The Private Sector Perspectives on NTMs

ITC's Program on Non-Tariff Measures

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International Trade Centre

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Content

- ITC and ITC's Program on NTMs

- Results of the NTM Business Survey in the Asia-Pacific

- Overcoming NTM hurdles

- ITC's upcoming NTM related activities in Armenia

ITC

What is ITC?

UNCTAD

The UN body for design of policy recommendations to achieve economic and social development through trade and investment.

WTO OMC

The forum to negotiate multilateral trade rules, monitor their implementation and handle trade disputes

ITC

ITC works with local and regional institutions and business people to build trade capacity.

Our mission

To foster inclusive and sustainable growth and development through trade and international business development.

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ITC's Trade and Market Intelligence

OUR AREAS OF WORK

GLOBAL PUBLIC GOODS

Trade Map
Market Access Map
Investment Map
Sustainability Map
Procurement Map
Export Potential Map
ePing

COUNTRY & REGIONAL DIAGNOSTICS

Business surveys
+
Studies of trade potential & market access issues

CAPACITY BUILDING

Using tools & research methods to analyse markets

ITC

ITC's Programme on NTMs

ITC's Programme on Non-tariff measures

Pillar 1
NTM Regulatory Mapping

Codifying and classification of national trade-related regulations

Data dissemination through Market Access Map (MAcMap)

Pillar 2
Business Surveys

Large-scale surveys of businesses on their experiences with government regulations when exporting or importing

Pillar 3
Solution Packages

Design and implementation of actions to address companies' difficulties with NTMs

E.g.: Trade Obstacle Alert (TOA) mechanism

Information on national trade regulations

WHAT?

Information on regulations governing trade.

WHICH NTMs?

All NTMs including SPS and TBT measures

WHICH products?

All products at the National Tariff Line

WHERE is it?

Available at ITC's Market Access Map
www.macmap.org

In collaboration with UNCTAD

NTM Regulatory Mapping

Codifying and classification of national trade-related regulations

Data dissemination through Market Access Map (MAcMap)

Number of countries with NTM data availability

103

2018

Development of NTM Data Entry Tool (DET)

An online application – developed by ITC – that will improve the efficiency and accuracy of the collection, classification, processing and updating of market access data in developing countries.

It will enabling analysts to collect, classify and code non-tariff measures (NTM) directly into the web tool thus allowing country regulations to be updated without the need for full country batch updates, thus improving updating frequency.

The tool has been introduced to the technical focal points in the EuroMed region, including the priority countries of this project.

The tool can be accessed at http://det.macmap.org/.

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ePing: SPS / TBT Notification Alert

WTO OMC

WTO
Depository of SPS/TBT notifications
SPS/TBT Committees
Contact with Enquiry Points

SPS/TBT notification alert system
Global access
Local use
Sustainable

UN DESA
Pilot SPS/TBT notification alert system (ePing)
Contact with LDCs

ITC
Trade-related web tools including NTMs and trade obstacles alert
Contact with SMEs

UNITED NATIONS

International Trade Centre

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www.epingalert.org

ePing: SPS / TBT Notification Alert

ePing

- Sends automated notifications through **daily/weekly email** alerts

- About areas of **your interest** (products and destination markets)

- Provides a fast and **easy-to-use search** table

- Includes listing of SPS and TBT **Enquiry Points**

- Option to **discuss**, ask questions, share files

- **FREE** Publicly available

- Covers both SPS and TBT notifications

- Enquiry Point **management tool**

- Available in **ES, FR and EN**

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Voluntary Standards: www.standardsmap.org

ITC | STANDARDS MAP
YOUR ROADMAP TO SUSTAINABLE TRADE

Home | Modules | My account | Tutorials ▾ | E-learning ▾ | About ▾

EN | FR | ES | ⏻ Log in

Welcome to Standards Map

Standards Map provides information on over 150 standards, codes of conduct, audit protocols addressing sustainability hotspots in global supply chains.

Standards Map - Your Roadmap to Sustainable Trade

International Trade Centre

Standards Map

your roadmap to sustainable trade

www.standardsmap.org

Watch later | Share

Not registered yet?

⚑ Take a tour

🔓 Free Registration

Login or register

Email address:

Password:

☐ Remember me.

[Forgot your password?](#)

Log In >>

More analysis tools

▶ Trade Map

▶ Market Access Map

▶ Investment Map

✥ Identify

Identify voluntary sustainability standards which apply to your business.

Q Quick-scan

Quickly review selected standards at a glance.

📊 Compare

Compare voluntary sustainability standards' hotspots.

✍ Self-Assess

Assess your business' sustainability profile and roadmap to sustainable trade.

Pillar 2

Business Surveys

Large-scale surveys of businesses on their experiences with government regulations when exporting or importing

The NTM Survey

…documents the private sector experience with NTM-related trade obstacles with a view to identify feasible options to overcome these.

…is part of a wider, collaborative approach, beyond company perceptions, which integrates all stakeholders of the import and export process. The survey report will be finalized and published after this stakeholder consultation has taken place through additional interviews and a validation meeting.

…aims at identifying concrete actions that enable countries to reach greater efficiency in the export process and reduce trade cost.

The NTM Survey is NOT

…a collection of or platform for complaints.

…intended to single out specific institutions to blame for inefficiencies.

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Surveys Methodology: Scope

Goods

- Covers companies involved in international trade in goods.
- Products from all sectors included except minerals and arms.
- Sectors with more than a 2% share in total exports are included
- Cumulatively, sectors covered account for at least 90% of country's total export value

Services

- A separate survey covers companies involved in cross-border trade in services such as tourism, ICT, transport and logistics.
- A survey on trade in services requires a different methodology

NTM Survey covers the following sectors:

1. Fresh food and raw agro-based products
2. Processed food and agro-based products
3. Wood, wood products and paper
4. Yarn, fabrics and textiles
5. Chemicals
6. Leather
7. Metal and other basic manufacturing
8. Non-electric machinery
9. Computers, telecommunications; consumer electronics
10. Electronic components
11. Transport equipment
12. Clothing
13. Miscellaneous manufacturing

Two-step interview process

Step 1
Phone Screens (PS)

- 6-8 min per interview
- Identify products exported by the company and partner countries
- Identify if the company face problems with burdensome regulations

Step 2
Face-to-Face interviews (FTF)

- Companies facing problems with NTMs as identified in PS interviewed
- 40-60 min per interview
- All details of the problem faced by the company recorded

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Type of data: Telephone interviews

1. Phone screen data gathering company level information (representative sample by sector) on:

Main exported/imported product (HS6)

Destination/origin markets (at region level)

Number of employees
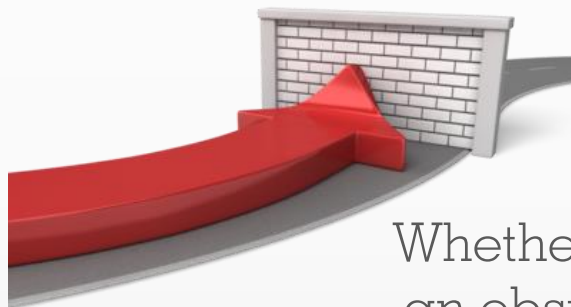
Whether or not an obstacle is faced

Gender information (firm management / ownership / employment)

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Type of data: Face-to-face interviews

2. Face-to-face data gathering company-level information (only those facing trade obstacles) on:

All affected trade flows

All traded products and partner countries

Burdensome regulations
(description, official name, category of NTM, implementing body, applying country)

Related obstacles
(description, category of obstacles, implementing agency, location)

