

2012

Advisory Committee on the
Commercial Operations Of
Customs and Border
Protection

Trade Efficiency Survey

Table of Contents

Executive Summary	3
About the Survey	5
Centers of Excellence and Expertise and Facilitation	6
Costs & Holds	60
CBP and PGA Satisfaction	113
Conclusion	144
Index.....	145

Executive Summary

The COAC Trade Facilitation Subcommittee continues to advise CBP on its various trade facilitation efforts. A component of this work includes establishing baseline industry metrics. These baseline metrics are essential in order to establish a benchmark for costs associated with importing goods into the United States. This benchmark can then be used to determine what facilitation benefits “save” the industry, and therefore can have a bearing on key partnership benefits CBP can offer the Trade.

COAC conducted this benchmarking survey ¹in June 2012 to measure how effective CBP’s trade facilitation efforts are at lowering the cost and burden associated with a company’s compliance and operations efforts. The survey captured input on current, planned, and future facilitation efforts by respondent type and industry type. Additionally, the survey was also designed to capture trade priorities that can be used by CBP to provide meaningful partnership benefits.

The Report is organized into three key areas: Centers of Excellence and Expertise and Facilitation, Stops and Impacts, and CBP and PGA satisfaction. Each key area summarizes findings on particular survey questions. From the survey, highlights include:

- As prioritized by businesses, CBP’s facilitation efforts should be focused on reducing CBP processing times, CBP holds, exams, and PGA processing times.
- 90% of respondents indicated their ability to file all required data electronically for U.S. Imports was a very important issue for the single window to resolve.
- A majority of companies spend up to 14 hours managing the lifecycle of a single entry.
- A one-day delay in the release of merchandise costs companies over \$700 for each affected shipment.
- The first 24 hours is critical to resolve CBP or PGA freight holds or exams; thereafter, respondents revealed multiple days.
- Majority of respondents were with companies filing anywhere from 100 to 99,999 entries per year.
- The survey was favorable to CBP’s responsiveness to addressing issues, indicating a good level of customer service at the ports when issues arise. Specifically, 53% of the respondents stated that most issues are communicated in 30 minutes or under, and over 90% of the time the respondents have stated that the end result was positive versus a 9% a “not-positive” response.

¹ These assertions pertain to most survey respondents; results are not representative of the overall trade industry. *FY 2012 COAC Trade Efficiency Survey.*

Simply put, CBP and PGA programs or efficiencies that ultimately decrease entry lifecycle processing times and decrease freight dwell are significant motivators as they contribute to reducing the overall cost of doing business for those companies involved in this survey. We recommend publishing metrics that demonstrate the impact in these two areas, as they ultimately work to increase focus and participation in key areas CBP is working to address.

As an inaugural survey, COAC found the results to be quite useful in a number of different areas. While the survey provided feedback on overall costs and time, and additionally provided feedback on the specific touchpoints between CBP and companies, we agree that this is only the beginning. Working with CBP to aid in meaningful metric development is a necessary immediate next step. Additionally, COAC plans to reissue this survey on an annual basis to assist in prioritization, measure success, obtain satisfaction feedback, and begin establishing trends.

About the Survey

Survey Type, Distribution, Timeline, and Rate of Response

The survey consisted of forty-six (46) multiple choice questions, and inquired on several different areas including exam rates, number of CF 28's received, estimated cost and time expenditures, and CEE interaction.

COAC distributed the anonymous survey to various networks, including trade associations, importers, brokers, attorneys, consultants, freight forwarders, using a secure web-based tool. Import service providers were asked to respond on behalf of their collective, averaged customer base. Feedback from both importers and service providers was important, since cost and efficiency details are better reported by those entities with direct knowledge. The open to close timeline allowed for a thirteen (13) day open response period, and collected results from over 521 respondents. The responses to each question are provided in three forms where relevant (see index): 1) actual response; 2) actual response cross-tabulated by job² (question 1: Please select your expertise or area of responsibility), and 3) actual response cross-tabulated by industry³ (question 2: based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business). In one instance, it was important to cross-tabulate among questions.

² 360 out 521 respondents self-identified as one job (389 self-identified when including the "other" category)

³ 375 out 521 respondents self-identified as one industry (418 self-identified when including the "other" category)

Centers of Excellence and Expertise and Facilitation

Overview

53% of respondents were related to a CBP-established CEE, of which 32% of respondents were from CEEs active since October, 2011 and 21% of respondents were from newly announced CEEs. The top three perceived barriers indicated by the respondents still included a lack of a good understanding of what the Centers are, and the perceived burden to enrolling into a trusted partnership program. Respondents that contacted the Centers were mostly satisfied, and incurred internal costs of less than \$499 for less than 15 minutes of time. The Centers addressed a variety of issues for respondents, from inquiries on new products to resolution of problems. Centers generally assisted with: C-TPAT questions and procedures, regular updates, and questions regarding new products. Below is a full listing of the survey questions related to the Centers of Excellence and Expertise.

As prioritized by businesses and industries, CBP's facilitation efforts should be focused on reducing processing times and reducing freight dwell times. In the terms of the specific areas inquired in the survey, and listed in their overall most important ranking: CBP processing times, CBP holds, exams, and PGA processing times. The ability to file all required data electronically for U.S. Imports was the most important issue for the single window to resolve, as indicated by 90% of respondents.

Question 1. Please select your expertise or area of responsibility

Question 1 was a single selection question with the option for “other” freeform response. 47 respondents utilized the other response. Respondents listed a wide variety of areas of expertise with the largest component identified as Carrier (14—Air, Highway or Unspecified). In addition to Carrier, respondents identified themselves as Manufactures, Exporters, Safety Compliance Port/Terminal Operators and Trade Associations. 11 respondents provided a previously identified selection category (e.g., Customs Compliance Officer, Freight Forwarder, etc.) in the freeform response.

	Responses	Percent
Importer	299	41%
Broker	63	9%
Customs Compliance Officer	83	11%
Licensed Customs Broker	110	15%
Consultant	22	3%
Customs Attorney	13	2%
Accounting or Financial Officer	8	1%
Logistics Officer or Supply Chain Officer	54	7%
Freight Forwarder	43	6%
Other (please describe)	42	6%

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

	Responses	Percent
Agriculture & Prepared Products - Agriculture, aquaculture, live animals, animal products, vegetable products, animal/vegetable fats and oils, prepared foods, beverages, spirits, and tobacco	85	12%
Automotive & Aerospace - Automotive, aerospace, trains, ships, vessels, tractors (including for agriculture use), and transportation equipment	97	13%
Base Metals & Machinery - Steel, steel mill products, base metals, fasteners, tools, production equipment, machine tools, and electrical machinery	63	9%
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 an	138	19%
Industrial & Manufacturing Materials - Leather, wood, paper, stone, plasters, cement, plastics, polymers, rubber, precious stones, and precious metals	75	10%
Information Technology & Consumer Electronics - Integrated circuits, information technology, computers, and consumer electronics	65	9%
Petroleum, Natural Gas & Minerals - Minerals, petroleum, and petroleum products	14	2%
Pharmaceuticals, Health & Chemicals - Pharmaceuticals, medical and surgical devices and related equipment, and chemicals	50	7%
Textiles, Wearing Apparel & Footwear - Textiles, wearing apparel, textile mill products, headwear, and footwear	100	14%
N/A	44	6%

Cross Tab by Industry- Question 2. Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business

	Responses	Percent
Agriculture & Prepared Products - Agriculture, aquaculture, live animals, animal products, vegetable products, animal/vegetable fats and oils, prepared foods, beverages, spirits, and tobacco	85	12%
Automotive & Aerospace - Automotive, aerospace, trains, ships, vessels, tractors (including for agriculture use), and transportation equipment	97	13%
Base Metals & Machinery - Steel, steel mill products, base metals, fasteners, tools, production equipment, machine tools, and electrical machinery	63	9%
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 an	138	19%
Industrial & Manufacturing Materials - Leather, wood, paper, stone, plasters, cement, plastics, polymers, rubber, precious stones, and precious metals	75	10%
Information Technology & Consumer Electronics - Integrated circuits, information technology, computers, and consumer electronics	65	9%
Petroleum, Natural Gas & Minerals - Minerals, petroleum, and petroleum products	14	2%
Pharmaceuticals, Health & Chemicals - Pharmaceuticals, medical and surgical devices and related equipment, and chemicals	50	7%
Textiles, Wearing Apparel & Footwear - Textiles, wearing apparel, textile mill products, headwear, and footwear	100	14%
N/A	44	6%

Cross Tab by Job Type- Question 2. Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business

	Responses	Percent
Agriculture & Prepared Products	85	12%
Automotive & Aerospace	97	13%
Base Metals & Machinery	63	9%
Consumer Products & Mass Merchandising	138	19%
Industrial & Manufacturing Materials	75	10%
Information Technology & Consumer Electronics	65	9%
Petroleum, Natural Gas & Minerals	14	2%
Pharmaceuticals, Health & Chemicals	50	7%
Textiles, Wearing Apparel & Footwear	100	14%
Other	44	6%
Skipped	9	

Question 3. Please select the number of entries your company files within a year

	Responses	Percent
More than 1,000,000 entries	10	2%
100,000 to 999,999 entries	37	7%
100 to 99,999 entries	422	83%
Less than 99 entries	41	8%
Skipped	11	

Question 4. Please rank the importance of the following trade facilitation concerns for your industry

Question 4 was a rank order question with 39 respondents choosing the option for the “other (please explain)” freeform response. Approximately 79 percent (31) of the respondents chose “5 – very important” for their other response, 8 provided no selection. Respondents listed a wide variety of trade facilitation concerns important to their industry with the four largest concerns identified as uniformity (policy and procedure consistency) at ports of entry (7); ACE development and ease of use (4); communication with the port of entry to address matters with in a timely fashion (3); and, harmonization of security and trade compliance and reporting requirements (3). Additionally, respondents also identified flexibility in CBP operating hours (i.e., allow overtime in case of urgent shipments) and increased trusted trader benefits as a concern. 11 respondents provided a previously identified selection category in the freeform response and elaborated on a specific issue or concern.

	Very Important	Somewhat Important	Do not feel strongly either way	Not very important	Not at all important
CF-28's	175 (36 %)	143 (29 %)	134 (28 %)	14 (3 %)	21 (4 %)
Exams	303 (60 %)	132 (26 %)	52 (10 %)	10 (2 %)	10 (2 %)
PGA Holds	242 (49 %)	128 (26 %)	91 (18 %)	25 (5 %)	12 (2 %)
CBP Holds	313 (62 %)	121 (24 %)	54 (11 %)	13 (3 %)	4 (1 %)
CBP Processing Time	333 (65 %)	113 (22 %)	41 (8 %)	16 (3 %)	6 (1 %)
PGA Processing Time	254 (52 %)	123 (25 %)	73 (15 %)	25 (5 %)	15 (3 %)
Single Window	218 (44 %)	158 (32 %)	88 (18 %)	12 (2 %)	18 (4 %)
Other (Please explain)	34 (32 %)	4 (4 %)	36 (34 %)	3 (3 %)	30 (28 %)

Cross-Tab by Job Type- Question 4. Please rank the importance of the following trade facilitation concerns for your industry:

1. Importers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	124	62%	60	30%	15	8%	15
Exams	182	87%	19	9%	8	4%	5
PGA Holds	145	71%	45	22%	15	7%	9
CBP Holds	179	86%	20	10%	9	4%	6
CBP Processing Time	180	85%	21	10%	10	5%	3
PGA Processing Time	147	72%	39	19%	19	9%	9
Single Window	143	70%	48	24%	13	6%	10
Other	14	34%	15	37%	12	29%	173

2. Brokers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	26	79%	5	15%	2	6%	0
Exams	31	94%	1	3%	1	3%	0
PGA Holds	31	94%	2	6%	0	0%	0
CBP Holds	29	94%	2	6%	0	0%	2
CBP Processing Time	30	97%	0	0%	1	3%	2
PGA Processing Time	30	94%	1	3%	1	3%	1
Single Window	24	75%	8	25%	0	0%	1
Other	3	38%	2	25%	3	38%	25

3. Customs Compliance Officers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	12	63%	6	32%	1	5%	2
Exams	19	100%	0	0%	0	0%	2
PGA Holds	16	84%	1	5%	2	11%	2
CBP Holds	18	95%	0	0%	1	5%	2
CBP Processing Time	18	90%	1	5%	1	5%	1
PGA Processing Time	14	78%	2	11%	2	11%	3
Single Window	16	84%	1	5%	2	11%	2
Other	1	20%	2	40%	2	40%	16

4. Licensed Customs Brokers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	23	88%	3	12%	0	0%	1
Exams	24	89%	3	11%	0	0%	0
PGA Holds	26	96%	1	4%	0	0%	0
CBP Holds	26	96%	1	4%	0	0%	0
CBP Processing Time	25	96%	0	0%	1	4%	1
PGA Processing Time	24	92%	1	4%	1	4%	1
Single Window	20	74%	5	19%	2	7%	0
Other	2	33%	4	67%	0	0%	21

5. Consultants

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	7	88%	1	13%	0	0%	0
Exams	8	100%	0	0%	0	0%	0
PGA Holds	6	75%	0	0%	2	25%	0
CBP Holds	7	88%	1	13%	0	0%	0
CBP Processing Time	6	75%	2	25%	0	0%	0
PGA Processing Time	5	83%	0	0%	1	17%	2
Single Window	7	100%	0	0%	0	0%	1
Other	1	100%	0	0%	0	0%	7

6. Customs Attorneys

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	5	71%	2	29%	0	0%	0
Exams	6	86%	1	14%	0	0%	0
PGA Holds	5	71%	1	14%	1	14%	0
CBP Holds	6	86%	1	14%	0	0%	0
CBP Processing Time	5	71%	2	29%	0	0%	0
PGA Processing Time	4	57%	2	29%	1	14%	0
Single Window	6	86%	0	0%	1	14%	0
Other	1	50%	1	50%	0	0%	5

7. Accounting or Financial Officers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	1	33%	1	33%	1	33%	1
Exams	1	33%	1	33%	1	33%	1
PGA Holds	1	33%	1	33%	1	33%	1
CBP Holds	2	50%	1	25%	1	25%	0
CBP Processing Time	3	75%	0	0%	1	25%	0
PGA Processing Time	2	67%	0	0%	1	33%	1
Single Window	3	75%	0	0%	1	25%	0
Other	0	0%	0	0%	0	0%	4

8. Logistics Officer or Supply Chain Officers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	14	58%	9	38%	1	4%	1
Exams	21	84%	4	16%	0	0%	0
PGA Holds	16	67%	5	21%	3	13%	1
CBP Holds	22	88%	3	12%	0	0%	0
CBP Processing Time	21	84%	2	8%	2	8%	0
PGA Processing Time	18	75%	3	13%	3	13%	1
Single Window	20	87%	2	9%	1	4%	2
Other	0	0%	1	33%	2	67%	22

9. Freight Forwarders

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	6	38%	6	38%	4	25%	5
Exams	15	79%	3	16%	1	5%	2
PGA Holds	11	61%	4	22%	3	17%	3
CBP Holds	14	74%	3	16%	2	11%	2
CBP Processing Time	17	89%	1	5%	1	5%	2
PGA Processing Time	13	72%	3	17%	2	11%	3
Single Window	13	76%	2	12%	2	12%	4
Other	0	0%	0	0%	1	100%	20

Cross Tab by Industry- Question 4. Please rank the importance of the following trade facilitation concerns for your industry**1: Agriculture & Prepared Products**

