing the following forms cost your company?**

Less	\$100	\$200	\$400	\$600	\$1,00	Do not
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than to to to to 0 or know
\$100 \$199 \$399 \$599 \$999 more

CF-3461

CF-3461
(Documents
required message)

CF-7501

CF-28

CF-29

CF-19

Post Entry
Amendment

Post Summary
Correction

38) How many CF 28's did you receive in 2013?

None
1 to 2
3 to 4
5 to 8
9 to 16
17 to 24
25 or more
Do not know

39) On average, what is the overall administrative cost to respond to one CF 28?

Less than \$100
\$100 to \$199
\$200 to \$399
\$400 to \$599

\$600 to \$999
 \$1,000 or more
 Do not know

40) In 2013, has your company experienced a noticeable **change in CBP processing time** (i.e. from the time of submission to the receipt of the accept/deny-reject status) **for any the following activity forms?**

No change	Less than 1 hour	1 hour to 2 hours	2 hours to 3 hours	3 hours to 4 hours	More than 4 hours
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CF-3461

CF-3461
 (Documents required message)

CF-7501

CF-28

CF-29

CF-19

Post Entry
 Amendment

Post Summary
 Correction

41) On average, how much did an hour of delay in CBP processing time for the following forms cost your company in 2013? These may include supply shortages/back-orders/failure to fulfill commitments to customers, manufacturing delays/plant shutdowns, inventory planning issues, and increased administrative costs.

Less than	\$100 to	\$200 to	\$400 to	\$600 to	\$1,000 or	Do not know
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\$100 \$199 \$399 \$599 \$999 more

CF-3461

CF-3461
(Documents
required message)

CF-7501

CF-28

CF-29

CF-19

Post Entry
Amendment

Post Summary
Correction

42) How many times did CBP audit your company (for example, focused assessment, etc.) in 2013?

- 1 or 2
- 3 or 4
- 5 to 9
- 10 or more
- None

43) In 2013, how much in-house personnel time in hours did it take to respond to one CBP audit? What was the average time it took in hours?

- 4 hours or less
- 5 hours to 7 hours
- 8 hours to 10 hours
- 11 hours to 13 hours
- 14 hours or more

44) Is your imported merchandise subject to PGA regulations? PGA regulations are defined as government requirements on goods that are **NOT** CBP requirements.

Yes

No

Do not know

This section of the survey deals with Partner Government Agencies. Below is an overview of some common acronyms used when discussing Partner Government Agencies.

ACE- Automated Commercial Environment

ISA - Importer Self Assessment

PG Message Set - Harmonized set of data collected by CBP via Single Window and dispersed to appropriate PGAs

PGA - Partner Government Agency

CEE- CBP's Centers of Excellence and Expertise provide one-point processing for participating importers in select industries

Single Window - The concept of collecting required data at one time, and distributing the data to all Partner Government Agencies interested in the imported goods. Not only would it receive import data, but would return entry release data from CBP and the Partner Government Agencies via ACE.

Simplified Entry - The first phase of ACE cargo release which streamlines entry data requirements and allows for earlier, enhanced release messaging to the Trade

45) Select the PGA(s) that regulate your shipments.

- Food & Drug Administration (FDA)
- U.S. Department of Agriculture (USDA)
- Environmental Protection Agency (EPA)
- Consumer Product Safety Commission (CPSC)
- Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)
- National Marine Fisheries Service (NMFS)
- National Highway Traffic Safety Administration (NHTSA)
- Federal Communications Commission (FCC)
- Fish & Wildlife Service (FWS)

Other (please explain):

46) Select the percentage of your shipments the below PGAs regulate:

	0%	1-20%	21-40%	41-60%	61-80%	81-100%
Food & Drug Administration (FDA)						
-						
U.S. Department of Agriculture (USDA)						
-						
Environmental Protection Agency (EPA)						
-						
Consumer Product Safety Commission (CPSC)						
-						
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)						
-						
National Marine Fisheries Service (NMFS)						
-						
National Highway Traffic Safety Administration (NHTSA)						

-
Federal
Communications
Commission (FCC)

-
Fish & Wildlife
Service (FWS)

-

Other (please explain):

47) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue.

5 - Most important	4 - Some what important	3 - Do not feel strongly either way	2 - Not very important	1 - Least important
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Ability to file all required data electronically for U.S. Imports (this includes CBP as well as PGA data)

Account based (Trusted Trader) treatment by CBP and the PGA.