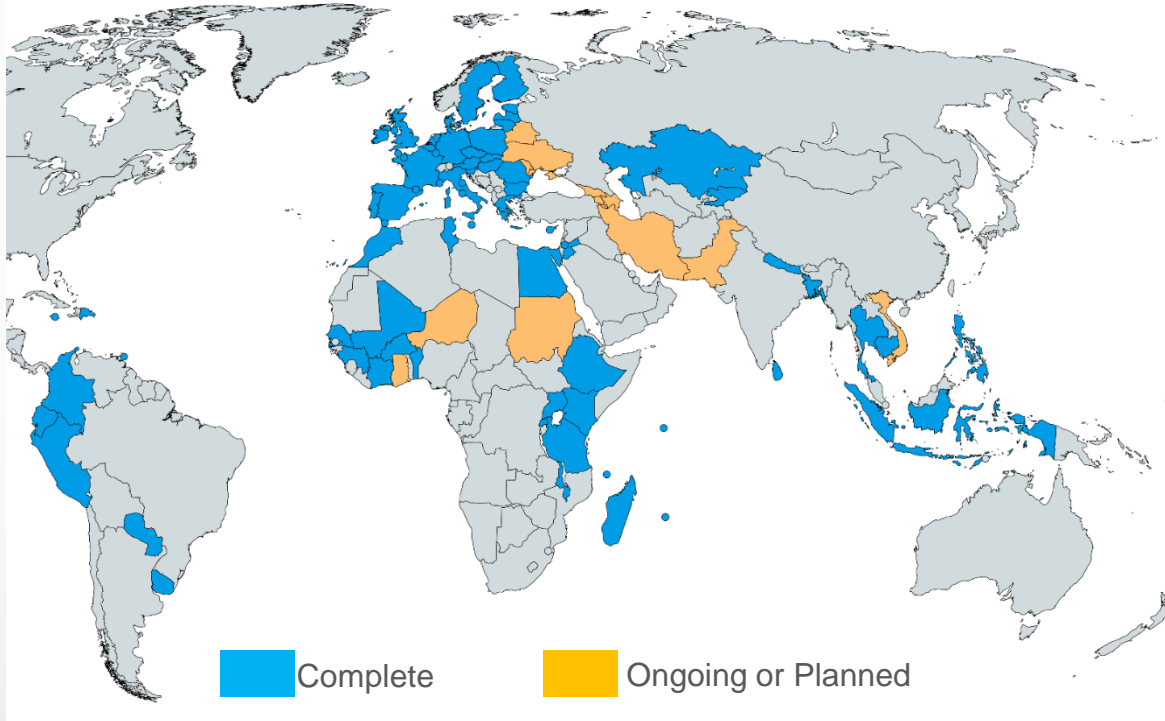Recommendations to overcome the obstacles
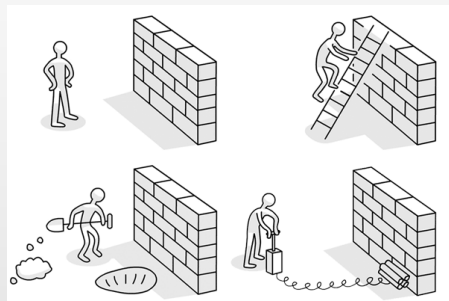
Where the problem occurs

ITC

TRADE IMPA
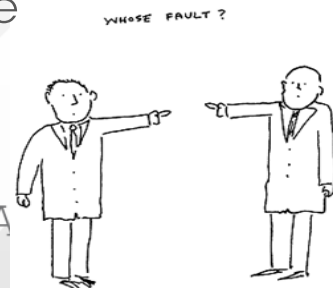
NTM Business Surveys in numbers

28,000 Phone Interviews

8,150 Face-to-face interviews

From over **35** developing countries

+ 28 EU countries

More than **30,000** reported trade obstacles…

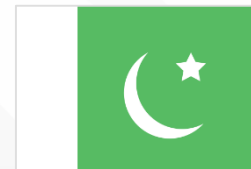…concerning trade with partner countries **185**

Complete

Ongoing or Planned

Additional or ongoing surveys in
The Asia-Pacific Region

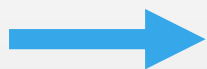# Understanding companies' difficulties with NTMs: Three aspects

Affectedness

How many and which companies face difficulties

Type and Intensity

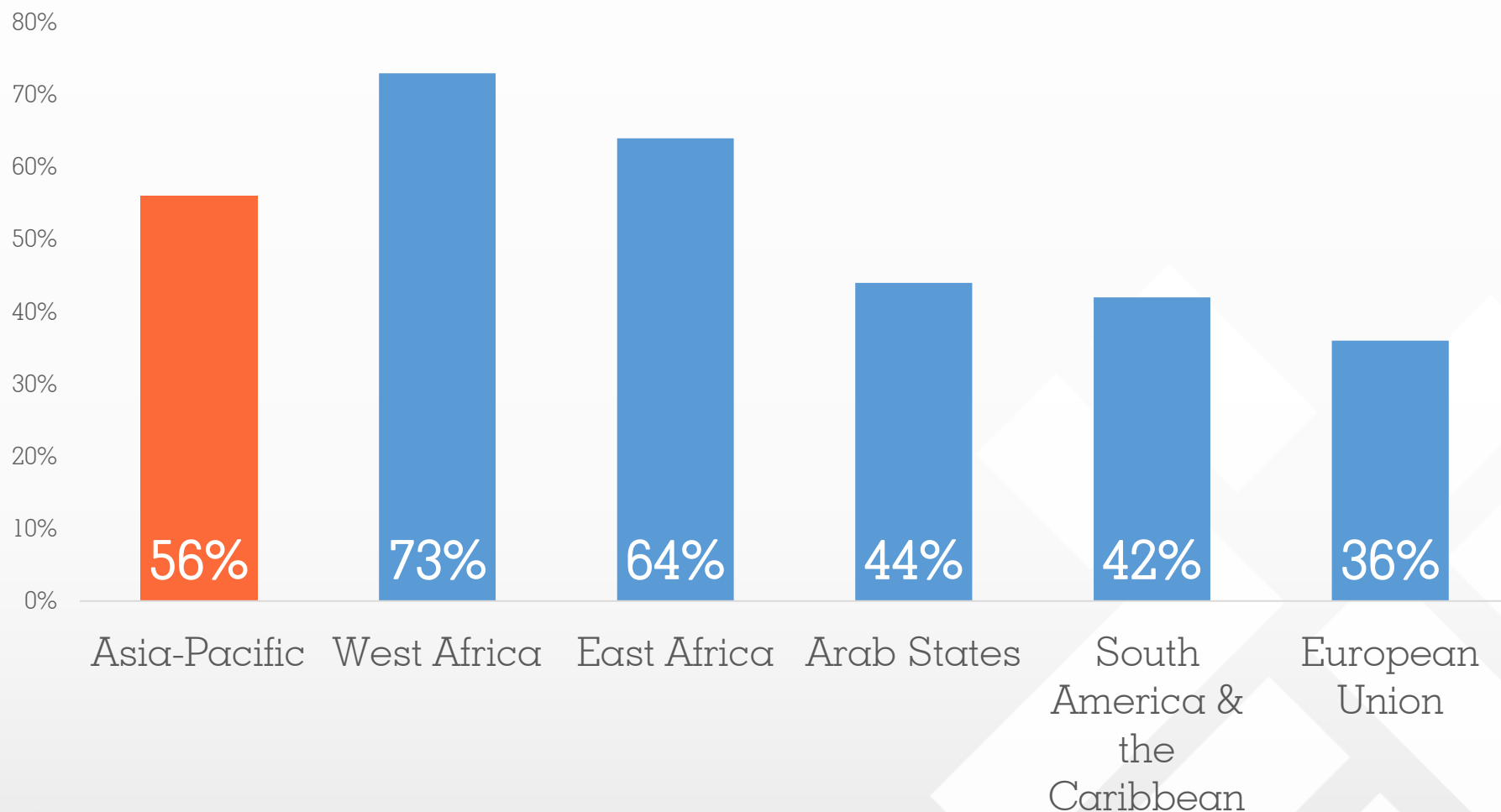Which NTMs are experienced as challenging

Cause

Why NTMs are burdensome

Insights on how to reduce NTM-related trade cost without undermining legitimate objectives that regulations serve

Roughly half of exporters in Asia-Pacific regions facing NTM related hurdles

Region	Percentage
Asia-Pacific	56%
West Africa	73%
East Africa	64%
Arab States	44%
South America & the Caribbean	42%
European Union	36%

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NTMs do not affect every country equally