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	26	54%	18	38%	4	8%	5
Exams	42	82%	5	10%	4	8%	2
PGA Holds	38	76%	11	22%	1	2%	3
CBP Holds	44	85%	6	12%	2	4%	1
CBP Processing Time	47	90%	4	8%	1	2%	1
PGA Processing Time	40	82%	7	14%	2	4%	4
Single Window	39	76%	10	20%	2	4%	2
Other	4	29%	5	36%	5	36%	39

2: Automotive & Aerospace

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	38	64%	17	29%	4	7%	3
Exams	52	87%	6	10%	2	3%	2
PGA Holds	42	70%	10	17%	8	13%	2
CBP Holds	54	89%	4	7%	3	5%	1
CBP Processing Time	52	85%	6	10%	3	5%	1
PGA Processing Time	42	70%	9	15%	9	15%	2
Single Window	47	78%	8	13%	5	8%	2
Other	8	44%	7	39%	3	17%	44

3: Base Metals & Machinery

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	16	59%	9	33%	2	7%	1
Exams	21	78%	5	19%	1	4%	1
PGA Holds	18	64%	7	25%	3	11%	0
CBP Holds	22	79%	4	14%	2	7%	0
CBP Processing Time	24	86%	4	14%	0	0%	0
PGA Processing Time	18	67%	7	26%	2	7%	1
Single Window	22	79%	5	18%	1	4%	0
Other	1	20%	2	40%	2	40%	23

4: Consumer Products & Mass Merchandising

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	53	70%	17	22%	6	8%	3
Exams	66	84%	9	11%	4	5%	0
PGA Holds	57	74%	16	21%	4	5%	2
CBP Holds	68	87%	6	8%	4	5%	1
CBP Processing Time	68	87%	5	6%	5	6%	1
PGA Processing Time	60	77%	12	15%	6	8%	1
Single Window	59	76%	14	18%	5	6%	1
Other	3	25%	3	25%	6	50%	67

5: Industrial & Manufacturing Materials

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	18	55%	12	36%	3	9%	0
Exams	28	85%	4	12%	1	3%	0
PGA Holds	21	64%	11	33%	1	3%	0
CBP Holds	24	73%	8	24%	1	3%	0
CBP Processing Time	25	76%	5	15%	3	9%	0
PGA Processing Time	22	67%	9	27%	2	6%	0
Single Window	23	70%	8	24%	2	6%	0
Other	1	20%	3	60%	1	20%	28

6: Information Technology & Consumer Electronics

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	23	66%	11	31%	1	3%	1
Exams	31	86%	4	11%	1	3%	0
PGA Holds	25	74%	5	15%	4	12%	2
CBP Holds	34	97%	1	3%	0	0%	1
CBP Processing Time	35	97%	1	3%	0	0%	0
PGA Processing Time	23	70%	6	18%	4	12%	3
Single Window	29	83%	5	14%	1	3%	1
Other	1	14%	3	43%	3	43%	29

7: Petroleum, Natural Gas & Minerals

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	3	75%	1	25%	0	0%	0
Exams	2	50%	1	25%	1	25%	0
PGA Holds	1	25%	1	25%	2	50%	0
CBP Holds	2	50%	1	25%	1	25%	0
CBP Processing Time	2	67%	0	0%	1	33%	1
PGA Processing Time	1	33%	0	0%	2	67%	1
Single Window	2	50%	0	0%	2	50%	0
Other	2	67%	0	0%	1	33%	1

8: Pharmaceuticals, Health & Chemicals

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	14	56%	10	40%	1	4%	2
Exams	21	78%	4	15%	2	7%	0
PGA Holds	22	85%	4	15%	0	0%	1
CBP Holds	20	77%	4	15%	2	8%	1
CBP Processing Time	20	77%	4	15%	2	8%	1
PGA Processing Time	23	88%	3	12%	0	0%	1
Single Window	20	83%	4	17%	0	0%	3
Other	1	11%	6	67%	2	22%	18

9: Textiles, Wearing Apparel & Footwear

	Important		Neutral		Not Important		Skipped count
	count	percent	count	percent	count	percent	
CF-28's	41	80%	8	16%	2	4%	2
Exams	49	96%	1	2%	1	2%	2
PGA Holds	31	62%	10	20%	9	18%	3
CBP Holds	46	92%	3	6%	1	2%	3
CBP Processing Time	45	87%	4	8%	3	6%	1
PGA Processing Time	30	59%	13	25%	8	16%	2
Single Window	35	71%	12	24%	2	4%	4
Other	1	17%	4	67%	1	17%	47

Question 6. From your perspective as a member of the trade community, what is the most pressing issue for the Single Window Initiative to solve? (please rank the following)

Question 6 was a rank order question with respondents choosing the option for the “other (please explain)” freeform response. Half of the “other” respondents had issues with this portion of the survey—ranking problems occurred—so they used the freeform to provide clarification or notify the survey creator. The other half of the freeform answers were too varied to be separated into meaningful categories. Respondents provided a very wide variety of pressing issues to include: prior notice for single entry; remove ISF; simplify HTS; uniform entry procedures; harmonization of security and trade compliance; and, increased benefits.

	Very Important	Somewhat Important	Do not feel strongly either way	Not very important	Not at all important
Ability to file all required data electronically for U.S. imports	235 (75 %)	45 (14 %)	22 (7 %)	10 (3 %)	2 (1 %)
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	38 (13 %)	75 (26 %)	85 (30 %)	63 (22 %)	25 (9 %)
Receiving PGA decisions through the same channels as CBP decisions	58 (22 %)	100 (39 %)	77 (30 %)	21 (8 %)	2 (1 %)
Being able to participate in Partnership Programs with PGAs	97 (24 %)	131 (32 %)	104 (25 %)	65 (16 %)	12 (3 %)
Other (Please explain)	8 (9 %)	2 (2 %)	20 (23 %)	4 (5 %)	53 (61 %)

Cross Tab by Job Type- Question 6. Please rank the importance of the following trade facilitation concerns for your industry:

1. Importers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Ability to file all required data electronically for U.S. imports	126	90%	10	7%	4	3%	74
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	46	38%	38	32%	36	30%	94
Receiving PGA decisions through the same channels as CBP decisions	60	54%	40	36%	12	11%	102
Being able to participate in Partnership Programs with PGAs	95	57%	41	24%	32	19%	46
Other	2	6%	8	23%	25	71%	179

2. Brokers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Ability to file all required data electronically for U.S. imports	17	94%	1	6%	0	0%	15
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	4	18%	6	27%	12	55%	11
Receiving PGA decisions through the same channels as CBP decisions	6	40%	6	40%	3	20%	18
Being able to participate in Partnership Programs with PGAs	18	67%	7	26%	2	7%	6
Other	0	0%	0	0%	4	100%	29

3. Customs Compliance Officers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Ability to file all required data electronically for U.S. imports	8	80%	1	10%	1	10%	11
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	6	60%	2	20%	2	20%	11
Receiving PGA decisions through the same channels as CBP decisions	8	80%	1	10%	1	10%	11
Being able to participate in Partnership Programs with PGAs	11	73%	3	20%	1	7%	6
Other	0	0%	2	50%	2	50%	17

4. Licensed Customs Brokers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Ability to file all required data electronically for U.S. imports	8	80%	1	10%	1	10%	17
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	3	18%	5	29%	9	53%	10
Receiving PGA decisions through the same channels as CBP decisions	12	86%	1	7%	1	7%	13
Being able to participate in Partnership Programs with PGAs	13	57%	6	26%	4	17%	4
Other	1	14%	3	43%	3	43%	20

5. Consultants

	Important		Neutral		Not Important		Skipped Count
	Count	Percent	Count	Percent	Count	Percent	
Ability to file all required data electronically for U.S. imports	4	100%	0	0%	0	0%	4
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	2	50%	1	25%	1	25%	4
Receiving PGA decisions through the same channels as CBP decisions	3	60%	1	20%	1	20%	3
Being able to participate in Partnership Programs with PGAs	3	50%	2	33%	1	17%	2
Other	0	0%	0	0%	0	0%	8

6. Customs Attorneys

	Important		Neutral		Not Important		Skipped Count
	Count	Percent	Count	Percent	Count	Percent	
Ability to file all required data electronically for U.S. imports	3	100%	0	0%	0	0%	4
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	0	0%	0	0%	1	100%	6
Receiving PGA decisions through the same channels as CBP decisions	2	67%	1	33%	0	0%	4
Being able to participate in Partnership Programs with PGAs	3	43%	3	43%	1	14%	0
Other	1	50%	1	50%	0	0%	5

7. Accounting or Financial Officers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Ability to file all required data electronically for U.S. imports	2	100%	0	0%	0	0%	2
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	1	50%	0	0%	1	50%	2
Receiving PGA decisions through the same channels as CBP decisions	1	100%	0	0%	0	0%	3
Being able to participate in Partnership Programs with PGAs	2	100%	0	0%	0	0%	2
Other	0	0%	0	0%	0	0%	4

8. Logistics Officer or Supply Chain Officers

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Ability to file all required data electronically for U.S. imports	13	93%	1	7%	0	0%	11
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	4	50%	1	13%	3	38%	17
Receiving PGA decisions through the same channels as CBP decisions	5	63%	3	38%	0	0%	17
Being able to participate in Partnership Programs with PGAs	11	52%	6	29%	4	19%	4
Other	0	0%	0	0%	2	100%	23

9. Freight Forwarders

	Important		Neutral		Not Important		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Ability to file all required data electronically for U.S. imports	15	94%	1	6%	0	0%	5
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	5	71%	1	14%	1	14%	14
Receiving PGA decisions through the same channels as CBP decisions	2	29%	4	57%	1	14%	14
Being able to participate in Partnership Programs with PGAs	6	40%	4	27%	5	33%	6
Other	1	20%	1	20%	3	60%	16

Cross Tab by Industry- Question 6. From your perspective as a member of the trade community, what is the most pressing issue for the Single Window Initiative to solve? (please rank the following)

1: Agriculture & Prepared Products

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	21	75%	4	14%	3	11%	25
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	15	50%	4	13%	11	37%	23
Receiving PGA decisions through the same channels as CBP decisions	19	68%	8	29%	1	4%	25
Being able to participate in Partnership Programs with PGAs	21	53%	12	30%	7	18%	13
Other (Please explain)	1	9%	5	45%	5	45%	42

2: Automotive & Aerospace

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	38	100%	0	0%	0	0%	24
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	13	39%	12	36%	8	24%	29
Receiving PGA decisions through the same channels as CBP decisions	21	60%	12	34%	2	6%	27
Being able to participate in Partnership Programs with PGAs	21	42%	12	24%	17	34%	12
Other (Please explain)	2	18%	4	36%	5	45%	51

3: Base Metals & Machinery

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	16	94%	1	6%	0	0%	11
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	9	53%	5	29%	3	18%	11
Receiving PGA decisions through the same channels as CBP decisions	4	40%	3	30%	3	30%	18
Being able to participate in Partnership Programs with PGAs	11	48%	9	39%	3	13%	5
Other (Please explain)	1	25%	2	50%	1	25%	24

4: Consumer Products & Mass Merchandising

	Important		Neutral		Not Important		Skipped
	count percent		count percent		count percent		count
Ability to file all required data electronically for U.S. Imports	48	91%	3	6%	2	4%	26
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	15	31%	17	35%	16	33%	31
Receiving PGA decisions through the same channels as CBP decisions	25	64%	9	23%	5	13%	40
Being able to participate in Partnership Programs with PGAs	37	54%	20	29%	11	16%	11
Other (Please explain)	1	13%	3	38%	4	50%	71

5: Industrial & Manufacturing Materials

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	18	95%	1	5%	0	0%	14
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	8	50%	3	19%	5	31%	17
Receiving PGA decisions through the same channels as CBP decisions	9	50%	8	44%	1	6%	15
Being able to participate in Partnership Programs with PGAs	17	59%	8	28%	4	14%	4
Other (Please explain)	0	0%	0	0%	8	100%	25

6: Information Technology & Consumer Electronics

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	17	81%	3	14%	1	5%	15
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	4	21%	8	42%	7	37%	17
Receiving PGA decisions through the same channels as CBP decisions	10	63%	4	25%	2	13%	20
Being able to participate in Partnership Programs with PGAs	24	77%	6	19%	1	3%	5
Other (Please explain)	1	13%	2	25%	5	63%	28

7: Petroleum, Natural Gas & Minerals

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	3	100%	0	0%	0	0%	1
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	1	100%	0	0%	0	0%	3
Receiving PGA decisions through the same channels as CBP decisions	1	50%	0	0%	1	50%	2
Being able to participate in Partnership Programs with PGAs	0	0%	3	100%	0	0%	1
Other (Please explain)	1	100%	0	0%	0	0%	3

8: Pharmaceuticals, Health & Chemicals

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	13	81%	3	19%	0	0%	11
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	2	18%	4	36%	5	45%	16
Receiving PGA decisions through the same channels as CBP decisions	13	93%	0	0%	1	7%	13
Being able to participate in Partnership Programs with PGAs	13	76%	4	24%	0	0%	10
Other (Please explain)	0	0%	1	50%	1	50%	25

9: Textiles, Wearing Apparel & Footwear

	Important		Neutral		Not Important		Skipped
	count	percent	count	percent	count	percent	count
Ability to file all required data electronically for U.S. Imports	36	92%	2	5%	1	3%	14
Having the same data filing requirements for both the US and Canada for commodities regulated by PGAs	11	34%	12	38%	9	28%	21
Receiving PGA decisions through the same channels as CBP decisions	12	46%	11	42%	3	12%	27
Being able to participate in Partnership Programs with PGAs	21	55%	7	18%	10	26%	15
Other (Please explain)	1	11%	2	22%	6	67%	44

Question 35. Does your firm view the prospect of joining the Centers of Excellence and Expertise (Center) as a motivation to join Customs - Trade Partnership Against Terrorism (C-TPAT) and the Importer Self Assessment (ISA)?

Of the 170 responses, very few respondents indicated the prospect of joining the CEE as motivation or discouragement for joining a trusted program (7 and 12 respectively). The overwhelming majority of free form responses received indicated that the respondents were already trusted program members (74), most being C-TPAT certified (54), the rest CTPAT and ISA (20). 6 trusted partners actually provided an opinion, the results being split, 3 indicating the CEE as motivation and 3 indicating not. 4 trusted partners indicated no CEE available for their industry. The remaining responses were invalid responses, indicated unfamiliarity with the programs or had a particular misperception regarding center operations.

	Responses	Percent
Yes	134	28%
No	172	35%
There is no Center for my industry	138	28%
My company already participates with a Center	43	9%
Skipped	34	

Cross Tab by Industry- Question 35. Does your firm view the prospect of joining the Centers of Excellence and Expertise (Center) as a motivation to join Customs - Trade Partnership Against Terrorism (C-TPAT) and the Importer Self Assessment (ISA)?

	Yes		No		There is no Center for my industry		My company already participates with a Center		Skipped
	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	14	26%	16	30%	16	30%	5	9%	2
2: Automotive & Aerospace	16	26%	22	35%	11	18%	6	10%	7
3: Base Metals & Machinery	3	11%	10	36%	9	32%	3	11%	3
4: Consumer Products & Mass Merchandising	13	16%	38	48%	24	30%	3	4%	1
5: Industrial & Manufacturing Materials	8	24%	9	27%	11	33%	2	6%	3
6: Information Technology & Consumer Electronics	12	33%	11	31%	4	11%	9	25%	
7: Petroleum, Natural Gas & Minerals	1	25%	3	75%		0%		0%	
8: Pharmaceuticals, Health & Chemicals	11	41%	6	22%	6	22%	3	11%	1
9: Textiles, Wearing Apparel & Footwear	15	28%	18	34%	17	32%	1	2%	2

35. Does your firm view the prospect of joining the Centers of Excellence and Expertise (Center) as a motivation to join Customs - Trade Partnership Against Terrorism (C-TPAT) and the Importer Self Assessment (ISA)?