Receiving a One U.S. Government release (includes CBP as well as PGA

decisions)

Receiving entry
admissibility
decisions prior to
the arrival of the
cargo at the border

Receiving request
for additional
information from
CBP and/or the PGA
in advance of cargo
arrival to facilitate
release.

48) If you have experienced a cargo delay during 2013, do you know whether release delays (i.e. holds) were placed by CBP or a PGA?

Yes
No

49) If yes, how do you know whether the delay was caused by CBP or a PGA?

Communication with CBP Port Officials
Communication with CBP Center of Excellence
Communication with CBP Headquarter Staff
Communication with PGA
Communication with Customs Broker
N/A
Other: _____

50) If your cargo was delayed by a PGA in the past 12 months, please select the reason for the delay.

Goods were examined
Insufficient information about the cargo for PGA to make an
immediate determination
Unknown cause for the delay in cargo release
Other: _____

51) On average, how many hours does a PGA cargo hold delay the release
of your merchandise?

	Less than hour	11 to 4 hours	5 to 8 hours	9 to 24 hours	25 hours or more
Food & Drug Administration (FDA)					
- Environmental Protection Agency (EPA)					
- U.S. Department of Agriculture (USDA)					
- Consumer Product Safety Commission (CPSC)					
- Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)					
- National Marine Fisheries Service (NMFS)					
- National Highway Traffic Safety					

Administration
(NHTSA)

-

Fish & Wildlife
Services (FWS)

-

Plant Protection
Quarantine (PPQ -
CBP AG)

-

Other (please explain):

52) On average, how many hours does a PGA cargo exam delay the release of your merchandise?

Less than 11 to 4 hour	11 to 4 hours	5 to 8 hours	9 to 24 hours	25 hours or more
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Food & Drug
Administration
(FDA)

-

Environmental
Protection Agency
(EPA)

-

U.S. Department of
Agriculture (USDA)

-

Consumer Product
Safety Commission
(CPSC)

-
Bureau of Alcohol,
Tobacco, Firearms &
Explosives (ATF&E)

-
National Marine
Fisheries Service
(NMFS)

-
National Highway
Traffic Safety
Administration
(NHTSA)

-
Fish & Wildlife
Services (FWS)

-
Plant Protection
Quarantine (PPQ -
CBP AG)

-

Other (please explain):

53) Do you contact any of the following entities when you experience a cargo delay?

Frequent contact Some contact No Contact

Broker
CBP Center of
Excellence and
Expertise
CBP Port of Entry

Food & Drug
 Administration
 (FDA)
 U.S. Department of
 Agriculture (USDA)
 Environmental
 Protection Agency
 (EPA)
 Consumer Product
 Safety Commission
 (CPSC)
 Bureau of Alcohol,
 Tobacco, Firearms &
 Explosives (ATF&E)
 National Marine
 Fisheries Service
 (NMFS)
 National Highway
 Traffic Safety
 Administration
 [DOT] (NHTSA)
 Fish & Wildlife
 Service (FWS)
 Federal
 Communications
 Commission (FCC)

Other or N/A:

54) After contacting entities regarding a cargo delay, how satisfied are you with their customer service? Please select "N/A" for PGAs that do not regulate your shipments.

5 - Very satisfied	4 - Some what satisfied	3 - Neither satisfied nor	2 - Some what dissatisf	1 - Very dissatisf	No Contact	N/A
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dissatisfied
dissatisfied

Broker

-

CBP Center of
Excellence and
Expertise

-

CBP Port of Entry

-

Food & Drug
Administration
(FDA)

-

U.S. Department of
Agriculture (USDA)

-

Environmental
Protection Agency
(EPA)

-

Consumer Product
Safety Commission
(CPSC)

-

Bureau of Alcohol,
Tobacco, Firearms &
Explosives (ATF&E)

-

National Marine
Fisheries Service
(NMFS)

-

National Highway
Traffic Safety
Administration
[DOT] (NHTSA)

-

Fish & Wildlife
Service (FWS)

-

Federal
Communications
Commission (FCC)

-

Other (please
explain):

-

55) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

5 - Most important	4 - Some what important	3 - Do not feel strongly either way	2 - Not very important	1 - Least important
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Earlier messaging
once entry is filed
(as proposed by
Simplified Entry)

More descriptive
messaging on the

type of delay (as proposed by Simplified Entry)

Better communication with brokerage team

Communication on which PGA is behind a hold

Other (please explain):

56) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

5 -	4 -	3 -	2 -	1 -	No
Very	Some	Neither	Some	Very	Contact
satisfied	what	satisfied	what	dissatisfied	
	satisfied	nor	dissatisfied		
		dissatisfied			
		fied			

Food & Drug Administration (FDA)

U.S. Department of Agriculture (USDA)

Environmental Protection Agency (EPA)

Consumer Product

Safety Commission
(CPSC)

Bureau of Alcohol,
Tobacco, Firearms &
Explosives (ATF&E)

National Marine
Fisheries Service
(NMFS)

National Highway
Traffic Safety
Administration
[DOT] (NHTSA)

Fish & Wildlife
Service (FWS)

Federal
Communications
Commission (FCC)

Other (please
explain):

57) During 2013, what percentage of your shipments regulated by the following PGAs resulted in enforcement actions? Please select "N/A" for PGAs that do not regulate your shipments.

None	1% - 2%	3% - 4%	More than 5%	Do not know	N/A
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Food & Drug
Administration
(FDA)

Environmental
Protection Agency
(EPA)

U.S. Department of
Agriculture (USDA)

Consumer Product
Safety Commission
(CPSC)

Bureau of Alcohol,
Tobacco, Firearms &
Explosives (ATF&E)

National Marine
Fisheries Service
(NMFS)

National Highway
Traffic Safety
Administration
(NHTSA)

Fish & Wildlife
Services (FWS)

Plant Protection
Quarantine (PPQ -
CBP AG)

Other (please explain):

This section of the survey deals with exports. Below is an overview of some common acronyms used when discussing exports.

CCL- Commerce Control List

EI- Electronic Export Information

USML- United States Munitions List

Single Window - The concept of collecting required data at one time, and distributing the data to all Partner Government Agencies interested in the imported goods. Not only would it receive import data, but would return entry release data from CBP and the Partner Government Agencies via ACE.

58) Please select the PGA that regulates your exports.

- Food & Drug Administration (FDA)
- U.S. Department of Agriculture (USDA)
- Environmental Protection Agency (EPA)
- Consumer Product Safety Commission (CPSC)
- Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)
- National Marine Fisheries Service (NMFS)
- National Highway Traffic Safety Administration (NHTSA)
- Federal Communications Commission (FCC)
- Fish & Wildlife Service (FWS)

59) In what format do you deliver your export manifest at the port of departure?

- Paper
- Electronic (e.g. EDI to AES, e-mail, DIS)
- A mix of paper and electronic (e.g. DIS manifest and paper in bond documents)
- N/A

60) When do you deliver your export manifest at the port of departure?

Pre-departure at all ports

Post-departure at all ports

Pre-departure at some ports, post-departure at others

61) How often are your customers' export shipments delayed while being scrutinized by U.S. government export control authorities?

Never (0%)

Seldom (1-5%)

Occasionally (6-10%)

Frequently (Over 11%)

62) When a shipment is held at the port of departure, what is the average number of days until the cargo is released by the U.S. government?

Less than 1 day

1 day

2 days

3 days

Over 4 days

63) When a shipment is detained for export, what is the average costs to the exporter?

Less than \$100

\$101 - \$500

\$501 - \$1000

\$1001 - \$1500

\$1501 - \$ 2000

Over \$2000

64) What is the primary reason for export delays?

Inefficient terminal operations

Poor PGA knowledge on type of license required

Poor CBP knowledge on type of license required

Overlapping regulatory interests

Inconsistent port procedures

Lack of data elements required for filing

Lack of consistent filing requirement timelines

65) What steps has your organization taken to resolve the impediments in your current export process to increase efficiency and what recommendations would you offer the U.S. federal Government for consideration?

Compliance and education for managers and employees
Internal controls (such as audit)
Bidirectional training events with CBP
Bidirectional training events with PGAs
Automated information sharing on shipment status

66) Please rank your top export facilitation concerns from 1 (least important) to 5 (very important).

1 2 3 4 5

Consistent
timeframes for
export manifest
filing

Use of e-manifest
(no paper filing)

Consistency in
export manifest
form requirements

Effective
communication on
export holds/delays

Lack of one U.S.
Government
treatment on
exports (PGA
related issues)

67) Are you aware when holds/delays occur in the export process?

Yes

No

N/A _____

68) What party do you obtain information from regarding export holds/delays?