Share of companies affected by burdensome NTMs

SOUTH AND SOUTH-WEST ASIA
- Bangladesh
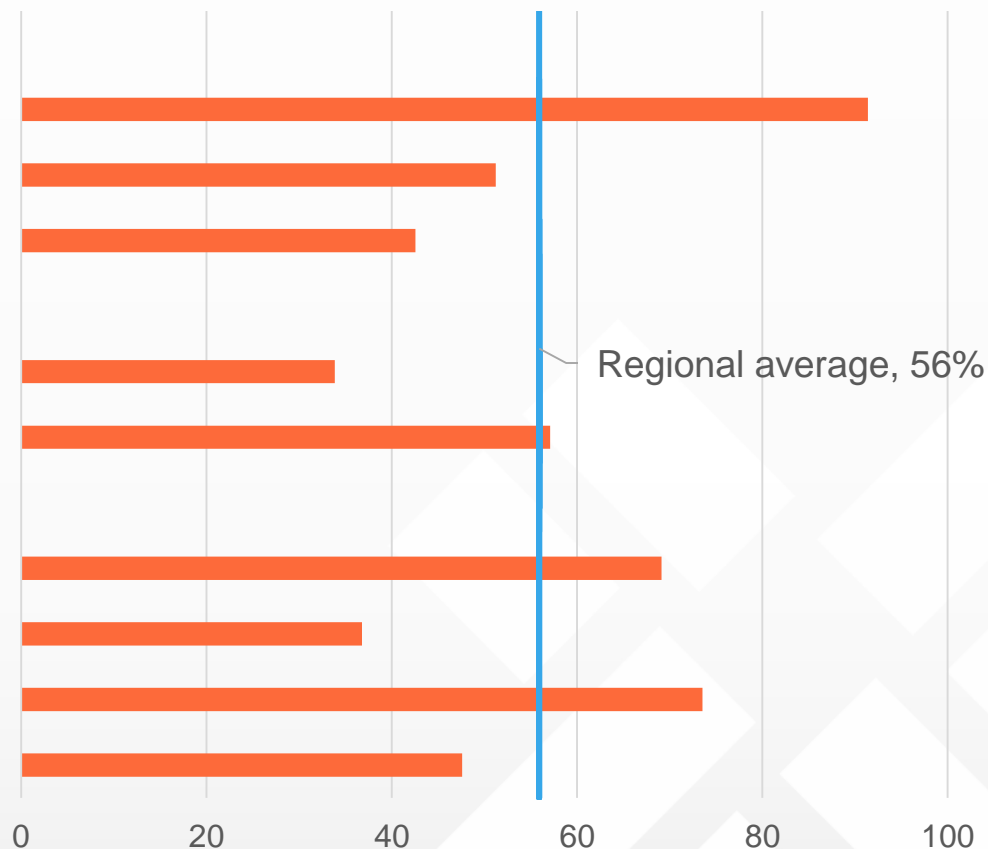- Nepal
- Sri Lanka

NORTH AND CENTRAL ASIA
- Kazakhstan
- Kyrgyzstan

SOUTH-EAST ASIA
- Cambodia
- Indonesia
- Philippines
- Thailand

Regional average, 56%

0   20   40   60   80   100

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Most of the NTMs perceived as burdensome by exporters are foreign regulations

Share of burdensome NTMs applied by partner and home country

Destination or Transit country (80%)	Home (20%)

Foreign regulations

Domestic regulations

ITC

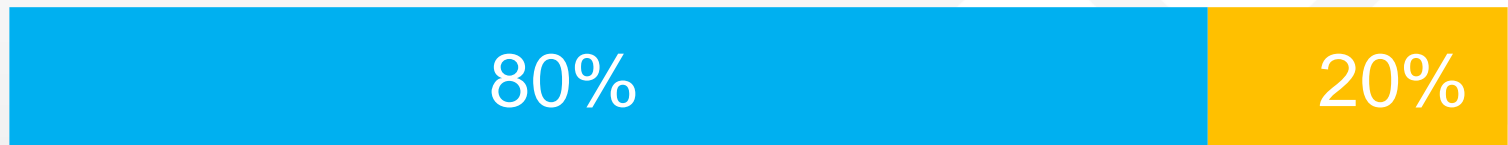# Most of the NTMs perceived as burdensome by exporters are foreign regulations