	Yes		No		There is no Center for my industry		My company already participates with a Center		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	49	24%	78	38%	59	29%	18	9%	10
Broker	8	27%	11	37%	7	23%	4	13%	3
Customs Compliance Officer	2	10%	7	35%	9	45%	2	10%	1
Licensed Customs Broker	8	31%	9	35%	9	35%	0	0%	1
Consultant	6	75%	1	13%	1	13%	0	0%	0
Customs Attorney	1	14%	5	71%	1	14%	0	0%	0
Accounting or Financial Officer	1	25%	0	0%	3	75%	0	0%	0
Logistics Officer or Supply Chain Officer	12	52%	6	26%	5	22%	0	0%	2
Freight Forwarder	7	39%	3	17%	5	28%	3	17%	3

Question 36. What are the perceived barriers to joining a Center?

Question 36 was a freeform response question. Of the 157 freeform submissions, 38 respondents indicated no perceived barrier to joining a Center, 10 indicated there was not an industry for them to join, and 24 of the responses were invalid. Respondents listed a wide variety of the perceived barriers to joining a Center. The top three perceived barriers indicated by the respondents were: 1) lack of a good understanding of what the Centers are; 2) burden of enrolling in a trusted traveler program; and 3) limited resources.

There were 29 responses in the first category, lack of a good understanding. They ranged from no knowledge and lack of awareness of center and lack of information for participation to misperceptions about the benefits, application process and standard operations. In the next category, burden of enrolling in a trusted traveler program, 20 respondents indicated a perceived burden of enrolling in ISA, 5 indicated a perceived burden of enrolling in either C-TPAT or ISA and 1 indicated a perceived burden of enrolling in C-TPAT. There were 17 respondents in the third category, limited resources with a majority of the respondents indicated a time concern or workload burden perceived. Respondents also perceived adequate Staffing (5) on CBP's end as a barrier. The following were indicated a barrier but only appeared once: adequate assistance, anti-trust laws, IOR issues, disinterest, lack of subject matter expertise, no benefit, uniformity.

Question 37. Do you currently have a Center for your industry?

	Responses	Percent
Yes, my industry has a Center, which is/will be processing my imports	75	14%
Yes, my industry has a Center, but they are not processing my imports	83	16%
No, my industry does not have a Center	363	70%

Cross Tab by Industry- Question 37. Do you currently have a Center for your industry?

	Yes, my industry has a Center, which is/will be processing my imports		Yes, my industry has a Center, but they are not processing my imports		No, my industry does not have a Center	
	count	percent	count	percent	count	percent
1: Agriculture & Prepared Products	5	9%	6	11%	42	79%
2: Automotive & Aerospace	12	19%	17	27%	33	53%
3: Base Metals & Machinery	2	7%	6	21%	20	71%
4: Consumer Products & Mass Merchandising	7	9%	9	11%	63	80%
5: Industrial & Manufacturing Materials	3	9%	5	15%	25	76%
6: Information Technology & Consumer Electronics	13	36%	13	36%	10	28%
7: Petroleum, Natural Gas & Minerals	1	25%		0%	3	75%
8: Pharmaceuticals, Health & Chemicals	8	30%	9	33%	10	37%
9: Textiles, Wearing Apparel & Footwear	2	4%	4	8%	47	89%

Cross Tab by Job Type- Question 37. Do you currently have a Center for your industry?

	Yes, my industry has a Center, which is/will be processing my imports		Yes, my industry has a Center, but they are not processing my imports		No, my industry does not have a Center		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
Importer	29	14%	36	17%	149	70%	0
Broker	6	18%	1	3%	26	79%	0
Customs Compliance Officer	0	0%	5	24%	16	76%	0
Licensed Customs Broker	3	11%	1	4%	23	85%	0
Consultant	2	25%	1	13%	5	63%	0
Customs Attorney	1	14%	0	0%	6	86%	0
Accounting or Financial Officer	0	0%	1	25%	3	75%	0
Logistics Officer or Supply Chain Officer	3	12%	4	16%	18	72%	0
Freight Forwarder	6	29%	2	10%	13	62%	0

Question 38. If you have a Center, how often do you contact the Center to discuss your imports?

	Responses	Percent
Less than 2 times a year	27	18%
3 to 5 times a year	11	7%
More than 6 times a year	13	9%
No contact	100	66%
Skipped	370	

Cross Tab by Industry- Question 38. If you have a Center, how often do you contact the Center to discuss your imports?

	< 2 times a year		3 to 5 times a year		> 6 times a year		No contact		Skipped
	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	2	4%		0%	1	2%	8	15%	42
2: Automotive & Aerospace	3	5%	1	2%		0%	21	34%	37
3: Base Metals & Machinery		0%		0%	1	4%	7	25%	20
4: Consumer Products & Mass Merchandising	2	3%		0%		0%	12	15%	65
5: Industrial & Manufacturing Materials	1	3%	2	6%	2	6%	2	6%	26
6: Information Technology & Consumer Electronics	5	14%	1	3%	1	3%	19	53%	10
7: Petroleum, Natural Gas & Minerals		0%		0%	1	25%	1	25%	2
8: Pharmaceuticals, Health & Chemicals	2	7%	3	11%	2	7%	10	37%	10
9: Textiles, Wearing Apparel & Footwear	1	2%		0%		0%	5	9%	47

Cross Tab by Job Type- Question 38. If you have a Center, how often do you contact the Center to discuss your imports?

	Less than 2 Times a Year		3 to 5 Times a Year		More than 6 Times a Year		No Contact		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	8	13%	4	7%	3	5%	45	75%	154
Broker	2	29%	1	14%	1	14%	3	43%	26
Customs Compliance Officer	0	0%	0	0%	0	0%	5	100%	16
Licensed Customs Broker	2	50%	0	0%	1	25%	1	25%	23
Consultant	1	33%	1	33%	0	0%	1	33%	5
Customs Attorney	1	100%	0	0%	0	0%	0	0%	6
Accounting or Financial Officer	0	0%	1	100%	0	0%	0	0%	3
Logistics Officer or Supply Chain Officer	1	14%	0	0%	1	14%	5	71%	18
Freight Forwarder	2	29%	2	29%	1	14%	2	29%	14

Question 39. On average, what are the costs associated with contacting the Center once?

	Responses	Percent
Less than \$499	42	29%
\$500 to \$699	2	1%
\$700 to \$899	6	4%
More than \$900	0	0%
No contact	97	66%
Skipped	374	

Question 40. On average, how much time is spent per contact with the Center?

	Responses	Percent
Less than 15 minutes	20	13%
15 minutes to 30 minutes	17	11%
30 minutes to 1 hour	10	7%
More than 1 hour	4	3%
No contact	98	66%
Skipped	372	

Cross Tab by Industry- Question 40. On average, how much time is spent per contact with the Center?

	< 15 minutes		15 to 30 minutes		30 minutes to 1 hour		> 1 hour		No contact		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products		0%	2	4%		0%	1	2%	8	15%	42
2: Automotive & Aerospace	2	3%	1	2%	1	2%		0%	21	34%	37
3: Base Metals & Machinery	1	4%		0%		0%		0%	7	25%	20
4: Consumer Products & Mass Merchandising	1	1%	1	1%		0%		0%	12	15%	65
5: Industrial & Manufacturing Materials	3	9%	2	6%	1	3%		0%	1	3%	26
6: Information Technology & Consumer Electronics	2	6%	4	11%	1	3%		0%	19	53%	10
7: Petroleum, Natural Gas & Minerals	1	25%		0%		0%		0%	1	25%	2
8: Pharmaceuticals, Health & Chemicals	2	7%	5	19%		0%		0%	10	37%	10
9: Textiles, Wearing Apparel & Footwear		0%		0%	1	2%		0%	5	9%	47

Cross Tab by Job Type-Question 40. On average, how much time is spent per contact with the Center?

	Less than 15 Minutes		15 to 30 Minutes		30 Minutes to 1 Hour		More than 1 Hour		No Contact		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	5	8%	9	15%	0	0%	1	2%	44	75%	155
Broker	1	17%	1	17%	1	17%	0	0%	3	50%	27
Customs Compliance Officer	0	0%	0	0%	0	0%	0	0%	5	100%	16
Licensed Customs Broker	2	50%	0	0%	1	25%	0	0%	1	25%	23
Consultant	1	33%	0	0%	1	33%	0	0%	1	33%	5
Customs Attorney	1	100%	0	0%	0	0%	0	0%	0	0%	6
Accounting or Financial Officer	0	0%	1	100%	0	0%	0	0%	0	0%	3
Logistics Officer or Supply Chain Officer	1	14%	1	14%	0	0%	0	0%	5	71%	18
Freight Forwarder	2	25%	2	25%	2	25%	0	0%	2	25%	13

Question 41. If you have a Center, please selected the topics you have contacted them on:

Question 41 was a multiple selection question with the option for an “other” freeform response. The freeform responses in Question 41 and 45 received very limited responses in comparison to the other questions in the survey. With that, seven different responses were provided. In addition to the selected topics provided in the survey, respondents contacted the centers with general questions on a variety of issues to include: C-TPAT questions and procedures, regular updates, questions regarding new products, question about prospective transaction, non-uniformity of port practices, residuals on instruments of int'l traffic, and audit.

	Responses	Percent
CF-28's	26	18%
Exams	25	18%
PGA Holds/ Release Times	22	15%
CBP Holds/ Release Times	29	20%
Single Window	11	8%
No contact	87	61%
Other	11	8%
Skipped	379	

Question 42. Do you generally receive a resolution?

	Responses	Percent
Yes	53	69%
No	24	31%
Skipped	444	

Question 43. What is your satisfaction level after making contact with the Center?

	Responses	Percent
Very satisfied	29	37%
Somewhat satisfied	20	26%
Neither satisfied nor dissatisfied	25	32%
Somewhat dissatisfied	3	4%
Very dissatisfied	1	1%
Skipped	443	

Question 44. Has your company realized facilitative benefits due to the contact with the Center?

	Responses	Percent
Yes	34	29%
No	19	16%
No Contact	66	55%
Skipped	402	

Question 45. What were the facilitative benefits realized by your Company from contacting the Center?

22 respondents provided a benefit realized from contacting the Centers, while 7 respondents provided an invalid response. Categories of facilitative benefits realized by respondents from contacting the Center include: Quicker response and resolution of problems (6); Single Point of Contact (6); Increased industry knowledge (3); Release of shipment (3); Compliance (1); Efficiency (1); Partnership with PGA (1); Security (1); and N/A or invalid responses (7).

Question 46. Would your company pursue joining the Center if one was available for your industry?

	Responses	Percent
Yes	298	61%
No	86	18%
There is already a Center for my industry	101	21%
Skipped	36	

Cross Tab by Industry- Question 46. Would your company pursue joining the Center if one was available for your industry?

	Yes		No		There is already a Center for my industry		Skipped
	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	28	53%	16	30%	7	13%	2
2: Automotive & Aerospace	28	45%	7	11%	22	35%	5
3: Base Metals & Machinery	19	68%	5	18%	2	7%	2
4: Consumer Products & Mass Merchandising	53	67%	12	15%	9	11%	5
5: Industrial & Manufacturing Materials	17	52%	8	24%	6	18%	2
6: Information Technology & Consumer Electronics	13	36%	3	8%	18	50%	2
7: Petroleum, Natural Gas & Minerals	1	25%	1	25%	2	50%	
8: Pharmaceuticals, Health & Chemicals	5	19%	4	15%	16	59%	2
9: Textiles, Wearing Apparel & Footwear	39	74%	10	19%	3	6%	1

Cross Tab by Job Type- Question 46. Would your company pursue joining the Center if one was available for your industry?

	Yes		No		There is already a Center for my industry		Skipped Count
	Count	Percent	Count	Percent	Count	Percent	
Importer	112	56%	47	23%	42	21%	13
Broker	18	60%	7	23%	5	17%	3
Customs Compliance Officer	15	75%	3	15%	2	10%	1
Licensed Customs Broker	20	83%	2	8%	2	8%	3
Consultant	4	57%	1	14%	2	29%	1
Customs Attorney	3	43%	3	43%	1	14%	0
Accounting or Financial Officer	1	25%	3	75%	0	0%	0
Logistics Officer or Supply Chain Officer	17	71%	3	13%	4	17%	1
Freight Forwarder	10	53%	4	21%	5	26%	2

Costs & Holds

Overview

The survey conducted was responded by many different importers from various industry sectors. A majority of the importers had a good number of entries that were filed on a yearly basis (under 100,000). The section that dealt with CBP as well as PGA holds and exams produced an interesting set of results.

Over 82% of the respondents experienced some type of hold by CBP or a PGA: 46% of the respondents had 10 or less holds on an annual basis, and the hold represented less than 1% of their entire amount of shipments that were imported into the United States on an annual basis. There did not seem to be a difference in the amount of freight dwell time associated with a security hold from CBP or whether a compliance exam was taking place, and this may be associated with a respondents' limited visibility into the process. The results for a CBP hold/exam are not much different from the PGA holds, and the survey results are summarized in the table below:

Time	CBP- Security Hold	CBP compliance Exam	PGA Hold
<_ 4 hours	35%	35%	31%
<_ 1 day	50%	53%	47%
<_ 1-4 days	41%	37%	38%

The results presented show us that there is not much a difference when it comes to the element of time between a CBP hold or exam and a PGA hold. In addition to the element of time, it seems that the first 24 hours is critical in trying to resolve the issue, after a 24 hour time period the element of time can get extended to multiple days.

Direct costs for the exams can get quite expensive. While 42% of the respondents revealed their costs of an exam were under \$500, another 40% told us that their costs were more than \$700.

Indirect costs to the supply chain for a hold/exam split respondents: 51% revealed that when a shipment is held for a hold/exam impacts to their daily supply chain costs more than \$700; 49% have comments that their costs are under the \$700 cost on a daily basis.

Costs associated for processing entries, as indicated by a majority of respondents, were less than \$299 per entry for internal costs and less than \$299 for external costs. Time associated with managing the lifecycle of a single entry was up to 7 hours internal and up to 7 hours external.

Question 7. On average, how many hours does a CBP initiated security cargo hold delay the release of your merchandise?

	Responses	Percent
Under 1 hour	57	11%
1 to 4 hours	122	24%
5 to 10 hours	55	11%
11 hours to 23 hours	33	6%
1 to 2 days	157	31%
3 to 4 days	56	11%
5 to 6 days	15	3%
More than 7 days	16	3%
Skipped	10	

Cross Tab by Industry- Question 7. On average, how many hours does a CBP initiated security cargo hold delay the release of your merchandise?

	Under 1 hour		1 to 4 hours		5 to 10 hours		11 to 23 hours		1 to 2 days	
	count	percent	count	percent	count	percent	count	percent	count	percent
1: Agriculture & Prepared Products	4	8%	16	30%	4	8%	7	13%	17	32%
2: Automotive & Aerospace	9	15%	16	26%	9	15%	1	2%	16	26%
3: Base Metals & Machinery	4	14%	7	25%	3	11%		0%	9	32%
4: Consumer Products & Mass Merchandising	8	10%	14	18%	7	9%	4	5%	36	46%
5: Industrial & Manufacturing Materials	6	18%	7	21%	8	24%		0%	8	24%
6: Information Technology & Consumer Electronics	6	17%	12	33%	2	6%	2	6%	10	28%
7: Petroleum, Natural Gas & Minerals		0%	1	25%	1	25%		0%	1	25%
8: Pharmaceuticals, Health & Chemicals	9	33%	5	19%	5	19%	2	7%	4	15%
9: Textiles, Wearing Apparel & Footwear	1	2%	4	8%	1	2%	8	15%	22	42%

Cross Tab by Industry- Cont.