CBP

Freight forwarder

Customs Broker

Non-Vessel Operating Common Carrier (NVOCC)

Terminal operator

International Air Carrier (IAC)

Other: _____

http://www.cbp.gov/sites/default/files/documents/CBP%20Port%20Codes%200041014_1.pdf

Northeast region

Northcentral region

New York region

Southeast region

Southcentral region

Southwest region

Pacific region

70) Based on your firm's experience with or knowledge of C-TPAT (import), if an export type of C-TPAT was available, would your company be interested in getting C-TPAT for exports certification?

Yes

No

Other: _____

71) Indicate the percentage range of shipments associated with your business.

	0%	1-20%	21-40%	41-60%	61-80%	81-100%
Licensed						
- United States Munitions List (USML)						
- Commerce Control List (CCL)						
- Post-Departure (Option 4)						
- Pre-Departure (Non-option 4)						
- Hazardous Materials						
- No License Required (NLR)						
-						

72) What percentage of your export business falls under Routed Export Transactions (control of the movement of the cargo out of the U.S. sits with the Foreign Principal Party in Interest (“FPPI”)?

- 0%
- 1-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

73) How does your company obtain the required authorization on Routed Export Transactions?

- Letter of Authorization from the Foreign Principal
- Power of Attorney from the Foreign Principal
- Shippers Letter of Instruction
- Other: _____

74) Does your company file AES (Electronic Export Information (“EEI”) transactions into AES?

- Yes
- No
- N/A

75) How often are providing information to the U.S. Principal Party of Interest (USPPI) regarding an EEI filing?

- Frequently (weekly contact)
- Somewhat (monthly contact)
- Never
- N/A
- Other: _____

76) When providing information on an EEI from a USPPI, which of the below selections best describes the type of request?

Single Transaction Record

Multiple Transactions

N/A

Other: _____

77) What is the primary method in which that information is provided to an USPPI?

Electronic Data Exchange (EDI)

Information provided via email

Information provided via phone call

N/A

Other: _____

78) Is your firm a C-TPAT (import) participant?

Yes

No

Other: _____

79) Which other government agencies do you work with on exports?

Food & Drug Administration (FDA)

U.S. Department of Agriculture (USDA)

Environmental Protection Agency (EPA)

Consumer Product Safety Commission (CPSC)

Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)

National Marine Fisheries Service (NMFS)

National Highway Traffic Safety Administration (NHTSA)

Federal Communications Commission (FCC)

Fish & Wildlife Service (FWS)

Other: _____

80) Please select the total number of shipments your organization exports within a year.

- Do not know
- No exports
- Less than 100 filings
- 100 to 999 filings
- 1,000 filings to 2,999 filings
- 3,000 filings to 6,999 filings
- 7,000 filings to 9,999 filings
- 10,000 filings to 99,999 filings
- 100,000 filings to 999,999 filings
- 1,000,000 filings or more

81) Please select the total number of export declarations (i.e., EEI) that your organization files within a year.

- Do not know
- No export declarations filed
- Less than 100 filings
- 100 to 999 filings
- 1,000 filings to 2,999 filings
- 3,000 filings to 6,999 filings
- 7,000 filings to 9,999 filings
- 10,000 filings to 99,999 filings
- 100,000 filings to 999,999 filings
- 1,000,000 filings or more

82) Please select the quantity of export shipments that do not require an export declaration (Electronic Export Information (EEI)), such as goods that are non-licensable, under \$2,500, destination Canada, Mexico, etc.:

- Less than 100 entries
- 100 to 999 entries
- 1,000 entries to 9,999 entries
- 10,000 entries to 99,999 entries
- 100,000 entries to 999,999 entries
- 1,000,000 entries or more
- Not Applicable

83) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI).

Air Ocean Rail Truck Pipeline

Licensed (allow respondent to key in a percent or select from a percent range for all selections)

-
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)

-
Commerce Control List (CCL)

-
Option 4

-
Non-option 4

-
No export declaration required

-
Other:

84) When your export shipment is delayed due to government intervention, please indicate your source for delay notification. Please indicate the frequency estimate of notification in the comment box below.

- Broker
- Carrier
- Freight Forwarder
- I am not aware

85) Please select the percent of your total export shipments delayed by the following:

Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%
-------------	----	-------	--------	--------	--------	---------

Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)

-

Variable port practices: industry

-

Variable port practices: government

-

Unknown / No visibility

-

Other (please describe):

86) Select the mode of transportation most used for the following export declarations (i.e. EEI):

Air Ocean Rail Truck Pipeline

Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)

-
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)

-
Variable port practices: industry

-
Variable port practices: government

-
Paperwork

-

Other (please describe):