Share of burdensome NTMs applied by partner and home country

Agriculture

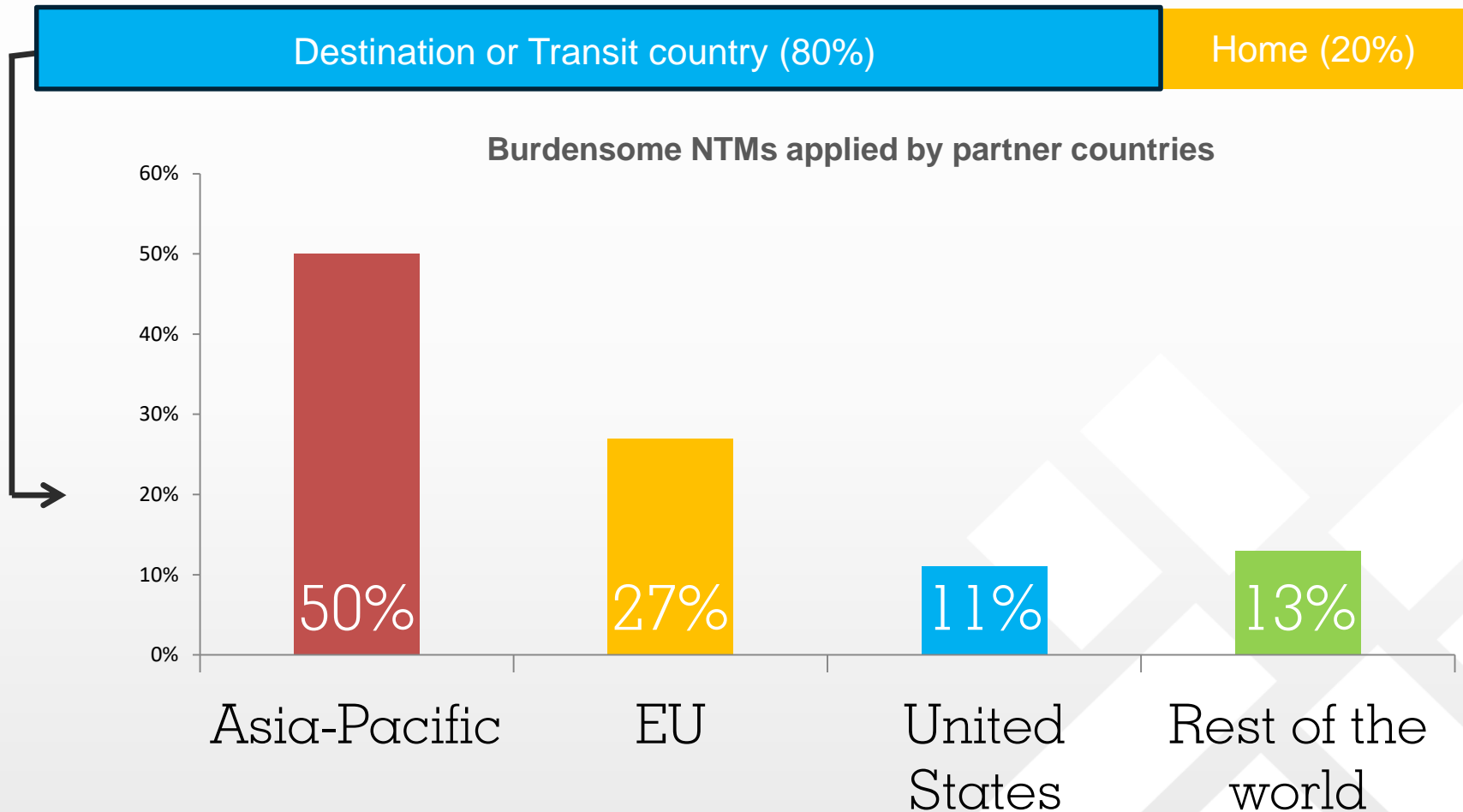| 86% | 14% |

Manufacturing

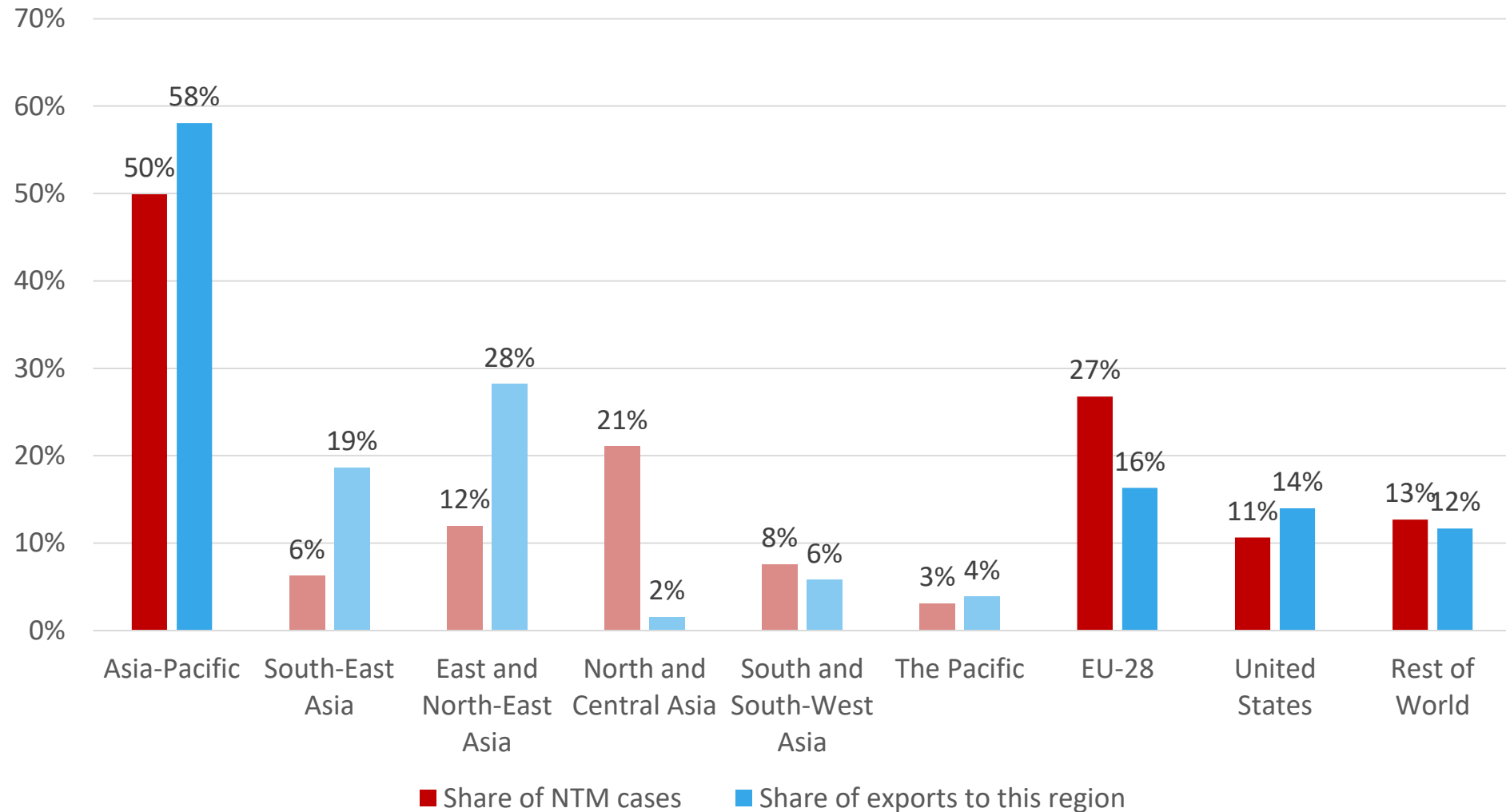| 80% | 20% |

■ Partner NTM ■ Domestic NTM

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Most of the regulations perceived as burdensome are Regional NTMs

Share of burdensome NTMs applied by partner and home country

| Destination or Transit country (80%) | Home (20%) |

Burdensome NTMs applied by partner countries

Asia-Pacific	EU	United States	Rest of the world
50%	27%	11%	13%

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NTMs are linked to export values (or not?)

Share of NTM cases vs export shares*

| Region	Share of NTM cases	Share of exports to this region
Asia-Pacific	50%	58%
South-East Asia	6%	19%
East and North-East Asia	12%	28%
North and Central Asia	21%	2%
South and South-West Asia	8%	6%
The Pacific	3%	4%
EU-28	27%	16%
United States	11%	14%
Rest of World	13%	12%

■ Share of NTM cases ■ Share of exports to this region

*Data based on nine Asia-Pacific countries that are part of the ITC business survey on NTMs.

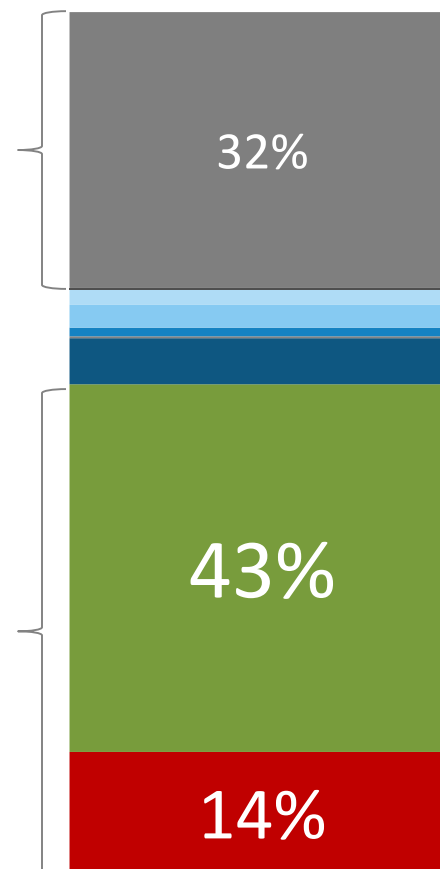# What are the most frequent types of burdensome NTMs?
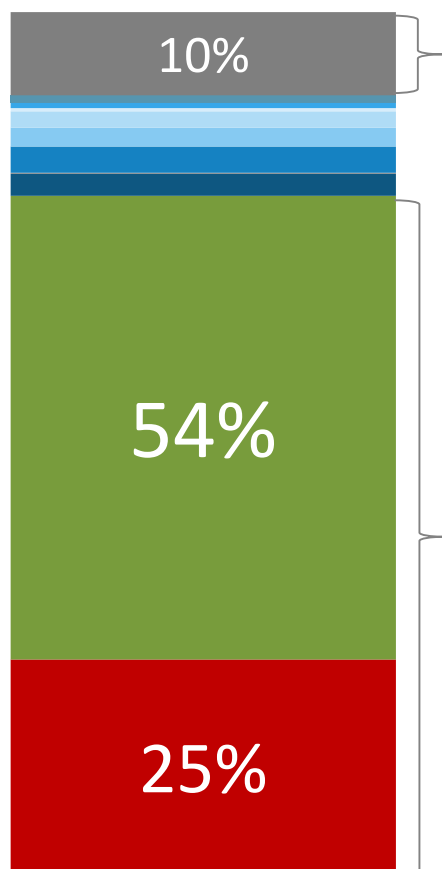
Rules of origin

SPS and TBT measures
+
Conformity assessment requirements

Agriculture

Agriculture	
10%	
54%	
25%	

Manufacturing

Manufacturing	
32%	
43%	
14%	

Agriculture

Manufacturing

- ■ A. Technical requirement
- ■ B. Conformity assessment
- ■ C. Pre-shipment inspections
- ■ D. Trade remedies
- ■ E. Quantity control measures
- ■ F. Charges, taxes and price control measures
- ■ G. Finance measures
- ■ H. Anti-competitive measures
- ■ J. Distribution restrictions
- ■ K. Restriction of post-sales services
- ■ N. Intellectual property
- ■ O. Rules of origin

Why exporters find NTMs burdensome

Procedural hinderances is a major concern to exporters that make compliance to regulations difficult

Regulatory obstacles (regulations too strict or difficult to comply with)

16%

Both regulatory and procedural obstacles

18%

66%

Because of related **Procedural Obstacles (PO)**

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TRADE IMPACT FOR GOOD
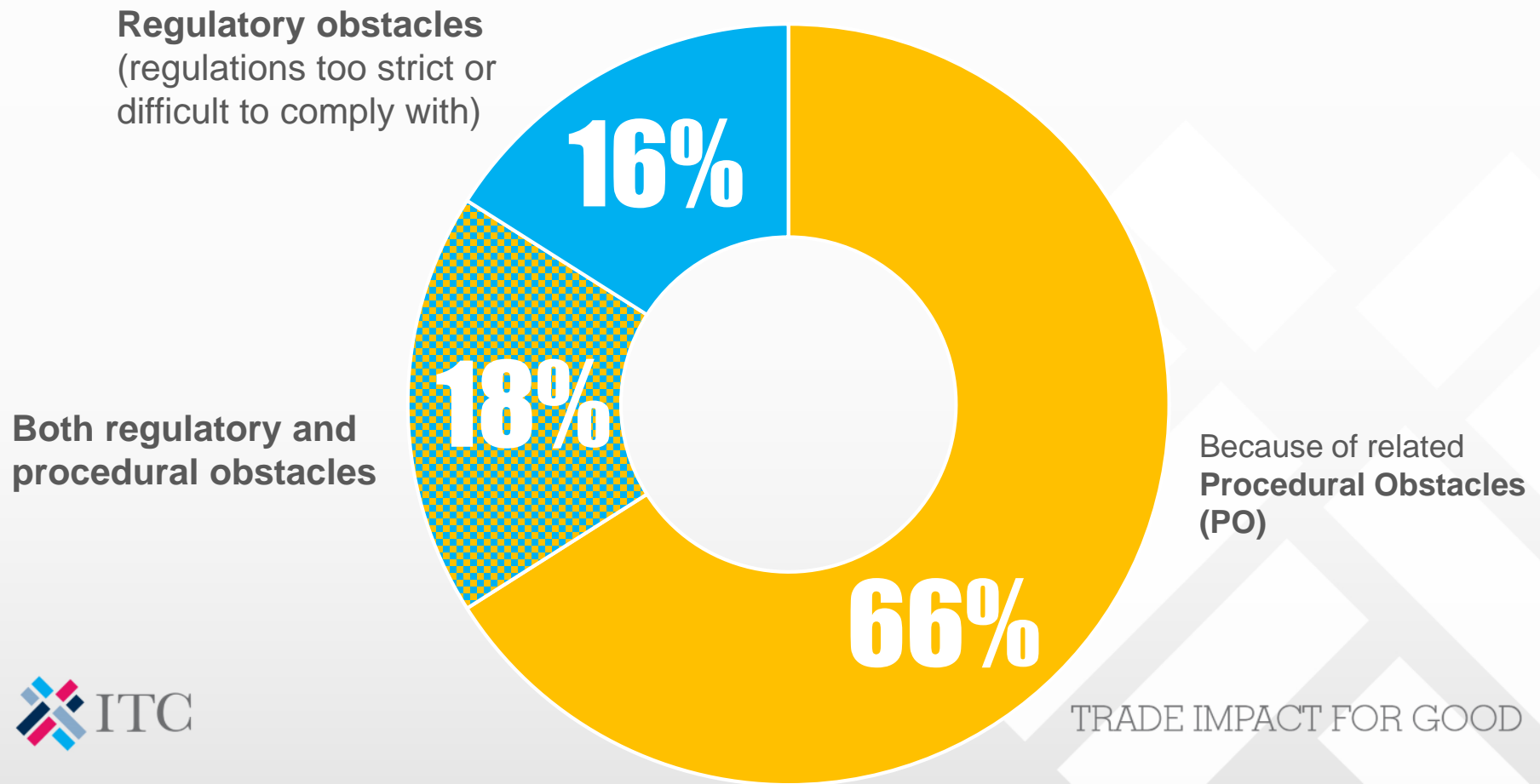
Most procedural obstacles occur at home