	3 to 4 days		5 to 6 days		More than 7 days		Skipped
	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	3	6%	1	2%		0%	1
2: Automotive & Aerospace	4	6%	3	5%	2	3%	2
3: Base Metals & Machinery	2	7%	1	4%	2	7%	
4: Consumer Products & Mass Merchandising	6	8%	2	3%	2	3%	
5: Industrial & Manufacturing Materials	2	6%	1	3%		0%	1
6: Information Technology & Consumer Electronics	1	3%	1	3%	2	6%	
7: Petroleum, Natural Gas & Minerals		0%		0%		0%	1
8: Pharmaceuticals, Health & Chemicals	2	7%		0%		0%	
9: Textiles, Wearing Apparel & Footwear	12	23%	2	4%	3	6%	

Cross Tab by Job Type- Question 7. On average, how many hours does a CBP initiated security cargo hold delay the release of your merchandise?

	Under 1 Hour		1 to 4 Hours		5 to 10 Hours		11 to 23 Hours	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Importer	31	15%	41	19%	22	10%	12	6%
Broker	1	3%	7	21%	4	12%	3	9%
Customs Compliance Officer	0	0%	7	35%	1	5%	2	10%
Licensed Customs Broker	2	7%	8	30%	0	0%	2	7%
Consultant	1	13%	3	38%	1	13%	0	0%
Customs Attorney	0	0%	0	0%	0	0%	2	29%
Accounting or Financial Officer	2	50%	2	50%	0	0%	0	0%
Logistics Officer or Supply Chain Officer	2	8%	9	38%	2	8%	1	4%
Freight Forwarder	2	10%	7	33%	3	14%	2	10%

Cross Tab by Job Type- Question 7, continued:

	1 to 2 Days		3 to 4 Days		5 to 6 Days		More than 7 days		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	76	36%	20	9%	6	3%	4	2%	2
Broker	9	27%	7	21%	2	6%	0	0%	0
Customs Compliance Officer	8	40%	1	5%	0	0%	1	5%	1
Licensed Customs Broker	6	22%	6	22%	3	11%	0	0%	0
Consultant	1	13%	1	13%	0	0%	1	13%	0
Customs Attorney	1	14%	2	29%	0	0%	2	29%	0
Accounting or Financial Officer	0	0%	0	0%	0	0%	0	0%	0
Logistics Officer or Supply Chain Officer	7	29%	2	8%	0	0%	1	4%	1
Freight Forwarder	5	24%	2	10%	0	0%	0	0%	0

Question 8. On average, how many hours does a CBP initiated compliance cargo hold delay the release of your merchandise?

	Responses	Percent
Under 1 hour	69	14%
1 to 4 hours	111	22%
5 to 10 hours	57	11%
11 hours to 23 hours	45	9%
1 to 2 days	122	24%
3 to 4 days	64	13%
5 to 6 days	24	5%
More than 7 days	14	3%
Skipped	15	

Cross Tab by Industry- Question 8. On average, how many hours does a CBP initiated compliance cargo hold delay the release of your merchandise?

	Under 1 hour		1 to 4 hours		5 to 10 hours		11 to 23 hours		1 to 2 days	
	count	percent	count	percent	count	percent	count	percent	count	percent
1: Agriculture & Prepared Products	6	11%	15	28%	7	13%	7	13%	12	23%
2: Automotive & Aerospace	11	18%	14	23%	10	16%	5	8%	10	16%
3: Base Metals & Machinery	4	14%	6	21%	4	14%		0%	6	21%
4: Consumer Products & Mass Merchandising	8	10%	11	14%	6	8%	4	5%	31	39%
5: Industrial & Manufacturing Materials	6	18%	8	24%	8	24%	1	3%	6	18%
6: Information Technology & Consumer Electronics	5	14%	13	36%		0%	3	8%	10	28%
7: Petroleum, Natural Gas & Minerals		0%		0%		0%		0%	2	50%
8: Pharmaceuticals, Health & Chemicals	8	30%	3	11%	6	22%	5	19%	3	11%
9: Textiles, Wearing Apparel & Footwear	4	8%	4	8%	3	6%	7	13%	13	25%

Cross Tab by Industry- Question 8 Continued...

	3 to 4 days		5 to 6 days		More than 7 days		Skipped
	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	4	8%	1	2%		0%	1
2: Automotive & Aerospace	5	8%	1	2%	3	5%	3
3: Base Metals & Machinery	6	21%	2	7%		0%	
4: Consumer Products & Mass Merchandising	11	14%	4	5%	3	4%	1
5: Industrial & Manufacturing Materials	2	6%	1	3%		0%	1
6: Information Technology & Consumer Electronics	2	6%	1	3%	2	6%	
7: Petroleum, Natural Gas & Minerals		0%		0%		0%	2
8: Pharmaceuticals, Health & Chemicals		0%	2	7%		0%	
9: Textiles, Wearing Apparel & Footwear	12	23%	5	9%	4	8%	1

Cross Tab by Job Type- Question 8. On average, how many hours does a CBP initiated compliance cargo hold delay the release of your merchandise?

	Under 1 Hour		1 to 4 Hours		5 to 10 Hours		11 to 23 Hours	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Importer	40	19%	33	16%	27	13%	12	6%
Broker	1	3%	8	24%	2	6%	4	12%
Customs Compliance Officer	0	0%	6	30%	1	5%	5	25%
Licensed Customs Broker	0	0%	5	19%	2	7%	4	15%
Consultant	2	25%	2	25%	3	38%	0	0%
Customs Attorney	1	14%	1	14%	1	14%	1	14%
Accounting or Financial Officer	2	50%	1	25%	1	25%	0	0%
Logistics Officer or Supply Chain Officer	2	8%	11	46%	1	4%	4	17%
Freight Forwarder	3	14%	9	43%	1	5%	1	5%

Cross Tab by Job Type- Question 8, continued:

	1 to 2 Days		3 to 4 Days		5 to 6 Days		More than 7 days		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	60	29%	27	13%	4	2%	6	3%	5
Broker	6	18%	9	27%	3	9%	0	0%	0
Customs Compliance Officer	5	25%	2	10%	0	0%	1	5%	1
Licensed Customs Broker	5	19%	8	30%	3	11%	0	0%	0
Consultant	1	13%	0	0%	0	0%	0	0%	0
Customs Attorney	0	0%	0	0%	0	0%	3	43%	0
Accounting or Financial Officer	0	0%	0	0%	0	0%	0	0%	0
Logistics Officer or Supply Chain Officer	4	17%	0	0%	1	4%	1	4%	1
Freight Forwarder	5	24%	2	10%	0	0%	0	0%	0

Question 9. On average, how many hours does a Participating Government Agency (PGA) cargo hold delay the release of your merchandise?

	Responses	Percent
Under 1 hour	78	16%
1 to 4 hours	79	16%
5 to 10 hours	46	9%
11 hours to 23 hours	36	7%
1 to 2 days	120	24%
3 to 4 days	72	14%
5 to 6 days	31	6%
More than 7 days	36	7%
Skipped	23	

Cross Tab by Industry- Question 9. On average, how many hours does a Participating Government Agency (PGA) cargo hold delay the release of your merchandise?

	Under 1 hour		1 to 4 hours		5 to 10 hours		11 to 23 hours		1 to 2 days	
	count	percent	count	percent	count	percent	count	percent	count	percent
1: Agriculture & Prepared Products	5	9%	10	19%	9	17%	3	6%	14	26%
2: Automotive & Aerospace	16	26%	9	15%	6	10%	6	10%	15	24%
3: Base Metals & Machinery	5	18%	5	18%	1	4%	3	11%	5	18%
4: Consumer Products & Mass Merchandising	11	14%	9	11%	6	8%	3	4%	21	27%
5: Industrial & Manufacturing Materials	5	15%	9	27%	4	12%	1	3%	8	24%
6: Information Technology & Consumer Electronics	11	31%	4	11%	4	11%	5	14%	6	17%
7: Petroleum, Natural Gas & Minerals	2	50%		0%		0%	1	25%		0%
8: Pharmaceuticals, Health & Chemicals	4	15%		0%	1	4%	1	4%	8	30%
9: Textiles, Wearing Apparel & Footwear	8	15%	4	8%	2	4%	4	8%	15	28%

Cross Tab by Industry- Question 9 Continued

	3 to 4 days count percent		5 to 6 days count percent		More than 7 days count percent		Skipped
1: Agriculture & Prepared Products	4	8%	5	9%	2	4%	1
2: Automotive & Aerospace	3	5%		0%	2	3%	5
3: Base Metals & Machinery	6	21%	2	7%		0%	1
4: Consumer Products & Mass Merchandising	14	18%	7	9%	7	9%	1
5: Industrial & Manufacturing Materials	2	6%	3	9%		0%	1
6: Information Technology & Consumer Electronics	2	6%		0%	1	3%	3
7: Petroleum, Natural Gas & Minerals		0%		0%		0%	1
8: Pharmaceuticals, Health & Chemicals	2	7%	4	15%	7	26%	
9: Textiles, Wearing Apparel & Footwear	11	21%	1	2%	5	9%	3

Cross Tab by Job Type- Question 9. On average, how many hours does a Participating Government Agency (PGA) cargo hold delay the release of your merchandise?

	Under 1 Hour		1 to 4 Hours		5 to 10 Hours		11 to 23 Hours	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Importer	40	20%	22	11%	18	9%	14	7%
Broker	1	3%	3	9%	3	9%	5	15%
Customs Compliance Officer	1	6%	3	17%	1	6%	3	17%
Licensed Customs Broker	1	4%	3	11%	6	22%	0	0%
Consultant	1	13%	4	50%	0	0%	1	13%
Customs Attorney	2	29%	0	0%	0	0%	1	14%
Accounting or Financial Officer	3	75%	0	0%	1	25%	0	0%
Logistics Officer or Supply Chain Officer	6	25%	5	21%	3	13%	0	0%
Freight Forwarder	2	10%	6	29%	4	19%	2	10%

Cross Tab by Job Type- Question 9, continued:

	1 to 2 Days		3 to 4 Days		5 to 6 Days		More than 7 days		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	54	26%	27	13%	17	8%	13	6%	9
Broker	8	24%	7	21%	4	12%	2	6%	0
Customs Compliance Officer	5	28%	3	17%	1	6%	1	6%	3
Licensed Customs Broker	3	11%	5	19%	2	7%	7	26%	0
Consultant	1	13%	1	13%	0	0%	0	0%	0
Customs Attorney	1	14%	2	29%	0	0%	1	14%	0
Accounting or Financial Officer	0	0%	0	0%	0	0%	0	0%	0
Logistics Officer or Supply Chain Officer	6	25%	2	8%	1	4%	1	4%	1
Freight Forwarder	5	24%	2	10%	0	0%	0	0%	0

Question 10. On average, how much does a day of delay in the release of your merchandise cost your company?

	Responses	Percent
Less than \$299	77	16%
\$300 and \$499	97	20%
\$500 and \$699	69	14%
More than \$700	253	51%
Skipped	25	

Cross Taby by Industry- Question 10. On average, how much does a day of delay in the release of your merchandise cost your company?

	Less than \$299		\$300 to \$499		\$500 to \$699		More than \$700		Skipped
	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	12	23%	20	38%	4	8%	15	28%	2
2: Automotive & Aerospace	5	8%	6	10%	6	10%	41	66%	4
3: Base Metals & Machinery	4	14%	7	25%	3	11%	13	46%	1
4: Consumer Products & Mass Merchandising	11	14%	14	18%	12	15%	40	51%	2
5: Industrial & Manufacturing Materials	10	30%	6	18%	5	15%	11	33%	1
6: Information Technology & Consumer Electronics	4	11%	2	6%	5	14%	24	67%	1
7: Petroleum, Natural Gas & Minerals		0%		0%		0%	2	50%	2
8: Pharmaceuticals, Health & Chemicals	1	4%	3	11%	4	15%	18	67%	1
9: Textiles, Wearing Apparel & Footwear	3	6%	7	13%	4	8%	37	70%	2

Cross Tab by Job Type- Question 10. On average, how much does a day of delay in the release of your merchandise cost your company?

	Less than \$299		\$300 and \$499		\$500 and \$699		More than \$700		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	28	14%	36	17%	23	11%	120	58%	7
Broker	7	22%	8	25%	8	25%	9	28%	1
Customs Compliance Officer	1	5%	3	15%	1	5%	15	75%	1
Licensed Customs Broker	7	28%	7	28%	3	12%	8	32%	2
Consultant	0	0%	1	13%	1	13%	6	75%	0
Customs Attorney	1	14%	0	0%	0	0%	6	86%	0
Accounting or Financial Officer	0	0%	1	25%	1	25%	2	50%	0
Logistics Officer or Supply Chain Officer	6	25%	5	21%	3	13%	10	42%	1
Freight Forwarder	7	35%	9	45%	2	10%	2	10%	1

Question 11. Was your company's cargo stopped for examination during 2011?

	Responses	Percent
Yes	428	82%
No	93	18%

Question 12. If you cargo was stopped in 2011, please list the number of times stopped

	Responses	Percent
Less than 10	196	46%
11 to 20	80	19%
21 to 30	31	7%
31 to 40	27	6%
More than 40	81	19%
Other	10	2%
Skipped	96	

Cross Taby by Industry- Question 12. If you cargo was stopped in 2011, please list the number of times stopped

	Less than 10		11 to 20		21 to 30		31 to 40		More than 40	
	count	percent	count	percent	count	percent	count	percent	count	percent
1: Agriculture & Prepared Products	21	40%	10	19%	2	4%	5	9%	6	11%
2: Automotive & Aerospace	29	47%	11	18%	8	13%	1	2%	7	11%
3: Base Metals & Machinery	13	46%	1	4%	2	7%		0%	5	18%
4: Consumer Products & Mass Merchandising	30	38%	15	19%	3	4%	6	8%	12	15%
5: Industrial & Manufacturing Materials	17	52%	5	15%	2	6%		0%		0%
6: Information Technology & Consumer Electronics	17	47%	3	8%	3	8%	3	8%	2	6%
7: Petroleum, Natural Gas & Minerals	2	50%		0%		0%		0%		0%
8: Pharmaceuticals, Health & Chemicals	13	48%	4	15%		0%	1	4%	1	4%
9: Textiles, Wearing Apparel & Footwear	23	43%	9	17%	1	2%	2	4%	5	9%

Cross Taby by Industry- Continued

	N/A count percent		Skipped
1: Agriculture & Prepared Products	2	4%	7
2: Automotive & Aerospace		0%	6
3: Base Metals & Machinery		0%	7
4: Consumer Products & Mass Merchandising	2	3%	11
5: Industrial & Manufacturing Materials	1	3%	8
6: Information Technology & Consumer Electronics		0%	8
7: Petroleum, Natural Gas & Minerals		0%	2
8: Pharmaceuticals, Health & Chemicals		0%	8
9: Textiles, Wearing Apparel & Footwear	1	2%	12

Cross Taby by Job Type- Question 12. If you cargo was stopped in 2011, please list the number of times stopped

	Less than 10		11 to 20		21 to 30		31 to 40	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Importer	96	55%	42	24%	7	4%	7	4%
Broker	7	24%	4	14%	2	7%	3	10%
Customs Compliance Officer	10	59%	0	0%	3	18%	1	6%
Licensed Customs Broker	6	26%	4	17%	2	9%	0	0%
Consultant	3	60%	0	0%	0	0%	1	20%
Customs Attorney	2	33%	2	33%	2	33%	0	0%
Accounting or Financial Officer	1	100%	0	0%	0	0%	0	0%
Logistics Officer or Supply Chain Officer	12	55%	3	14%	1	5%	1	5%
Freight Forwarder	5	31%	3	19%	2	13%	2	13%

Cross Tab by Job Type- Question 12, continued:

	More than 40		N/A		Skipped
	Count	Percent	Count	Percent	Count
Importer	23	13%	1	1%	38
Broker	10	34%	3	10%	4
Customs Compliance Officer	2	12%	1	6%	4
Licensed Customs Broker	9	39%	2	9%	4
Consultant	1	20%	0	0%	3
Customs Attorney	0	0%	0	0%	1
Accounting or Financial Officer	0	0%	0	0%	3
Logistics Officer or Supply Chain Officer	4	18%	1	5%	3
Freight Forwarder	4	25%	0	0%	5

Question 13. If your cargo was stopped in 2011, 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.

	Responses	Percent
0 to 1%	235	56%
2% to 3%	112	27%
4% to 5%	36	9%
Over 6%	29	7%
N/A	10	2%
Skipped	99	

Cross Tab by Industry- Question 13. If your cargo was stopped in 2011, 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.

	0 to 1%		2% to 3%		4% to 5%		Over 6%		N/A		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	20	38%	14	26%	4	8%	6	11%	2	4%	7
2: Automotive & Aerospace	34	55%	13	21%	3	5%	5	8%		0%	7
3: Base Metals & Machinery	13	46%	6	21%	1	4%	1	4%		0%	7
4: Consumer Products & Mass Merchandising	36	46%	26	33%	4	5%	1	1%	1	1%	11
5: Industrial & Manufacturing Materials	16	48%	5	15%	2	6%	1	3%	1	3%	8
6: Information Technology & Consumer Electronics	25	69%	1	3%	2	6%		0%		0%	8
7: Petroleum, Natural Gas & Minerals	2	50%		0%		0%		0%		0%	2
8: Pharmaceuticals, Health & Chemicals	13	48%	4	15%		0%	2	7%		0%	8
9: Textiles, Wearing Apparel & Footwear	23	43%	16	30%	1	2%		0%		0%	13

Cross Tab by Job Type- Question 13. If your cargo was stopped in 2011, 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.

	0 to 1%		2% to 3%		4% to 5%		Over 6%		N/A		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	107	61%	46	26%	10	6%	12	7%	1	1%	38
Broker	13	45%	7	24%	4	14%	2	7%	3	10%	4
Customs Compliance Officer	13	76%	2	12%	1	6%	0	0%	1	6%	4
Licensed Customs Broker	8	35%	10	43%	0	0%	3	13%	2	9%	4
Consultant	3	60%	2	40%	0	0%	0	0%	0	0%	3
Customs Attorney	2	33%	3	50%	0	0%	1	17%	0	0%	1
Accounting or Financial Officer	1	100%	0	0%	0	0%	0	0%	0	0%	3
Logistics Officer or Supply Chain Officer	9	43%	6	29%	5	24%	1	5%	0	0%	4
Freight Forwarder	8	50%	3	19%	3	19%	2	13%	0	0%	5

Question 14. Please rank the Mode of Transportation used for cargo involved in 2011 examinations, with 1 being the highest volume and 5 being the least.

	1	2	3	4	5
Air cargo	37 (13 %)	91 (32 %)	66 (23 %)	45 (16 %)	42 (15 %)
Air express courier	14 (6 %)	26 (12 %)	51 (23 %)	66 (30 %)	66 (30 %)
Ocean	211 (63 %)	48 (14 %)	37 (11 %)	20 (6 %)	21 (6 %)
Truck	132 (43 %)	48 (15 %)	47 (15 %)	63 (20 %)	20 (6 %)
Rail	12 (5 %)	37 (15 %)	30 (12 %)	35 (14 %)	136 (54 %)

Cross Tab Question 14. "Please rank the Mode of Transportation used for cargo involved in 2011 examinations, with 1 being the highest volume and 5 being the least." cross tabulated by response to Question 12: "On average, how many hours does a CBP initiated compliance cargo hold delay the release of your merchandise?"

Less than 10 holds

	1	2	3	4	5	Skipped
Air cargo	23 (19 %)	39 (32 %)	22 (18 %)	19 (16 %)	19 (16 %)	74
Air express courier	5 (5 %)	16 (16 %)	29 (29 %)	26 (26 %)	23 (23 %)	97
Ocean	99 (64 %)	15 (10 %)	16 (10 %)	12 (8 %)	13 (8 %)	41
Truck	50 (39 %)	22 (17 %)	20 (16 %)	29 (22 %)	8 (6 %)	67
Rail	8 (7 %)	12 (11 %)	10 (9 %)	13 (12 %)	70 (62 %)	83

11 to 20 holds

	1	2	3	4	5	Skipped
Air cargo	5 (8 %)	21 (35 %)	17 (28 %)	7 (12 %)	10 (17 %)	20
Air express courier	4 (9 %)	3 (6 %)	11 (23 %)	18 (38 %)	11 (23 %)	33
Ocean	48 (69 %)	10 (14 %)	5 (7 %)	3 (4 %)	4 (6 %)	10
Truck	19 (33 %)	15 (26 %)	8 (14 %)	14 (24 %)	2 (3 %)	22
Rail	2 (4 %)	9 (16 %)	9 (16 %)	5 (9 %)	30 (55 %)	25

21 to 30 holds

	1	2	3	4	5	Skipped
Air cargo	1 (6 %)	5 (29 %)	6 (35 %)	1 (6 %)	4 (24 %)	14
Air express courier	4 (24 %)	2 (12 %)	3 (18 %)	5 (29 %)	3 (18 %)	14
Ocean	12 (55 %)	5 (23 %)	4 (18 %)	0 (0 %)	1 (5 %)	9
Truck	11 (46 %)	1 (4 %)	4 (17 %)	6 (25 %)	2 (8 %)	7
Rail	1 (5 %)	3 (14 %)	1 (5 %)	6 (29 %)	10 (48 %)	10

31 to 40 holds

	1	2	3	4	5	Skipped
Air cargo	2 (11 %)	5 (26 %)	6 (32 %)	4 (21 %)	2 (11 %)	8
Air express courier	0 (0 %)	1 (8 %)	3 (23 %)	6 (46 %)	3 (23 %)	14
Ocean	15 (65 %)	6 (26 %)	2 (9 %)	0 (0 %)	0 (0 %)	4
Truck	7 (33 %)	2 (10 %)	5 (24 %)	4 (19 %)	3 (14 %)	6
Rail	1 (8 %)	3 (25 %)	0 (0 %)	0 (0 %)	8 (67 %)	15

**Cross Tab Question 14 and 12 continued...
More than 40 holds**

	1	2	3	4	5	Skipped
Air cargo	5 (9 %)	19 (34 %)	13 (23 %)	12 (21 %)	7 (13 %)	25
Air express courier	1 (2 %)	4 (9 %)	5 (11 %)	9 (20 %)	25 (57 %)	37
Ocean	33 (55 %)	11 (18 %)	9 (15 %)	5 (8 %)	2 (3 %)	21
Truck	38 (56 %)	7 (10 %)	9 (13 %)	9 (13 %)	5 (7 %)	13
Rail	0 (0 %)	8 (18 %)	9 (20 %)	11 (25 %)	16 (36 %)	37

Question 15. Please rank which type of Exam occurred most often, with 1 occurring the most frequently, and 4 being the least.

Question 15 was a rank order question with 49 respondents choosing the option for an “other ” freeform response. The overwhelming majority of responses given in the freeform were descriptions of a particular reason for holds placed on their shipment (e.g., OGA (USDA, FDA, F&W, DOT), agriculture or document review) not necessarily “other” types of exams (X-ray, etc.) occurring most often to the respondent’s shipment.

	1	2	3	4
Physical examination of cargo	143 (37 %)	167 (43 %)	44 (11 %)	32 (8 %)
Non-Intrusive Inspection (X-ray technologies, etc)	243 (62 %)	92 (24 %)	32 (8 %)	24 (6 %)
Other	16 (11 %)	18 (12 %)	71 (48 %)	42 (29 %)

Question 16. Please select the average number of days spent waiting for an exam in 2011.

	Responses	Percent
1 to 4 days	311	74%
5 to 9 days	55	13%
10 to 14 days	10	2%
Over 15 days	6	1%
N/A	40	9%
Skipped	99	

Cross Tab by Industry- Question 16. Please select the average number of days spent waiting for an exam in 2011.

	1 to 4 days		5 to 9 days		10 to 14 days		Over 15 days		N/A		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	40	75%	2	4%		0%		0%	4	8%	7
2: Automotive & Aerospace	34	55%	10	16%	3	5%		0%	9	15%	6
3: Base Metals & Machinery	13	46%	3	11%	1	4%	1	4%	2	7%	8
4: Consumer Products & Mass Merchandising	44	56%	17	22%	2	3%	1	1%	2	3%	13
5: Industrial & Manufacturing Materials	18	55%	2	6%		0%		0%	5	15%	8
6: Information Technology & Consumer Electronics	23	64%	4	11%		0%		0%	1	3%	8
7: Petroleum, Natural Gas & Minerals	2	50%		0%		0%		0%		0%	2
8: Pharmaceuticals, Health & Chemicals	14	52%	3	11%		0%		0%	1	4%	9
9: Textiles, Wearing Apparel & Footwear	33	62%	5	9%	2	4%		0%	1	2%	12

Cross Tab by Job Type- Question 16. Please select the average number of days spent waiting for an exam in 2011.

	1 to 4 Days		5 to 9 Days		10 to 14 Days		Over 15 Days		N/A		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	136	78%	25	14%	4	2%	1	1%	8	5%	40
Broker	23	77%	5	17%	0	0%	0	0%	2	7%	3
Customs Compliance Officer	14	88%	0	0%	0	0%	0	0%	2	13%	5
Licensed Customs Broker	14	61%	4	17%	1	4%	0	0%	4	17%	4
Consultant	5	100%	0	0%	0	0%	0	0%	0	0%	3
Customs Attorney	4	67%	1	17%	0	0%	0	0%	1	17%	1
Accounting or Financial Officer	1	100%	0	0%	0	0%	0	0%	0	0%	3
Logistics Officer or Supply Chain Officer	17	81%	1	5%	0	0%	0	0%	3	14%	4
Freight Forwarder	11	69%	0	0%	0	0%	2	13%	3	19%	5

Question 17. On average, what was the cost of the Exams in 2011?

	Responses	Percent
Less than \$299	84	20%
\$300 to \$499	95	23%
\$500 to \$699	71	17%
\$700 to \$799	31	7%
More than \$800	133	32%
Skipped	107	

Cross Tab by Industry- Question 17. On average, what was the cost of the Exams in 2011?

	Less than \$299		\$300 to \$499		\$500 to \$699		\$700 to \$799		> \$800		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	11	21%	13	25%	8	15%	1	2%	11	21%	9
2: Automotive & Aerospace	11	18%	8	13%	5	8%	5	8%	23	37%	10
3: Base Metals & Machinery	7	25%	6	21%	2	7%	1	4%	5	18%	7
4: Consumer Products & Mass Merchandising	10	13%	13	16%	13	16%	6	8%	23	29%	14
5: Industrial & Manufacturing Materials	8	24%	3	9%	4	12%	2	6%	8	24%	8
6: Information Technology & Consumer Electronics	6	17%	5	14%	2	6%	1	3%	14	39%	8
7: Petroleum, Natural Gas & Minerals	1	25%	1	25%		0%		0%		0%	2
8: Pharmaceuticals, Health & Chemicals	3	11%	5	19%	4	15%	2	7%	5	19%	8
9: Textiles, Wearing Apparel & Footwear	3	6%	9	17%	7	13%	6	11%	15	28%	13

Cross Tab by Job Type- Question 17. On average, what was the cost of the Exams in 2011?

	Less than \$299		\$300 to \$499		\$500 to \$699		\$700 to \$799		More than \$800		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	33	19%	41	24%	22	13%	15	9%	61	35%	42
Broker	3	10%	13	45%	7	24%	2	7%	4	14%	4
Customs Compliance Officer	4	27%	4	27%	0	0%	0	0%	7	47%	6
Licensed Customs Broker	4	18%	6	27%	3	14%	3	14%	6	27%	5
Consultant	1	20%	0	0%	1	20%	0	0%	3	60%	3
Customs Attorney	1	17%	2	33%	0	0%	1	17%	2	33%	1
Accounting or Financial Officer	0	0%	0	0%	0	0%	0	0%	1	100%	3
Logistics Officer or Supply Chain Officer	5	24%	0	0%	8	38%	1	5%	7	33%	4
Freight Forwarder	7	44%	3	19%	3	19%	0	0%	3	19%	5

Question 18. How many CF 28's did you receive in 2011?

	Responses	Percent
Less than 4	168	32%
5 to 9	106	20%
10 to 14	39	7%
15 to 19	16	3%
20 or more	58	11%
None	134	26%

Cross Tab by Industry- Question 18. How many CF 28's did you receive in 2011?

	Less than 4		5 to 9		10 to 14		15 to 19		20 or more		None	
	count	percent	count	percent	count	percent	count	percent	count	percent	count	percent
1: Agriculture & Prepared Products	25	47%	5	9%	2	4%	1	2%	1	2%	19	36%
2: Automotive & Aerospace	13	21%	21	34%	3	5%	1	2%	10	16%	14	23%
3: Base Metals & Machinery	8	29%	4	14%	2	7%	2	7%	2	7%	10	36%
4: Consumer Products & Mass Merchandising	28	35%	15	19%	4	5%	2	3%	14	18%	16	20%
5: Industrial & Manufacturing Materials	14	42%	4	12%	2	6%	1	3%	2	6%	10	30%
6: Information Technology & Consumer Electronics	19	53%	5	14%	4	11%	3	8%	1	3%	4	11%
7: Petroleum, Natural Gas & Minerals	1	25%	1	25%		0%		0%	1	25%	1	25%
8: Pharmaceuticals, Health & Chemicals	10	37%	6	22%	1	4%		0%	3	11%	7	26%
9: Textiles, Wearing Apparel & Footwear	17	32%	17	32%	2	4%		0%	5	9%	12	23%

Cross Tab by Job Type- Question 18 How many CF 28's did you receive in 2011?

	Less than 4		5 to 9		10 to 14		15 to 19	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Importer	75	35%	41	19%	8	4%	4	2%
Broker	6	18%	5	15%	5	15%	5	15%
Customs Compliance Officer	10	48%	3	14%	1	5%	0	0%
Licensed Customs Broker	6	22%	10	37%	4	15%	0	0%
Consultant	4	50%	2	25%	0	0%	0	0%
Customs Attorney	1	14%	1	14%	1	14%	1	14%
Accounting or Financial Officer	2	50%	0	0%	0	0%	0	0%
Logistics Officer or Supply Chain Officer	12	48%	2	8%	2	8%	0	0%
Freight Forwarder	6	29%	1	5%	1	5%	0	0%

Question 18, continued:

	20 or more		None		Skipped
	Count	Percent	Count	Percent	Count
Importer	21	10%	65	30%	0
Broker	7	21%	5	15%	0
Customs Compliance Officer	3	14%	4	19%	0
Licensed Customs Broker	7	26%	0	0%	0
Consultant	1	13%	1	13%	0
Customs Attorney	3	43%	0	0%	0
Accounting or Financial Officer	0	0%	2	50%	0
Logistics Officer or Supply Chain Officer	0	0%	9	36%	0
Freight Forwarder	0	0%	13	62%	0

Question 19. On average, how much in-house personnel time does it take to respond to one CF 28?