| Category	Value
Time constraints	28%
Informal or unusually high payments	28%
Unusually high fees and charges for reported certificate/regulation	19%
Informal payment, e.g. bribes for reported certificate/regulation	9%
Lack of recognition / accreditation	12%
Lack of appropriate testing facilities	10%
Administrative burdens related to regulations	9%
Information / transparency issues	6%
Discriminatory behavior of officials	5%
Other procedural obstacles	3%

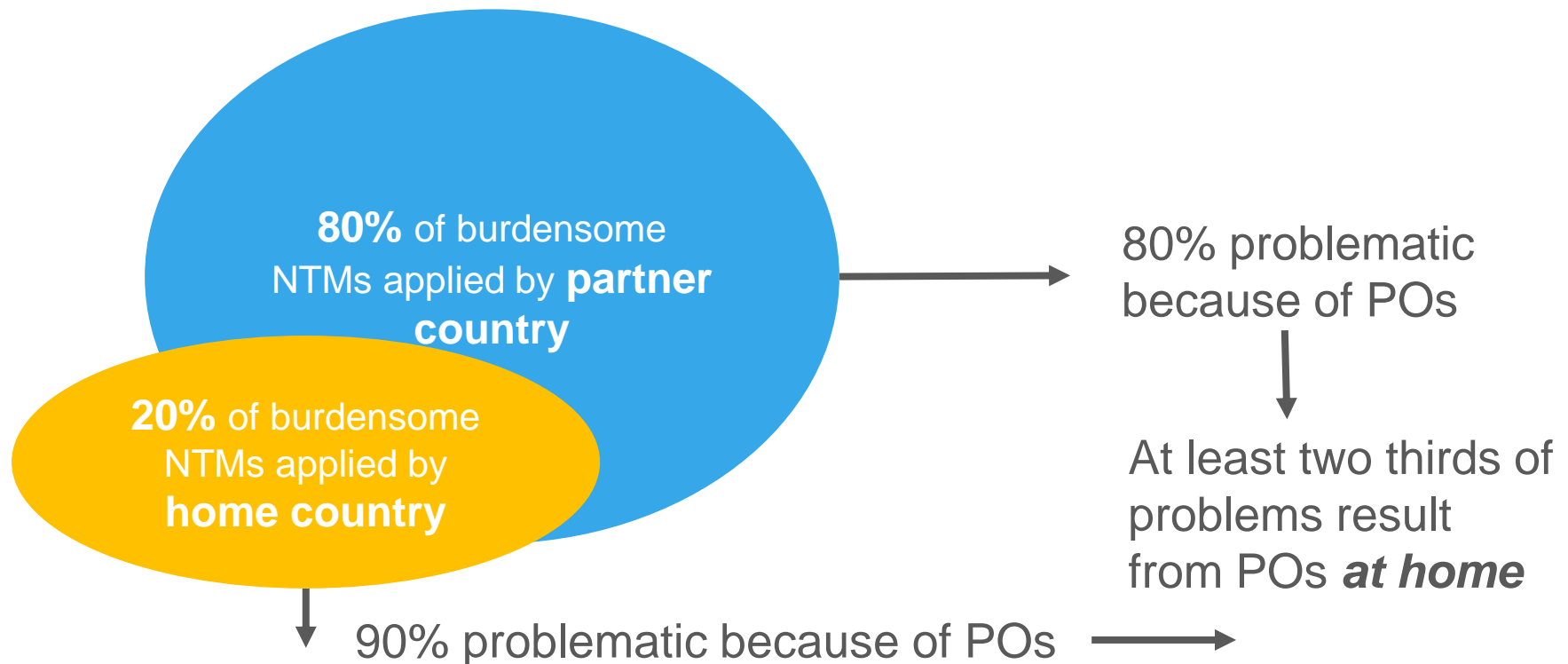0   500   1,000   1,500   2,000   2,500   3,000
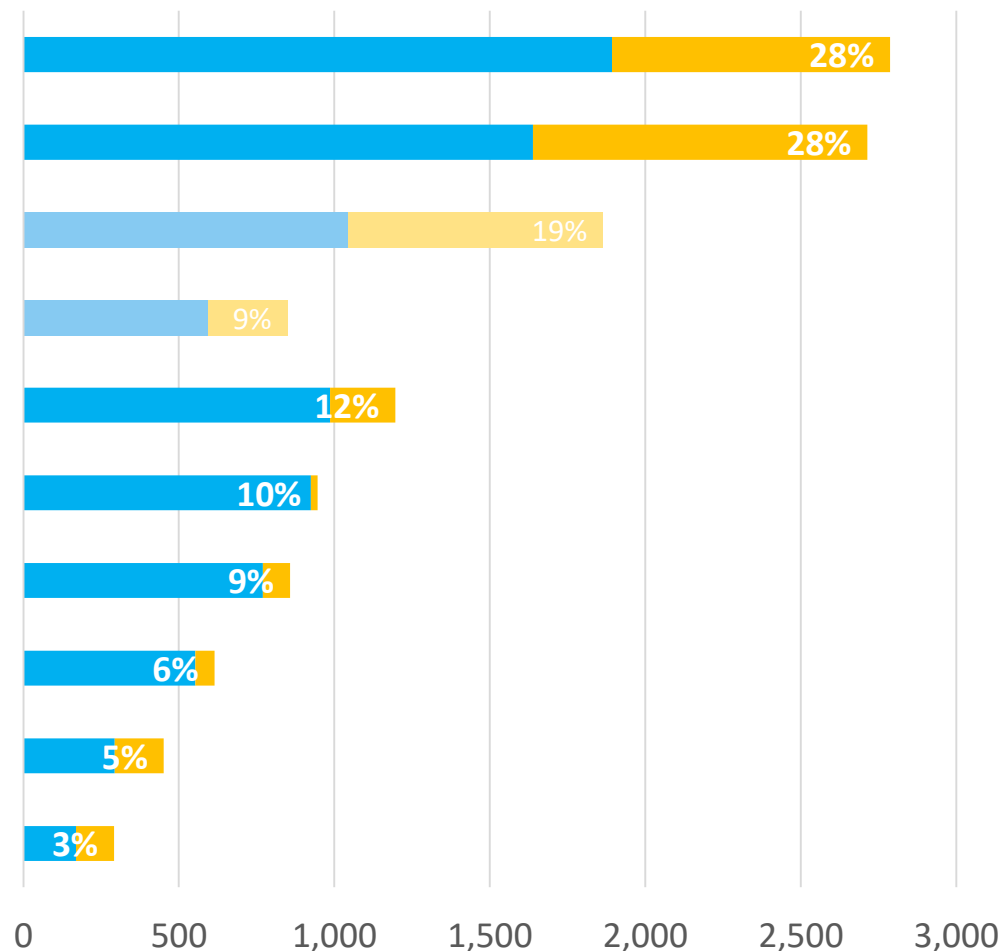
■ Home   ■ Abroad

ITC survey findings at a glance

The bulk of problematic NTMs relate to technical measures and rules of origin

~90% of all export partner NTMs come from: technical barriers to trade, sanitary and phytosanitary measures and rules of origin. Nearly half of all NTMs relate to conformity assessments (compliance is more difficult than the regulation itself!).