	Responses	Percent
Less than 7 hours	214	56%
8 hours to 10 hours	92	24%
11 hours to 13 hours	19	5%
More than 14 hours	57	15%
Skipped	139	

Cross Tab by Industry- Question 19. On average, how much in-house personnel time does it take to respond to one CF 28?

	< 7 hours		8 to 10 hours		11 to 13 hours		> 14 hours		Skipped
	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	24	45%	5	9%		0%	4	8%	20
2: Automotive & Aerospace	19	31%	20	32%	4	6%	5	8%	14
3: Base Metals & Machinery	8	29%	5	18%	2	7%	3	11%	10
4: Consumer Products & Mass Merchandising	40	51%	11	14%	1	1%	10	13%	17
5: Industrial & Manufacturing Materials	15	45%	4	12%	1	3%	3	9%	10
6: Information Technology & Consumer Electronics	19	53%	10	28%		0%	3	8%	4
7: Petroleum, Natural Gas & Minerals		0%	1	25%	2	50%		0%	1
8: Pharmaceuticals, Health & Chemicals	10	37%	5	19%	1	4%	4	15%	7
9: Textiles, Wearing Apparel & Footwear	19	36%	5	9%		0%	17	32%	12

Cross Tab by Job Type- Question 19. On average, how much in-house personnel time does it take to respond to one CF 28?

	Less than 7 Hours		8 to 10 Hours		11 to 13 Hours		More than 14 Hours		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	76	51%	41	28%	9	6%	23	15%	65
Broker	19	68%	6	21%	2	7%	1	4%	5
Customs Compliance Officer	9	56%	2	13%	0	0%	5	31%	5
Licensed Customs Broker	20	74%	3	11%	1	4%	3	11%	0
Consultant	5	71%	1	14%	0	0%	1	14%	1
Customs Attorney	4	57%	1	14%	0	0%	2	29%	0
Accounting or Financial Officer	2	100%	0	0%	0	0%	0	0%	2
Logistics Officer or Supply Chain Officer	11	69%	3	19%	0	0%	2	13%	9
Freight Forwarder	6	86%	1	14%	0	0%	0	0%	14

Question 20. On average, how much external personnel time does it take to respond to one CF 28?

	Responses	Percent
Less than 7 hours	180	47%
8 hours to 10 hours	59	15%
11 hours to 13 hours	15	4%
More than 14 hours	29	8%
No external resources utilized	98	26%
Skipped	140	

Cross Tab by Industry- Question 20. On average, how much external personnel time does it take to respond to one CF 28?

	< 7 hours		8 to 10 hours		11 to 13 hours		> 14 hours		No external resources utilized		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	16	30%	5	9%	2	4%	2	4%	8	15%	20
2: Automotive & Aerospace	21	34%	10	16%	2	3%	3	5%	11	18%	15
3: Base Metals & Machinery	9	32%	1	4%	1	4%		0%	7	25%	10
4: Consumer Products & Mass Merchandising	33	42%	11	14%	2	3%	3	4%	13	16%	17
5: Industrial & Manufacturing Materials	12	36%	3	9%	1	3%	1	3%	6	18%	10
6: Information Technology & Consumer Electronics	15	42%	3	8%	1	3%	2	6%	11	31%	4
7: Petroleum, Natural Gas & Minerals	2	50%		0%	1	25%		0%		0%	1
8: Pharmaceuticals, Health & Chemicals	3	11%	4	15%		0%	1	4%	12	44%	7
9: Textiles, Wearing Apparel & Footwear	14	26%	4	8%	1	2%	10	19%	11	21%	13

Cross Tab by Job Type- Question 20. On average, how much external personnel time does it take to respond to one CF 28?

	Less than 7 Hours		8 to 10 Hours		11 to 13 Hours		More than 14 Hours		No External Resources Utilized		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Importer	64	43%	29	19%	5	3%	15	10%	36	24%	65
Broker	11	39%	4	14%	2	7%	2	7%	9	32%	5
Customs Compliance Officer	8	50%	0	0%	0	0%	1	6%	7	44%	5
Licensed Customs Broker	16	62%	3	12%	1	4%	2	8%	4	15%	1
Consultant	4	57%	2	29%	0	0%	0	0%	1	14%	1
Customs Attorney	3	43%	2	29%	0	0%	2	29%	0	0%	0
Accounting or Financial Officer	2	100%	0	0%	0	0%	0	0%	0	0%	2
Logistics Officer or Supply Chain Officer	11	69%	2	13%	0	0%	1	6%	2	13%	9
Freight Forwarder	6	86%	0	0%	0	0%	0	0%	1	14%	14

Question 21. On average, what is the in-house overall estimated cost to respond to one CF 28?

	Responses	Percent
Less than \$299	171	45%
\$300 to \$499	86	23%
\$500 to \$699	49	13%
More than \$700	72	19%
Skipped	143	

Cross Tab by Industry- Question21. On average, what is the in-house overall estimated cost to respond to one CF 28?

	Less than \$299		\$300 to \$499		\$500 to \$699		> \$700		Skipped
	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	17	32%	10	19%	2	4%	3	6%	21
2: Automotive & Aerospace	17	27%	11	18%	12	19%	8	13%	14
3: Base Metals & Machinery	7	25%	2	7%	3	11%	6	21%	10
4: Consumer Products & Mass Merchandising	28	35%	23	29%	3	4%	8	10%	17
5: Industrial & Manufacturing Materials	12	36%	6	18%	1	3%	3	9%	11
6: Information Technology & Consumer Electronics	11	31%	7	19%	3	8%	10	28%	5
7: Petroleum, Natural Gas & Minerals		0%	1	25%		0%	2	50%	1
8: Pharmaceuticals, Health & Chemicals	10	37%	2	7%	2	7%	6	22%	7
9: Textiles, Wearing Apparel & Footwear	13	25%	5	9%	7	13%	16	30%	12

Cross Tab by Job Type- Question 21. On average, what is the in-house overall estimated cost to respond to one CF 28?

	Less than \$299		\$300 to \$499		\$500 to \$699		More than \$700		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	63	43%	33	22%	19	13%	32	22%	67
Broker	21	75%	4	14%	2	7%	1	4%	5
Customs Compliance Officer	4	27%	6	40%	2	13%	3	20%	6
Licensed Customs Broker	19	70%	6	22%	1	4%	1	4%	0
Consultant	2	29%	1	14%	3	43%	1	14%	1
Customs Attorney	1	14%	1	14%	0	0%	5	71%	0
Accounting or Financial Officer	2	100%	0	0%	0	0%	0	0%	2
Logistics Officer or Supply Chain Officer	9	56%	3	19%	3	19%	1	6%	9
Freight Forwarder	5	83%	1	17%	0	0%	0	0%	15

Question 22. On average, what is the external overall estimated cost to respond to one CF 28?

	Responses	Percent
Less than \$299	138	37%
\$300 to \$499	63	17%
\$500 to \$699	21	6%
More than \$700	63	17%
No external resources utilized	93	25%
Skipped	143	

Cross Tab by Industry- Question22. On average, what is the external overall estimated cost to respond to one CF 28?

	Less than \$299		\$300 to \$499		\$500 to \$699		> \$700		No external resources utilized		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	13	25%	7	13%	3	6%	2	4%	7	13%	21
2: Automotive & Aerospace	19	31%	9	15%	3	5%	5	8%	11	18%	15
3: Base Metals & Machinery	5	18%	3	11%		0%	3	11%	7	25%	10
4: Consumer Products & Mass Merchandising	25	32%	9	11%	3	4%	11	14%	13	16%	18
5: Industrial & Manufacturing Materials	9	27%	3	9%		0%	4	12%	6	18%	11
6: Information Technology & Consumer Electronics	11	31%	5	14%	1	3%	5	14%	10	28%	4
7: Petroleum, Natural Gas & Minerals		0%	2	50%		0%	1	25%		0%	1
8: Pharmaceuticals, Health & Chemicals	3	11%	1	4%		0%	4	15%	12	44%	7
9: Textiles, Wearing Apparel & Footwear	8	15%	8	15%	3	6%	13	25%	9	17%	12

Cross Tab by Job Type- Question 22. On average, what is the external overall estimated cost to respond to one CF 28?

	Less than \$299		\$300 to \$499		\$500 to \$699		More than \$700		No External Resources Utilized		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	52	35%	22	15%	9	6%	33	22%	32	22%	66
Broker	11	39%	2	7%	4	14%	1	4%	10	36%	5
Customs Compliance Officer	4	27%	4	27%	0	0%	1	7%	6	40%	6
Licensed Customs Broker	16	62%	3	12%	1	4%	1	4%	5	19%	1
Consultant	3	43%	1	14%	0	0%	2	29%	1	14%	1
Customs Attorney	2	29%	0	0%	0	0%	5	71%	0	0%	0
Accounting or Financial Officer	2	100%	0	0%	0	0%	0	0%	0	0%	2
Logistics Officer or Supply Chain Officer	7	44%	4	25%	2	13%	1	6%	2	13%	9
Freight Forwarder	5	71%	1	14%	0	0%	0	0%	1	14%	14

Question 23. On average, how much in-house personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?

	Responses	Percent
Less than 7 hours	373	74%
8 hours to 10 hours	92	18%
11 hours to 13 hours	10	2%
More than 14 hours	28	6%
Skipped	18	

Cross Tab by Industry- Question23. On average, how much in-house personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?

	< 7 hours		8 to 10 hours		11 to 13 hours		> 14 hours		Skipped
	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	35	66%	10	19%	3	6%	3	6%	2
2: Automotive & Aerospace	38	61%	12	19%	1	2%	10	16%	1
3: Base Metals & Machinery	19	68%	6	21%	1	4%	1	4%	1
4: Consumer Products & Mass Merchandising	63	80%	13	16%	1	1%	2	3%	
5: Industrial & Manufacturing Materials	27	82%	4	12%		0%	2	6%	
6: Information Technology & Consumer Electronics	29	81%	5	14%		0%	1	3%	1
7: Petroleum, Natural Gas & Minerals	1	25%	3	75%		0%		0%	
8: Pharmaceuticals, Health & Chemicals	16	59%	7	26%	1	4%	3	11%	
9: Textiles, Wearing Apparel & Footwear	43	81%	7	13%	1	2%	2	4%	

Cross Tab by Job Type- Question 23. On average, how much in-house personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?

	Less than 7 Hours		8 to 10 Hours		11 to 13 Hours		More than 14 Hours		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	152	71%	43	20%	3	1%	15	7%	1
Broker	21	66%	7	22%	2	6%	2	6%	1
Customs Compliance Officer	15	75%	2	10%	0	0%	3	15%	1
Licensed Customs Broker	23	85%	3	11%	0	0%	1	4%	0
Consultant	6	75%	2	25%	0	0%	0	0%	0
Customs Attorney	4	57%	2	29%	0	0%	1	14%	0
Accounting or Financial Officer	3	75%	1	25%	0	0%	0	0%	0
Logistics Officer or Supply Chain Officer	22	92%	2	8%	0	0%	0	0%	1
Freight Forwarder	15	100%	0	0%	0	0%	0	0%	6

Question 24. On average, how much external personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?

	Responses	Percent
Less than 7 hours	308	62%
8 hours to 10 hours	60	12%
11 hours to 13 hours	14	3%
More than 14 hours	16	3%
No external resources utilized	100	20%
Skipped	23	

Cross Tab by Industry- Question24. On average, how much external personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?

	< 7 hours		8 to 10 hours		11 to 13 hours		> 14 hours		No external resources utilized		Skipped
	count percent		count percent		count percent		count percent		count percent		
1: Agriculture & Prepared Products	35	66%	6	11%	1	2%	2	4%	7	13%	2
2: Automotive & Aerospace	36	58%	7	11%		0%	7	11%	8	13%	4
3: Base Metals & Machinery	15	54%	2	7%	1	4%		0%	9	32%	1
4: Consumer Products & Mass Merchandising	46	58%	9	11%	4	5%	1	1%	18	23%	1
5: Industrial & Manufacturing Materials	18	55%	4	12%	2	6%		0%	8	24%	1
6: Information Technology & Consumer Electronics	23	64%	3	8%		0%	2	6%	7	19%	1
7: Petroleum, Natural Gas & Minerals	3	75%	1	25%		0%		0%		0%	
8: Pharmaceuticals, Health & Chemicals	17	63%	2	7%	3	11%		0%	5	19%	
9: Textiles, Wearing Apparel & Footwear	41	77%	3	6%		0%	2	4%	7	13%	

Cross Tab by Job Type- Question 24. On average, how much external personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?

	Less than 7 Hours		8 to 10 Hours		11 to 13 Hours		More than 14 Hours		No External Resources Utilized		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	142	67%	28	13%	6	3%	8	4%	28	13%	2
Broker	14	44%	4	13%	0	0%	2	6%	12	38%	1
Customs Compliance Officer	10	56%	0	0%	0	0%	1	6%	7	39%	3
Licensed Customs Broker	16	59%	2	7%	0	0%	0	0%	9	33%	0
Consultant	3	38%	2	25%	0	0%	0	0%	3	38%	0
Customs Attorney	5	71%	0	0%	0	0%	1	14%	1	14%	0
Accounting or Financial Officer	4	100%	0	0%	0	0%	0	0%	0	0%	0
Logistics Officer or Supply Chain Officer	16	70%	4	17%	1	4%	0	0%	2	9%	2
Freight Forwarder	5	71%	1	14%	0	0%	0	0%	1	14%	14

Question 25. On average, what are the in-house estimated costs of managing the lifecycle of an average entry (include post entry activity and compliance checks)?

	Responses	Percent
Less than \$299	304	61%
\$300 to \$499	114	23%
\$500 to \$699	28	6%
More than \$700	51	10%
Skipped	24	

Cross Tab by Industry- Question25. On average, what are the in-house estimated costs of managing the lifecycle of an average entry (include post entry activity and compliance checks)?

	Less than \$299		\$300 to \$499		\$500 to \$699		> \$700		Skipped
	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	31	58%	13	25%	2	4%	4	8%	3
2: Automotive & Aerospace	31	50%	16	26%	4	6%	10	16%	1
3: Base Metals & Machinery	20	71%	5	18%		0%	3	11%	
4: Consumer Products & Mass Merchandising	51	65%	17	22%	2	3%	9	11%	
5: Industrial & Manufacturing Materials	21	64%	6	18%	2	6%	2	6%	2
6: Information Technology & Consumer Electronics	25	69%	3	8%	2	6%	4	11%	2
7: Petroleum, Natural Gas & Minerals		0%	1	25%	1	25%	2	50%	
8: Pharmaceuticals, Health & Chemicals	12	44%	10	37%	1	4%	3	11%	1
9: Textiles, Wearing Apparel & Footwear	33	62%	12	23%	3	6%	5	9%	

Cross Tab by Job Type- Question 25. On average, what are the in-house estimated costs of managing the lifecycle of an average entry (include post entry activity and compliance checks)?

	Less than \$299		\$300 to \$499		\$500 to \$699		More than \$700		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	121	58%	50	24%	12	6%	27	13%	4
Broker	23	72%	7	22%	2	6%	0	0%	1
Customs Compliance Officer	11	55%	5	25%	0	0%	4	20%	1
Licensed Customs Broker	18	67%	6	22%	2	7%	1	4%	0
Consultant	2	29%	0	0%	3	43%	2	29%	1
Customs Attorney	2	29%	1	14%	1	14%	3	43%	0
Accounting or Financial Officer	3	75%	1	25%	0	0%	0	0%	0
Logistics Officer or Supply Chain Officer	18	75%	4	17%	2	8%	0	0%	1
Freight Forwarder	12	80%	3	20%	0	0%	0	0%	6

Question 26. On average, what are the external estimated costs of to managing the lifecycle of an average entry (include post entry activity and compliance checks)?