Market access begins at home

80% of burdensome NTMs applied by **partner country**

20% of burdensome NTMs applied by **home country**

80% problematic because of POs

At least two thirds of problems result from POs *at home*

90% problematic because of POs

What to do next?

1) Institutional streamlining

- ✓ Identify domestic opportunities for streamlining trade procedures
- ✓ Establish a consultation mechanism on NTMs to foster public-private dialogue
- ✓ Enhance transparency through existing notification channels such as in ASEAN or at the WTO (example: www.ePingalert.org)

2) Soft infrastructure

- ✓ Use mutual recognition agreements and/or international standards to address conformity assessment-related compliance issues
- ✓ Digitalize NTM procedures and foster cross-border paperless trade to eliminate administrative layers

3) Hard infrastructure

- ✓ Develop regional quality infrastructure to address bottlenecks in testing and certification
- ✓ Fully implement the WTO Trade Facilitation Agreement

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For more information

ITC Survey results online: www.ntmsurvey.org

ITC series on NTMs (Asia-Pacific country reports):

Bangladesh (English, 2017)   Cambodia (English, 2014)
Nepal (English, 2017)   Philippines (English, 2017)
Indonesia (English, 2016)   Sri Lanka (English, 2011)
Kazakhstan (English, Russian, 2014) Thailand (English, 2016)
Kyrgyzstan (English, Russian, 2018)

Other NTM publications:

Navigating non-tariff measures –
Insights From A Business Survey in the European Union (2016)

The Invisible Barriers to Trade –
How Businesses Experience Non-Tariff Measures (2015)

MAKING REGIONAL INTEGRATION WORK

Company perspectives on
non-tariff measures in Asia-Pacific

International Trade Centre

UNITED NATIONS
ESCAP
Economic and Social Commission for Asia and the Pacific

Coming soon!
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How have we addressed SME's concerns with NTMs?

Pillar 3

Solution Packages

Design and implementation of actions to address companies' difficulties with NTMs

INFORMATION TRANSPARENCY

CAPACITY BUILDING

REGIONAL COORDINATION & ADVISORY

Integrated Solutions

EuroMed Trade Helpdesk

Free online portal disseminating information necessary to do business leveraging on the already well-established ITC tools and expertise in database management.

Available in English, French, Arabic and Turkish

It contains user friendly comparable information like

- Applied customs tariffs
- Preferential arrangements
- Rules and certificates of origin
- VAT, excise taxes and price control measures

- Compulsory requirements
- Trade statistics for existing trade
- Business contacts
- Import procedures

euromed.macmap.org

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Development of National companion guides

A Directory of Services for SMEs:

These national guides give small businesses access to quality management information for their sanitary and phyto-sanitary measures, with an overview of the national quality infrastructure and contacts for quality-related service providers.

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Guidebooks on customs procedures

WHAT

A procedures guide aims to provide practical information to economic operators on the customs and non-customs formalities export or import goods.

WHY

To increase the transparency of trade procedures and reduce the number of obstacles faced by operators.

THIS GUIDE OFFERS INFORMATION ON

Customs procedures	Non-customs procedures
A sectoral approach	A step-by-step guide
PRINT	ONLINE
	Under development

Import and export procedures guide
JORDAN
Preliminary version

International Trade Centre

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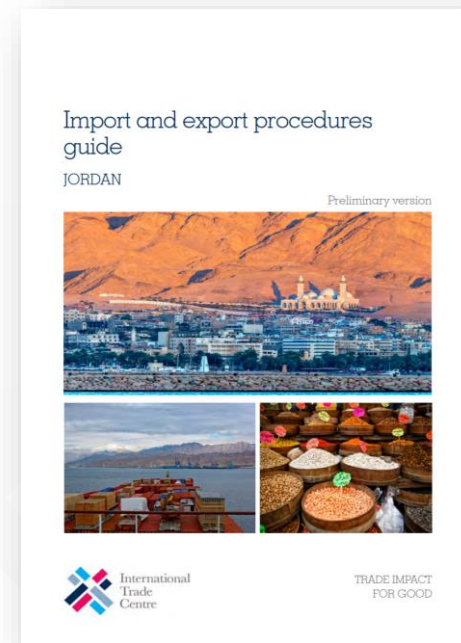
Guides developed for 7 countries:

Morocco, Tunisia, Egypt, Jordan, State of Palestine, Israel and Turkey

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Rules of Origin Facilitator

- What are the rules of origin applied to my product?

- What are the differences among possible trade agreements, their rules or origins and applied tariffs?

- What are the procedures for the issuance of their certificate?

- Where can I find the necessary documentation?

Increasing transparency in trade agreements and their rules of origin

ITC

RULES OF ORIGIN FACILITATOR
Your gateway to trade agreements

EXPORT FROM

↻ 1 selected × ▼

IMPORT TO

↻ 🇲🇦 Morocco ▼

PRODUCT NAME OR CODE

⊞ 1101001000 - Farines de froment (blé) ou de méteil: de blé dur

Exporters: 🇯🇴 Jordan

🇯🇴 → 🇲🇦 ✕
FTA, Agadir

IMPORT DUTY

70%	0%
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Agreement ⌄

IN FORCE ⏱
27.03.2007

TYPE
Free trade agreement

SCOPE
Plurilateral, Country-Country

PARTIES
Palestine, State of; Jordan;
Lebanon; Morocco; Tunisia;
Egypt

🇯🇴 → 🇲🇦 ✕
FTA, Jordan-Morocco

IMPORT DUTY

70%	No preference
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Agreement ⌄

IN FORCE ⏱
21.10.1999

TYPE
Free trade agreement

SCOPE
Bilateral, Country-Country

PARTIES
Jordan; Morocco

🇯🇴 → 🇲🇦 ✕
Regional group, League Of Arab States

IMPORT DUTY

70%	0%
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Agreement ⌄

IN FORCE ⏱
01.01.1998

TYPE
Free trade agreement

SCOPE
Plurilateral, Country-Country

PARTIES
Algeria; Bahrain; Comoros;
Djibouti; Palestine, State of;
Iraq; Jordan; Kuwait; Lebanon;
Libya; Mauritania; Morocco;
Oman; Qatar; Saudi Arabia;
Somalia; Sudan; Syrian Arab
Republic; United Arab
Emirates; Tunisia; Egypt;
Yemen

FTA, Agadir

IMPORT DUTY

70% MFN | 0% Preferential

DOES MY PRODUCT QUALIFY?

FTA, Jordan-Morocco

IMPORT DUTY

70% MFN | No preference Preferential

DOES MY PRODUCT QUALIFY?

Regional group, League Of Arab States

IMPORT DUTY

70% MFN | 0% Preferential

DOES MY PRODUCT QUALIFY?

Rule of Origin (RoO)

ORIGINAL TEXT

Manufacture in which all the cereals, edible vegetables, roots and tubers of heading 0714 or fruit used are wholly obtained

CRITERION(ITC)
WO

Rule of Origin (RoO)

ORIGINAL TEXT

For the purposes of this Agreement, the following shall be considered to be of local origin: - The materials wholly produced by both contracting parties, including agricultural, animal-based and fish products, live animals and natural resources which were not subjected to any industrial convesion. - The industrial products in which the ratio of the added value resulting from their manufacturing in the country of either party is not less than 40% of the final value of the finished commodity (value ex-factory). This ratis, however, shall be applied to the commodities manufactured within the scope of the joint enterprises set up between both countries.

CRITERION(ITC)
RVC 40%

Rule of Origin (RoO)

ORIGINAL TEXT

For the purposes of implementing the Arab rules of origins, without prejudice to Rule 5, the following goods and services shall be considered of national origin: a- Products acquired completely from any party-state in accordance with the provisions of Rule (7). b- Goods manufactured by any party-state, which includes input(s) from other party-state, and the added value of these good shall not be less than 40 percent according to the provisions of Rule (3), taking into consideration the provisions of Rule (4).

CRITERION(ITC)
RVC 40%

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RULES OF ORIGIN FACILITATOR
Your gateway to trade agreements

FTA, Agadir

IMPORT DUTY

70%	0%
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Origin Provisions

CUMULATION ℹ
Cross-Cumulation

DE MINIMIS ℹ
Included (10%) ✓

ROLL-UP ℹ
Included ✓

DUTY DRAWBACK ℹ
Included ✓

OUTWARD PROCESSING ℹ
Included ✓

ACCESSORIES, SPARE PARTS AND TOOLS ℹ
Included ✓

WHOLLY OBTAINED PRODUCTS ℹ
Provided

NON-QUALIFYING OPERATIONS ℹ
Provided

FTA, Jordan-Morocco

IMPORT DUTY

70%	No preference
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Origin Provisions

CUMULATION ℹ
Not Included ✕

DE MINIMIS ℹ
Not Included ✕

ROLL-UP ℹ
Not Included ✕

DUTY DRAWBACK ℹ
Not Included ✕

OUTWARD PROCESSING ℹ
Not Included ✕

ACCESSORIES, SPARE PARTS AND TOOLS ℹ
Not Included ✕

WHOLLY OBTAINED PRODUCTS ℹ
Provided

NON-QUALIFYING OPERATIONS ℹ
Not Provided ✕

Regional group, League Of Arab States

IMPORT DUTY

70%	0%
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Origin Provisions

CUMULATION ℹ
Diagonal

DE MINIMIS ℹ
Not Included ✕

ROLL-UP ℹ
Included ✓

DUTY DRAWBACK ℹ
Not Included ✕

OUTWARD PROCESSING ℹ
Not Included ✕

ACCESSORIES, SPARE PARTS AND TOOLS ℹ
Not Included ✕

WHOLLY OBTAINED PRODUCTS ℹ
Provided

NON-QUALIFYING OPERATIONS ℹ
Provided

TRADE IMPACT FOR GOOD

FTA, Agadir

IMPORT DUTY

70%	0%
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Certificate Provisions ⌄

CERTIFICATION ℹ
Authorized Body (Self-Certification Allowed For Consignments Not Exceeding EUR 6000)

EXEMPTION OF CERTIFICATION ℹ
Included (Less Than EUR500) ✓

APPROVED EXPORTER ℹ
Included ✓

COMPETENT AUTHORITY ℹ
Not Provided ✗

PERIOD OF VALIDITY ℹ
4 Months

RETENTION PERIOD ℹ
3 Years

More provisions

Documents ⌄
- 📄 Certificate of origin
- 📄 Product-specific rules of origin
- 📄 Chapter on rules of origin
- 📄 Full text of agreement

FTA, Jordan-Morocco

IMPORT DUTY

70%	No preference
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Certificate Provisions ⌄

CERTIFICATION ℹ
Authorized Body

EXEMPTION OF CERTIFICATION ℹ
Not Provided ✗

APPROVED EXPORTER ℹ
Not Included ✗

COMPETENT AUTHORITY ℹ
Provided

PERIOD OF VALIDITY ℹ
Not Provided ✗

RETENTION PERIOD ℹ
Not Provided ✗

More provisions

Documents ⌄
- 📄 Certificate of origin
- 📄 Full text of agreement

Regional group, League Of Arab States

IMPORT DUTY

70%	0%
MFN	Preferential

DOES MY PRODUCT QUALIFY?

Certificate Provisions ⌄

CERTIFICATION ℹ
Authorized Body

EXEMPTION OF CERTIFICATION ℹ
Not Provided ✗

APPROVED EXPORTER ℹ
Not Included ✗

COMPETENT AUTHORITY ℹ
Not Provided ✗

PERIOD OF VALIDITY ℹ
4 Months

RETENTION PERIOD ℹ
3 Years

More provisions

Documents ⌄
- 📄 Certificate of origin
- 📄 Chapter on rules of origin
- 📄 Full text of agreement

TRADE IMPACT FOR GOOD

Capacity Building

| Webinars | Face to Face Workshops | Mentoring Programs | Customized Offers |

- Enhancing the target audience's knowledge on trade opportunities in international markets

- Participants: SMEs, Trade Support Institutions, Policy Makers

- Online training available: Video tutorials on YouTube and courses on ITC SME Trade Academy

ITC

Example: Vietnam – Training on NTMs

104
Public & private sector staff from Vietnam trained

50
Enrolled in "Certified Trainers" Program

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Capacity building on:
Market Access Conditions in MENA

Workshop:

- On understanding non-tariff measures (NTMs) and market access conditions in the MENA region.

- Delivered to government officials, and the private sector from:
  - Morocco
  - Algeria
  - Tunisia
  - Jordan
  - Egypt*

120
Public & private sector staff from MENA countries trained

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Training on Export Quality Management

Multiple workshops organized in:

5 COUNTRIES

Egypt,
Jordan,
Oman,
Palestine,
Qatar

250

Trained staff

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Trade Obstacles Alert Mechanism

16

Implementation in 16 countries
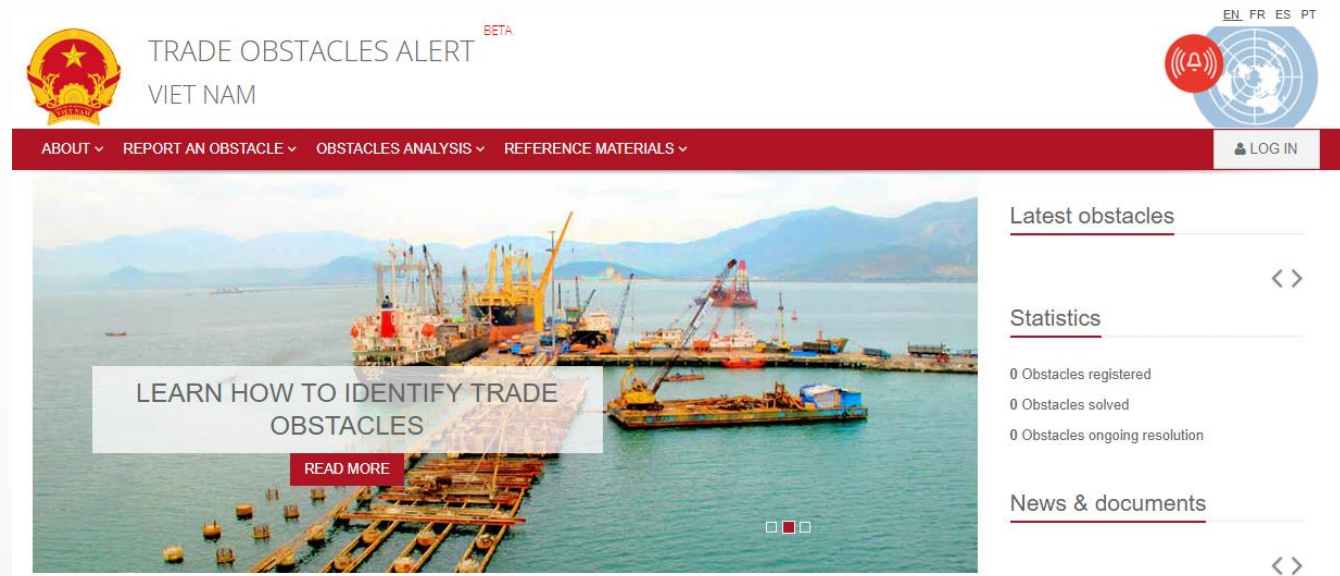
An online tool which allows:

- Trade operators to report online the obstacles they face when exporting or importing their goods and alert the competent authority;

- National authorities to know instantaneously the problems faced by the private sector and be able to provide them directly with an answer;

- All users to be alerted of the reported obstacles for the markets and products of their interest.