	Responses	Percent
Less than \$299	256	52%
\$300 to \$499	84	17%
\$500 to \$699	25	5%
More than \$700	29	6%
No external resources utilized	102	21%
Skipped	25	

Cross Tab by Industry- Question26. On average, what are the external estimated costs of to managing the lifecycle of an average entry (include post entry activity and compliance checks)?

	Less than \$299		\$300 to \$499		\$500 to \$699		> \$700		No external resources utilized		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	30	15%	9	16%	4	27%	2	9%	6	9%	2
2: Automotive & Aerospace	32	16%	13	22%	2	13%	6	27%	7	10%	2
3: Base Metals & Machinery	12	6%	3	5%		0%		0%	11	16%	2
4: Consumer Products & Mass Merchandising	45	22%	9	16%	4	27%	4	18%	16	24%	1
5: Industrial & Manufacturing Materials	16	8%	4	7%	2	13%	1	5%	9	13%	1
6: Information Technology & Consumer Electronics	22	11%	2	3%	1	7%	3	14%	7	10%	1
7: Petroleum, Natural Gas & Minerals		0%	2	3%		0%	1	5%	1	1%	
8: Pharmaceuticals, Health & Chemicals	11	5%	7	12%	2	13%	1	5%	5	7%	1
9: Textiles, Wearing Apparel & Footwear	34	17%	9	16%		0%	4	18%	6	9%	

Cross Tab by Job Type- Question 26. On average, what are the external estimated costs of to managing the lifecycle of an average entry (include post entry activity and compliance checks)?

	Less than \$299		\$300 to \$499		\$500 to \$699		More than \$700		No External Resources Utilized		Skipped Count
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Importer	111	53%	38	18%	12	6%	18	9%	31	15%	4
Broker	13	41%	5	16%	2	6%	0	0%	12	38%	1
Customs Compliance Officer	10	53%	1	5%	1	5%	0	0%	7	37%	2
Licensed Customs Broker	13	48%	5	19%	1	4%	0	0%	8	30%	0
Consultant	2	29%	0	0%	0	0%	3	43%	2	29%	1
Customs Attorney	2	29%	2	29%	0	0%	2	29%	1	14%	0
Accounting or Financial Officer	3	75%	1	25%	0	0%	0	0%	0	0%	0
Logistics Officer or Supply Chain Officer	15	63%	3	13%	3	13%	1	4%	2	8%	1
Freight Forwarder	11	73%	2	13%	0	0%	0	0%	2	13%	6

CBP and PGA Satisfaction

Overview

Most respondents, at least 80%, did contact CBP at ports to assist them in their needs and they spent a limited amount of time to work on the issues and revealed positive results. Specifically, 53% of the respondents stated that most issues are communicated in 30 minutes or under, and over 90% of the time the respondents have stated that the end result was positive versus a 9% a “not-positive” response was noted. Contact with CBP at the port is related mostly to Exams and or Holds, followed by CF28, requests for information.

Port Contact Satisfaction Ratings Overview:

66% of the respondents are very to somewhat satisfied on CF28 issues

50% of the respondents are very to somewhat satisfied on CBP exams

54% of the respondents are very to somewhat satisfied on CBP holds

60% of the respondents are very to somewhat satisfied on CBP processing times

One of the important areas at the ports that would need a further review to improve satisfaction falls into the PGA details. Specifically, only 36% of the respondents indicated that they are very to somewhat satisfied with PGA processing time.

Question 5. What is your current overall level of satisfaction with CBP as it pertains to trade facilitation?

	Responses	Percent
Very satisfied	129	25%
Somewhat satisfied	273	53%
Neither satisfied nor dissatisfied	80	16%
Somewhat dissatisfied	31	6%
Very dissatisfied	3	1%
Skipped	5	

Question 27. How often do you contact CBP ports of entry to discuss the facilitation of your imports, including training, new products, import volume, etc.?

	Responses	Percent
Less than 2 times a year	161	31%
3 to 5 times a year	101	20%
More than 6 times a year	146	28%
No contact	105	20%
Skipped	8	

Cross Tab by Industry- Question27. How often do you contact CBP ports of entry to discuss the facilitation of your imports, including training, new products, import volume, etc.?

	< 2 times a year count percent		3 to 5 times a year count percent		> 6 times a year count percent		No contact count percent		Skipped
1: Agriculture & Prepared Products	14	11%	16	21%	11	13%	11	13%	1
2: Automotive & Aerospace	16	13%	13	17%	16	19%	16	19%	1
3: Base Metals & Machinery	5	4%	5	6%	8	10%	10	12%	
4: Consumer Products & Mass Merchandising	32	26%	12	16%	19	23%	15	18%	1
5: Industrial & Manufacturing Materials	11	9%	6	8%	4	5%	12	14%	
6: Information Technology & Consumer Electronics	12	10%	10	13%	9	11%	5	6%	
7: Petroleum, Natural Gas & Minerals	2	2%	2	3%		0%		0%	
8: Pharmaceuticals, Health & Chemicals	12	10%	4	5%	5	6%	5	6%	1
9: Textiles, Wearing Apparel & Footwear	21	17%	9	12%	12	14%	11	13%	

Cross Tab by Job- Question27. How often do you contact CBP ports of entry to discuss the facilitation of your imports, including training, new products, import volume, etc.?

	Less than 2 Times a Year		3 to 5 Times a Year		More than 6 Times a Year		No Contact		Skipped Count
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Importer	80	38%	35	17%	36	17%	60	28%	3
Broker	2	6%	6	19%	22	69%	2	6%	1
Customs Compliance Officer	6	29%	8	38%	4	19%	3	14%	0
Licensed Customs Broker	7	26%	6	22%	12	44%	2	7%	0
Consultant	2	25%	3	38%	2	25%	1	13%	0
Customs Attorney	2	29%	0	0%	5	71%	0	0%	0
Accounting or Financial Officer	3	75%	0	0%	0	0%	1	25%	0
Logistics Officer or Supply Chain Officer	7	28%	5	20%	4	16%	9	36%	0
Freight Forwarder	11	55%	3	15%	1	5%	5	25%	1

Question 28. On average, what are the costs associated with contacting CBP's ports of entry once?

	Responses	Percent
Less than \$499	330	65%
\$500 to \$699	41	8%
\$700 to \$899	8	2%
More than \$900	20	4%
No contact	111	22%
Skipped	11	

Cross Tab by Industry- Question28. On average, what are the costs associated with contacting CBP's ports of entry once?

	Less than \$499		\$500 to \$699		\$700 to \$899		> \$900		No contact		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	37	70%	3	6%	1	2%	1	2%	11	21%	
2: Automotive & Aerospace	35	56%	6	10%		0%	3	5%	17	27%	1
3: Base Metals & Machinery	13	46%		0%	1	4%	2	7%	12	43%	
4: Consumer Products & Mass Merchandising	52	66%	4	5%	3	4%	2	3%	16	20%	2
5: Industrial & Manufacturing Materials	17	52%	1	3%		0%	2	6%	13	39%	
6: Information Technology & Consumer Electronics	26	72%	3	8%	1	3%		0%	5	14%	1
7: Petroleum, Natural Gas & Minerals	4	100%		0%		0%		0%		0%	
8: Pharmaceuticals, Health & Chemicals	17	63%	3	11%	1	4%	1	4%	5	19%	
9: Textiles, Wearing Apparel & Footwear	35	66%	3	6%		0%	4	8%	11	21%	

Cross Tab by Job Type- Question 28. On average, what are the costs associated with contacting CBP's ports of entry once?

	Less than \$499		\$500 to \$699		\$700 to \$899		More than \$900		No Contact		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Importer	121	57%	14	7%	4	2%	9	4%	64	30%	2
Broker	25	78%	3	9%	1	3%	1	3%	2	6%	1
Customs Compliance Officer	15	75%	0	0%	0	0%	1	5%	4	20%	1
Licensed Customs Broker	22	81%	3	11%	0	0%	0	0%	2	7%	0
Consultant	6	75%	1	13%	0	0%	0	0%	1	13%	0
Customs Attorney	4	57%	1	14%	0	0%	2	29%	0	0%	0
Accounting or Financial Officer	2	50%	1	25%	0	0%	0	0%	1	25%	0
Logistics Officer or Supply Chain Officer	16	64%	0	0%	0	0%	1	4%	8	32%	0
Freight Forwarder	12	57%	2	10%	1	5%	0	0%	6	29%	0

Question 29. On average, how much time is spent per contact with CBP's ports of entry?

	Responses	Percent
Less than 15 minutes	125	24%
15 minutes to 30 minutes	149	29%
30 minutes to 1 hour	88	17%
More than 1 hour	42	8%
No contact	107	21%
Skipped	10	

Cross Tab by Industry- Question29. On average, how much time is spent per contact with CBP's ports of entry?

	< 15 minutes		15 to 30 minutes		30 minutes to 1 hour		> 1 hour		No contact		Skipped
	count	percent	count	percent	count	percent	count	percent	count	percent	
1: Agriculture & Prepared Products	11	21%	20	38%	8	15%	4	8%	10	19%	
2: Automotive & Aerospace	18	29%	12	19%	7	11%	7	11%	17	27%	1
3: Base Metals & Machinery	3	11%	6	21%	8	29%		0%	11	39%	
4: Consumer Products & Mass Merchandising	19	24%	20	25%	17	22%	8	10%	13	16%	2
5: Industrial & Manufacturing Materials	10	30%	3	9%	5	15%	1	3%	14	42%	
6: Information Technology & Consumer Electronics	7	19%	16	44%	5	14%	2	6%	6	17%	
7: Petroleum, Natural Gas & Minerals	3	75%		0%		0%	1	25%		0%	
8: Pharmaceuticals, Health & Chemicals	4	15%	10	37%	5	19%	2	7%	5	19%	1
9: Textiles, Wearing Apparel & Footwear	13	25%	20	38%	5	9%	3	6%	12	23%	

Cross Tab by Job Type- Question 29. On average, how much time is spent per contact with CBP's ports of entry?

	Less than 15 Minutes		15 to 30 Minutes		30 Minutes to 1 Hour		More than 1 Hour		No Contact		Skipped Count
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Importer	56	26%	56	26%	27	13%	10	5%	64	30%	1
Broker	11	34%	11	34%	6	19%	3	9%	1	3%	1
Customs Compliance Officer	5	25%	7	35%	2	10%	2	10%	4	20%	1
Licensed Customs Broker	12	46%	7	27%	2	8%	4	15%	1	4%	1
Consultant	2	25%	3	38%	1	13%	1	13%	1	13%	0
Customs Attorney	3	43%	1	14%	1	14%	2	29%	0	0%	0
Accounting or Financial Officer	1	25%	0	0%	2	50%	0	0%	1	25%	0
Logistics Officer or Supply Chain Officer	6	24%	6	24%	3	12%	2	8%	8	32%	0
Freight Forwarder	6	29%	5	24%	4	19%	1	5%	5	24%	0

Question 30. If you have contacted CBP's ports of entry, please select the topics you have contacted them on

The 68 freeform answers to question 30 were separated into 26 distinct categories. While respondents listed a wide variety of topics, the following appeared more than five times: classification; entry (type varied); FTZ operations; new product updates; and, port operations (hours) and procedures.

	Responses	Percent
CF-28's	225	45%
Exams	256	52%
PGA Holds/ Release Times	144	29%
CBP Holds/ Release Times	222	45%
Single Window	21	4%
No contact	104	21%
Other	71	14%
Skipped	25	

Cross Tab by Industry- Question30. If you have contact CBP's ports of entry, please select the topics you have contacted them on:

	CF-28's count percent		Exams count percent		PGA Holds/ Release Times count percent		CBP Holds/ Release Times count percent		Single Window count percent	
1: Agriculture & Prepared Products	10	11%	25	27%	26	28%	24	26%	9	10%
2: Automotive & Aerospace	32	27%	30	25%	9	8%	20	17%	15	13%
3: Base Metals & Machinery	13	32%	16	39%	5	12%	8	20%	2	5%
4: Consumer Products & Mass Merchandising	38	29%	49	37%	22	17%	35	26%	8	6%
5: Industrial & Manufacturing Materials	9	23%	15	38%	3	8%	8	21%	3	8%
6: Information Technology & Consumer Electronics	22	31%	18	26%	7	10%	16	23%	8	11%
7: Petroleum, Natural Gas & Minerals	2	7%	3	11%	8	30%	8	30%	3	11%
8: Pharmaceuticals, Health & Chemicals	9	17%	11	21%	8	15%	17	33%	4	8%
9: Textiles, Wearing Apparel & Footwear	31	32%	31	32%	10	10%	20	20%	9	9%

Cross Tab by Industry- Continued

	No contact count percent		No contact count percent	
1: Agriculture & Prepared Products	18	19%	7	7%
2: Automotive & Aerospace	31	26%	13	11%
3: Base Metals & Machinery	11	27%	2	5%
4: Consumer Products & Mass Merchandising	22	17%	8	6%
5: Industrial & Manufacturing Materials	14	36%	2	5%
6: Information Technology & Consumer Electronics	12	17%	5	7%
7: Petroleum, Natural Gas & Minerals	3	11%	3	11%
8: Pharmaceuticals, Health & Chemicals	10	19%	4	8%
9: Textiles, Wearing Apparel & Footwear	19	19%	9	9%

Cross Tab by Job Type- Question 30. If you have contact CBP's ports of entry, please select the topics you have contacted them on:

	CF-28's		Exams		PGA Holds/Release Times		CBP Holds/Release Times	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Importer	80	22%	85	24%	44	12%	63	18%
Broker	17	18%	27	28%	17	18%	26	27%
Customs Compliance Officer	11	31%	7	20%	3	9%	7	20%
Licensed Customs Broker	20	25%	20	25%	15	19%	20	25%
Consultant	3	19%	4	25%	2	13%	6	38%
Customs Attorney	6	35%	4	24%	3	18%	4	24%
Accounting or Financial Officer	0	0%	1	17%	0	0%	2	33%
Logistics Officer or Supply Chain Officer	1	3%	12	36%	2	6%	7	21%
Freight Forwarder	1	3%	8	27%	5	17%	8	27%

Cross Tab by Job Type- Question 30, continued

	Single Window		No Contact		Skipped
	Count	Percent	Count	Percent	Count
Importer	2	1%	61	17%	25
Broker	3	3%	0	0%	5
Customs Compliance Officer	0	0%	3	9%	4
Licensed Customs Broker	0	0%	1	1%	3
Consultant	0	0%	1	6%	0
Customs Attorney	0	0%	0	0%	0
Accounting or Financial Officer	1	17%	2	33%	0
Logistics Officer or Supply Chain Officer	2	6%	7	21%	2
Freight Forwarder	1	3%	6	20%	1

Question 31. Do you generally receive a resolution?

	Responses	Percent
Yes	418	91%
No	43	9%
Skipped	60	

Question 32. Please rank your satisfaction concerning responsiveness after contacting CBP ports of entry on the following trade facilitation concerns:

Question 32 was a rank order question with the option for an “other (please explain)” freeform response. A majority of the responses (33 of 40) lacked a qualitative answer, provided a previously identified selection category in the freeform response or the respondent indicated no contact with CBP. The remaining seven answers while too varied to be separated into meaningful categories were concerns with uniformity; inbound; port procedures; FTZ; and HTS confirmation.

	Very satisfied	Somewhat satisfied	Do not feel strongly either way	Not very satisfied	Not at all satisfied
CF-28's	123 (29 %)	151 (36 %)	118 (28 %)	28 (7 %)	4 (1%)
Exams	76 (17 %)	170 (39 %)	116 (27 %)	57 (13 %)	16 (4%)
PGA Holds	38 (9 %)	113 (28 %)	173 (43 %)	54 (13 %)	23 (6%)
CBP Holds	74 (18 %)	151 (36 %)	131 (31 %)	50 (12 %)	12 (3%)
CBP Processing Time	81 (19 %)	163 (39 %)	116 (27 %)	55 (13 %)	8 (2%)
PGA Processing Time	42 (10 %)	105 (26 %)	165 (41 %)	65 (16 %)	24 (6%)
Single Window	33 (10 %)	70 (21 %)	202 (60 %)	19 (6 %)	11 (3%)
Other (Please explain)	14 (14 %)	10 (10 %)	67 (65 %)	4 (4 %)	8 (8%)

Cross Tab by Industry- Question32. Please rank your satisfaction concerning responsiveness after contacting CBP ports of entry on the following trade facilitation concerns:

1: Agriculture & Prepared Products

	Satisfied		Neutral		Not Satisfied		Skipped
	count percent		count percent		count percent		count
CF-28's	27	66%	13	32%	1	2%	12
Exams	35	81%	6	14%	2	5%	10
PGA Holds	25	61%	11	27%	5	12%	12
CBP Holds	32	78%	6	15%	3	7%	12
CBP Processing Time	31	74%	6	14%	5	12%	11
PGA Processing Time	22	55%	11	28%	7	18%	13
Single Window	20	59%	11	32%	3	9%	19
Other (Please explain)	2	33%	3	50%	1	17%	47

2: Automotive & Aerospace

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	38	75%	10	20%	3	6%	11
Exams	31	62%	10	20%	9	18%	12
PGA Holds	11	26%	24	57%	7	17%	20
CBP Holds	20	42%	18	38%	10	21%	14
CBP Processing Time	25	53%	12	26%	10	21%	15
PGA Processing Time	13	30%	25	57%	6	14%	18
Single Window	11	26%	28	67%	3	7%	20
Other (Please explain)	5	29%	10	59%	2	12%	45

3: Base Metals & Machinery

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	17	71%	6	25%	1	4%	4
Exams	10	42%	8	33%	6	25%	4
PGA Holds	5	22%	14	61%	4	17%	5
CBP Holds	8	36%	9	41%	5	23%	6
CBP Processing Time	11	46%	8	33%	5	21%	4
PGA Processing Time	5	22%	13	57%	5	22%	5
Single Window	2	10%	15	75%	3	15%	8
Other (Please explain)	1	25%	3	75%	0	0%	24

4: Consumer Products & Mass Merchandising

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	47	75%	12	19%	4	6%	16
Exams	30	45%	20	30%	16	24%	13
PGA Holds	20	33%	26	43%	14	23%	19
CBP Holds	29	46%	22	35%	12	19%	16
CBP Processing Time	34	54%	20	32%	9	14%	16
PGA Processing Time	20	33%	24	40%	16	27%	19
Single Window	11	24%	31	67%	4	9%	33
Other (Please explain)	3	25%	8	67%	1	8%	67

5: Industrial & Manufacturing Materials

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	18	67%	9	33%	0	0%	6
Exams	18	69%	6	23%	2	8%	7
PGA Holds	13	52%	9	36%	3	12%	8
CBP Holds	13	52%	11	44%	1	4%	8
CBP Processing Time	15	58%	9	35%	2	8%	7
PGA Processing Time	13	50%	9	35%	4	15%	7
Single Window	10	42%	14	58%	0	0%	9
Other (Please explain)	0	0%	5	83%	1	17%	27

6: Information Technology & Consumer Electronics

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	25	74%	8	24%	1	3%	2
Exams	20	61%	9	27%	4	12%	3
PGA Holds	9	32%	17	61%	2	7%	8
CBP Holds	18	56%	12	38%	2	6%	4
CBP Processing Time	22	71%	8	26%	1	3%	5
PGA Processing Time	12	40%	17	57%	1	3%	6
Single Window	11	38%	14	48%	4	14%	7
Other (Please explain)	1	13%	5	63%	2	25%	28

7: Petroleum, Natural Gas & Minerals

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	2	67%	0	0%	1	33%	1
Exams	0	0%	2	100%	0	0%	2
PGA Holds	0	0%	2	100%	0	0%	2
CBP Holds	0	0%	2	100%	0	0%	2
CBP Processing Time	0	0%	2	100%	0	0%	2
PGA Processing Time	0	0%	2	100%	0	0%	2
Single Window	0	0%	2	100%	0	0%	2
Other (Please explain)	1	50%	1	50%	0	0%	2

8: Pharmaceuticals, Health & Chemicals

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	11	52%	9	43%	1	5%	6
Exams	15	68%	6	27%	1	5%	5
PGA Holds	8	38%	5	24%	8	38%	6
CBP Holds	16	76%	5	24%	0	0%	6
CBP Processing Time	15	75%	4	20%	1	5%	7
PGA Processing Time	5	26%	5	26%	9	47%	8
Single Window	6	35%	10	59%	1	6%	10
Other (Please explain)	4	44%	4	44%	1	11%	18

9: Textiles, Wearing Apparel & Footwear

	Satisfied		Neutral		Not Satisfied		Skipped
	count	percent	count	percent	count	percent	count
CF-28's	24	55%	10	23%	10	23%	9
Exams	10	23%	19	44%	14	33%	10
PGA Holds	7	18%	23	59%	9	23%	14
CBP Holds	12	29%	17	41%	12	29%	12
CBP Processing Time	15	37%	15	37%	11	27%	12
PGA Processing Time	6	16%	18	49%	13	35%	16
Single Window	5	16%	24	75%	3	9%	21
Other (Please explain)	2	17%	9	75%	1	8%	41

Cross Tab by Job Type- Question 32. Please rank your satisfaction concerning responsiveness after contacting CBP ports of entry on the following trade facilitation concerns:

1. Importers

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	101	61%	53	32%	11	7%	49
Exams	90	54%	51	30%	27	16%	46
PGA Holds	48	31%	71	46%	35	23%	60
CBP Holds	75	46%	65	40%	23	14%	51
CBP Processing Time	91	56%	45	28%	26	16%	52
PGA Processing Time	46	30%	68	44%	39	25%	61
Single Window	38	28%	86	63%	12	9%	78
Other	10	23%	31	70%	3	7%	170

2. Brokers

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	18	58%	8	26%	5	16%	2
Exams	25	78%	3	9%	4	13%	1
PGA Holds	21	68%	6	19%	4	13%	2
CBP Holds	23	77%	4	13%	3	10%	3
CBP Processing Time	21	68%	2	6%	8	26%	2
PGA Processing Time	17	57%	6	20%	7	23%	3
Single Window	7	32%	10	45%	5	23%	11
Other	1	13%	5	63%	2	25%	25

3. Customs Compliance Officers

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	11	61%	6	33%	1	6%	3
Exams	10	59%	7	41%	0	0%	4
PGA Holds	7	50%	6	43%	1	7%	7
CBP Holds	7	54%	5	38%	1	8%	8
CBP Processing Time	8	50%	6	38%	2	13%	5
PGA Processing Time	8	57%	6	43%	0	0%	7
Single Window	6	43%	8	57%	0	0%	7
Other	1	20%	3	60%	1	20%	16

4. Licensed Customs Brokers

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	23	85%	4	15%	0	0%	0
Exams	15	56%	4	15%	8	30%	0
PGA Holds	10	42%	7	29%	7	29%	3
CBP Holds	15	56%	3	11%	9	33%	0
CBP Processing Time	14	54%	8	31%	4	15%	1
PGA Processing Time	9	38%	7	29%	8	33%	3
Single Window	3	17%	15	83%	0	0%	9
Other	0	0%	4	67%	2	33%	21

5. Consultants

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	3	50%	3	50%	0	0%	2
Exams	3	43%	3	43%	1	14%	1
PGA Holds	2	33%	4	67%	0	0%	2
CBP Holds	3	43%	3	43%	1	14%	1
CBP Processing Time	3	43%	4	57%	0	0%	1
PGA Processing Time	3	50%	3	50%	0	0%	2
Single Window	2	40%	3	60%	0	0%	3
Other	0	0%	0	0%	0	0%	8

6. Customs Attorneys

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	4	57%	2	29%	1	14%	0
Exams	4	57%	1	14%	2	29%	0
PGA Holds	0	0%	5	71%	2	29%	0
CBP Holds	2	29%	3	43%	2	29%	0
CBP Processing Time	3	43%	3	43%	1	14%	0
PGA Processing Time	0	0%	4	57%	3	43%	0
Single Window	0	0%	5	100%	0	0%	2
Other	0	0%	2	100%	0	0%	5

7. Accounting or Financial Officers

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	3	100%	0	0%	0	0%	1
Exams	3	100%	0	0%	0	0%	1
PGA Holds	3	100%	0	0%	0	0%	1
CBP Holds	3	100%	0	0%	0	0%	1
CBP Processing Time	3	100%	0	0%	0	0%	1
PGA Processing Time	3	100%	0	0%	0	0%	1
Single Window	2	100%	0	0%	0	0%	2
Other	0	0%	0	0%	0	0%	4

8. Logistics Officer or Supply Chain Officers

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	12	57%	9	43%	0	0%	4
Exams	12	57%	6	29%	3	14%	4
PGA Holds	6	30%	9	45%	5	25%	5
CBP Holds	11	52%	6	29%	4	19%	4
CBP Processing Time	11	52%	8	38%	2	10%	4
PGA Processing Time	7	37%	10	53%	2	11%	6
Single Window	8	42%	10	53%	1	5%	6
Other	2	40%	2	40%	1	20%	20

9. Freight Forwarders

	Satisfied		Neutral		Not Satisfied		Skipped
	Count	Percent	Count	Percent	Count	Percent	Count
CF-28's	4	36%	5	45%	2	18%	10
Exams	7	50%	6	43%	1	7%	7
PGA Holds	8	62%	4	31%	1	8%	8
CBP Holds	9	64%	4	29%	1	7%	7
CBP Processing Time	12	80%	3	20%	0	0%	6
PGA Processing Time	8	62%	4	31%	1	8%	8
Single Window	5	50%	4	40%	1	10%	11
Other	1	50%	1	50%	0	0%	19

Question 33. Has your company realized any facilitative benefits due to contacting CBP's ports of entry?

	Responses	Percent
Yes	210	41%
No	184	36%
No contact	115	23%
Skipped	12	

Question 34. What were the facilitative benefits realized by your Company from contacting CBP ports of entry?

Question 34 was a freeform response question with 173 freeform submissions. Respondents listed a wide variety of specific facilitative benefits realized by their company from contacting ports of entry. Approximately 86 percent (148) of the responses formed two distinct benefit categories: accelerated release & response; and communication. In the accelerated release and response category comments were split into further themes that included: faster release of cargo; resolution of a hold; and quicker response to a problem or inquiry. The communication category themes include: inquires and personal contact for answers; general information sharing; better understanding of procedures and operations; education (for the port of entry and company); the experience of the ports, and relationship building. 17 invalid responses were provided.

Conclusion

The 2012 COAC Trade Efficiency Survey provided information to aid in prioritization as well as gather current state baseline information. This was a useful and essential tool that COAC plans to issue and share with CBP annually. We envision the questions differing as CBP's own data are conditioned to gather and provide the trade with metrics on a cadence that ultimately reflect trends pointing to reduced processing time and reduced freight dwell over time.

Index

Question	Crosstab
1 Please select your expertise or area of responsibility: 1 comment	Crosstab
2 Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business:	Crosstab
3 Please select the number of entries your company files within a year:	
4 Please rank the importance of the following trade facilitation concerns for your industry: 28's, Exams, PGA Holds, CBP Holds, CBP Proc Time, PGA Proc Time, Single Window, Other 4 comment	Crosstab
5 What is your current overall level of satisfaction with CBP as it pertains to trade facilitation?	
6 From your perspective as a member of the trade community, what is the most pressing issue for the Single Window Initiative to solve? (please rank the following) Ability to file all required data electronically for U.S. Imports 6 comment	Crosstab
7 On average, how many hours does a CBP initiated security cargo hold delay the release of your merchandise?	Crosstab
8 On average, how many hours does a CBP initiated compliance cargo hold delay the release of your merchandise?	Crosstab
9 On average, how many hours does a Participating Government Agency (PGA) cargo hold delay the release of your merchandise?	Crosstab

10	On average, how much does a day of delay in the release of your merchandise cost your company?	Crosstab
11	Was your company's cargo stopped for examination during 2011?	
12	If your cargo was stopped in 2011, please list the number of times stopped:	Crosstab
13	If your cargo was stopped in 2011, 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.	Crosstab
14	Please rank the Mode of Transportation used for cargo involved in 2011 examinations, with 1 being the highest volume and 5 being the least: Air cargo, Air Express, Ocean, Truck, Rail	Crosstab
15	Please rank which type of Exam occurred most often, with 1 occurring the most frequently, and 4 being the least: Physical examination, NII, Other comment Other or N/A (please describe)	
16	Please select the average number of days spent waiting for an exam in 2011.	Crosstab
17	On average, what was the cost of the Exams in 2011?	Crosstab
18	How many CF 28's did you receive in 2011?	Crosstab
19	On average, how much in-house personnel time does it take to respond to one CF 28?	Crosstab
20	On average, how much external personnel time does it take to respond to one CF 28?	Crosstab
21	On average, what is the in-house overall estimated cost to respond to one CF 28?	Crosstab

22	On average, what is the external overall estimated cost to respond to one CF 28?	Crosstab
23	On average, how much in-house personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?	Crosstab
24	On average, how much external personnel time does it take to manage the lifecycle of an average entry (include post entry activity and compliance checks)?	Crosstab
25	On average, what are the in-house estimated costs of managing the lifecycle of an average entry (include post entry activity and compliance checks)?	Crosstab
26	On average, what are the external estimated costs of to managing the lifecycle of an average entry (include post entry activity and compliance checks)?	Crosstab
27	How often do you contact CBP ports of entry to discuss the facilitation of your imports, including training, new products, import volume, etc.?	Crosstab
28	On average, what are the costs associated with contacting CBP's ports of entry once?	Crosstab
29	On average, how much time is spent per contact with CBP's ports of entry?	Crosstab
30	If you have contact CBP's ports of entry, please select the topics you have contacted them on:	Crosstab
31	Do you generally receive a resolution?	
32	Please rank your satisfaction concerning responsiveness after contacting CBP ports of entry on the following trade facilitation concerns: 28's, Exams, PGA Holds, CBP Holds, CBP Proc Time, PGA Proc Time, Single Window, Other 32 comment	Crosstab
33	Has your company realized any facilitative benefits due to contacting CBP's ports of entry?	

34	What were the facilitative benefits realized by your Company from contacting CBP ports of entry?	
35	Does your firm view the prospect of joining the Centers of Excellence and Expertise (Center) as a motivation to join Customs - Trade Partnership Against Terrorism (C-TPAT) and the Importer Self Assessment (ISA)? comment If no, please explain	Crosstab
36	What are the perceived barriers to joining a Center?	
37	Do you currently have a Center for your industry?	Crosstab
38	If you have a Center, how often do you contact the Center to discuss your imports?	Crosstab
39	On average, what are the costs associated with contacting the Center once?	
40	On average, how much time is spent per contact with the Center?	Crosstab
41	If you have a Center, please selected the topics you have contacted them on:	
42	Do you generally receive a resolution?	
43	What is your satisfaction level after making contact with the Center?	
44	Has your company realized facilitative benefits due to the contact with the Center?	
45	What were the facilitative benefits realized by your Company from contacting the Center?	
46	Would your company pursue joining the Center if one was available for your industry?	Crosstab