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Trade Obstacles Alert Mechanism
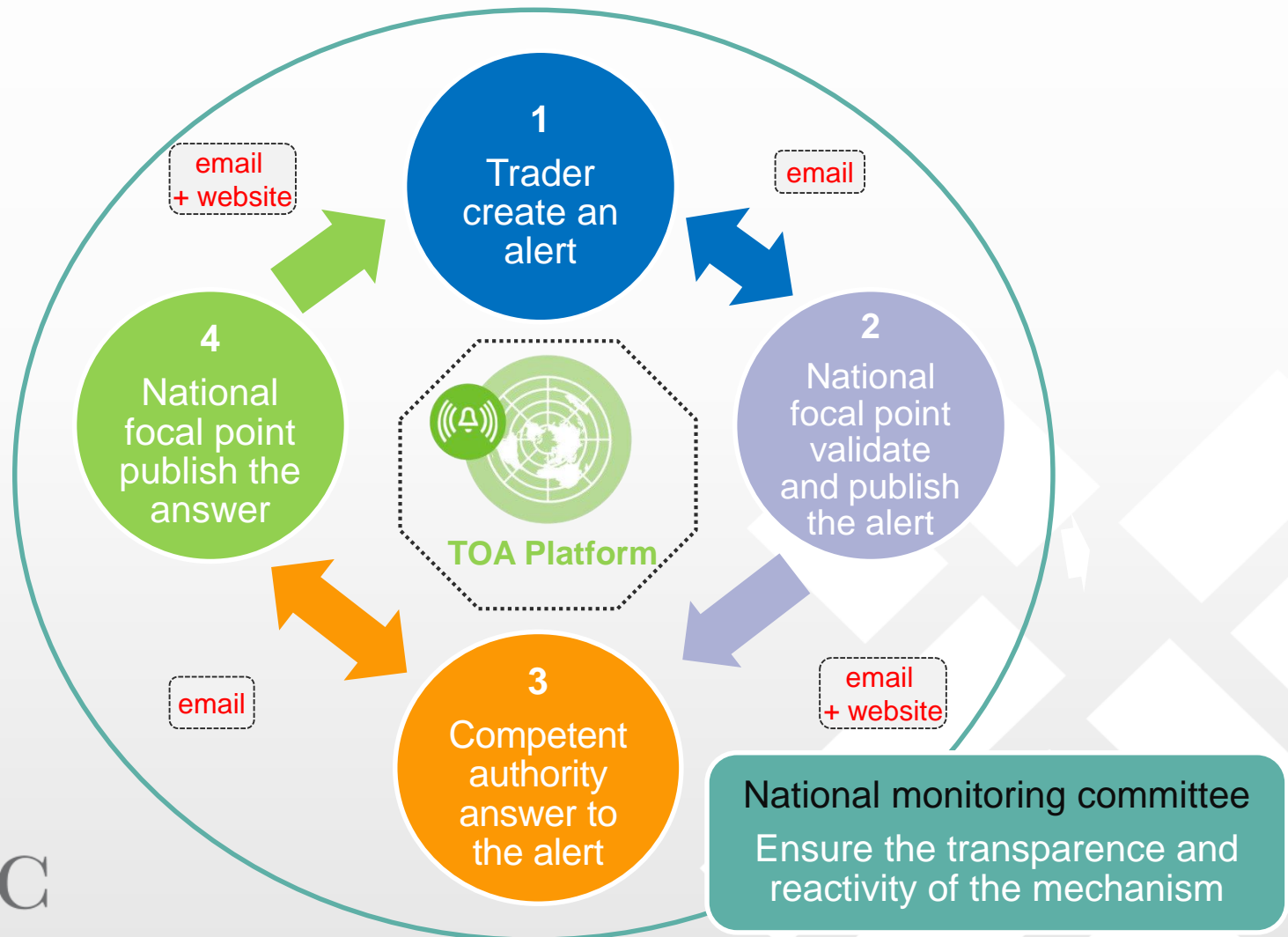
What is ITC's plan in Armenia?

Eastern Area Partnership (EaP) Program

Objective:

Support trade exchanges between EaP countries and the EU.

- Armenia, Azerbaijan, Belarus, Georgia, Moldova, Ukraine.

Key beneficiaries:

- Small and Medium Enterprises (SMEs)
- Business Support Organisations (BSOs)
- Policy makers

Implemented by:

- ITC in collaboration with national institutions

Supported by:

- European Union

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EaP Program: Key Components

Identification of regulatory and procedural obstacles to trade

Step-by-step procedure guide.

Development of EaP Trade Helpdesk

Capacity building

Trade Obstacle alert mechanism

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EaP Trade Helpdesk seeks to bring transparency to economic operators

Fragmented trade information

EaP Trade Helpdesk

Actionable Decisions

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Structure of EaP Trade Helpdesk

❖ Trade & Market Access information
❖ EPM
❖ Business Contacts

Market Information

❖ Users enquiries and trade obstacles alert mechanism
❖ Supported by a network of trade related institutions

❖ Step by step online procedures
❖ Required documents, costs, time

Export procedures

Helpdesk

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EaP Trade Helpdesk helps answer important questions such as:

 What are the **tariffs and market access requirements** that apply to a product and country?

 What are the necessary **export procedures** that need to be fulfilled?

 What are the **trade flows and market demand trends** for the 6 partner countries?

 Which **companies** import the products being sold?

 What is the support mechanism to help me solve a **trade barrier** I face?

Advantages of the EaP Trade Helpdesk

❖ **Accurate and trusted information**

➤ Sustained by the established databases of ITC: Market Access Map, Trade Map, Export Potential Map and ePing

➤ Direct validation from national authorities

➤ Linked to EU Helpdesk

❖ **Fully adapted to the 6 partners**: data and language (website & support materials available in English and Russian)

❖ **Free for all users** of the 6 countries

❖ **Practical information** such as company, institution contact information and step-by-step guide for exporters

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Breadth of the information

CUSTOMS TARIFFS AND TRADE REGIMES:

- Import tariffs (MFN or general tariff) from most current year
- Any preferential tariffs granted bilaterally, regionally and to all trading partners
- Rules of Origin* for preferential arrangements as well as downloadable Certificate of Origin
- Trade Remedies*: countervailing (e.g subsidies) & antidumping duties; safeguards (import surges)

PRODUCT SPECIFIC REQUIREMENTS:

- Food safety and animal and plant health regulations (SPS)
- Compulsory technical regulations (performance, labelling, size/shape, design, function of products)
- Product specific excise taxes

TRADE STATISTICS:

- Annual and monthly statistics reported by each country at detailed product level – the national tariff line by bilateral partner country

GENERAL COMPULSORY REQUIREMENTS:

- Trade Procedures
- Internal Taxes (e.g. VAT/sales tax & excise duties)

BUSINESS CONTACTS:

- Institutions; customs and taxation authorities; chambers of commerce; industry associations; relevant online marketplaces; and event organizing bodies

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User enquiry management system and Trade Obstacles mechanism

EAP Trade Helpdesk

1. **COMPANY**
Reports an obstacle

Exchange of information on the obstacles

2. **REGIONAL/NATIONAL FOCAL POINT**
Controls and publishes the report

Forward the report

3. **RESPONSIBLE AUTHORITY**
Reviews the obstacle

Exchange of information

4. **REGIONAL/NATIONAL FOCAL POINT**
Publishes the answer

Communication of the solution

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Scope of the enquiry facility

The enquiry facility focuses on questions related to **trade data** and to **publicly available information on trade regulations and procedures**

Types of EaP Trade Helpdesk User

Non-Registered User (Observer)

| Checked resolved enquiries | → | Check enquiry statistics |

Registered User

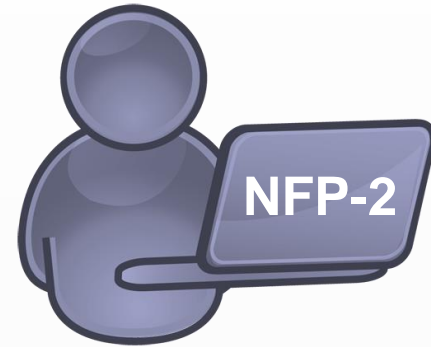| Consult market info online | → | Submit an enquiry to Helpdesk | → | Receive progress notifications | → | Check enquiry statistics |

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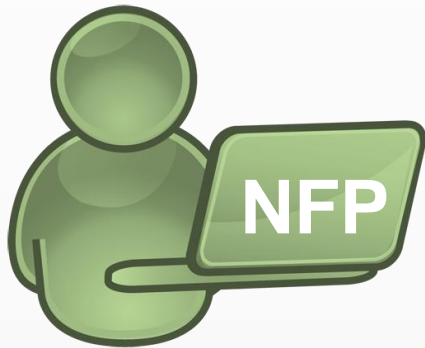# Roles of Enquiry Management Users
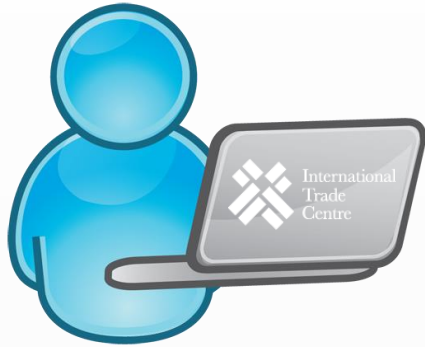
Monitor the response time

Monitor NFP profiles

Monitor enquiry statistics
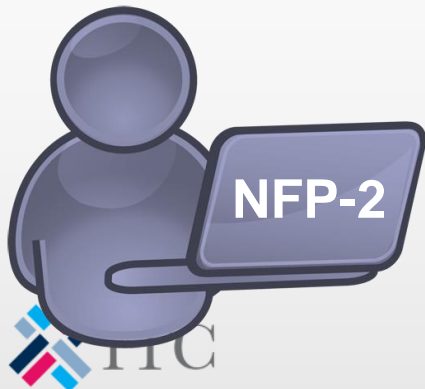
Manage user profiles

Answer the incoming enquiries

Request info from relevant institutions (NFP-2)

Follow-up enquiry and response time

Manage list of supporting network (NFP-2)

NFP

NFP-2

Answer to the information requests from NFP

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Thank you!

For further information:
www.ntmsurvey.org

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