

# TIFM: FAQs

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# 1 Introduction to Euromed Trade Helpdesk

## 1.1 What does the Euromed Trade Helpdesk portal contain?

The Euromed Trade Helpdesk is an ITC trade and investment facilitation mechanism providing transparent and accurate market information to establish economic relations between the European Union and the Mediterranean countries, such as: Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, Palestine, Tunisia, and Turkey.

The market information module allows you to find the latest information on:

- Applied tariff data concerning bilateral, regional and multilateral trade agreements.
- Trade agreements, rules of origin (ROO) and certificates of origin.
- The regulatory requirements that your product should meet before being imported or exported.
- Export and import trade flows, trends and market share indicators.
- Import procedure guides with useful information on customs requirements.
- Contact information of trade authorities.
- Directories and contact information of importing and exporting companies by product and country.

The portal allows the user to:

- Make comparisons amongst trade indicators to gain insights into the dynamism of the demand in the target market Vis-a-Vis the world market.
- Compare market access conditions to target markets.
- Benchmark the market access conditions applied to your country against what is applied to competitors in target markets.
- Access a list of contact of potential business partners

In addition, if there is a need for information beyond what is provided in the market information module, business operators are encouraged to use the EuroMed helpdesk module to submit trade related enquiries. Euromed Helpdesk:

- Eases connecting with trade related institutions for a more timely and accurate response.
- Is supported by the Euromed network of trade related authorities and specialized agencies in the Mediterranean countries.
- Comes with a built-in enquiry management feature helping users to follow up on the status of their requests.
- Provides access to the list of answered enquiries by topic and concerned country.

## **1.2 How can I access the Euromed Trade Helpdesk?**

Access to the Euromed trade helpdesk is free of charge to users thanks to the support of the European Union. In order to access to the full spectrum of features and to the whole suite of ITC market analysis tools, users are encouraged to register at [www.intracen.org/marketanalysis](http://www.intracen.org/marketanalysis).

## **1.3 Why am I having difficulty accessing to the Euromed Trade Helpdesk?**

The reasons can be the following:

- You received an email from ITC asking you to confirm your email address by clicking on a web link. If you did not click on this link to confirm, this justifies your access problem. Please return to this email to validate your account. If you cannot find this email in your inbox, please check you spam folder.

- Your password is case sensitive. Please type it the same way you created it (lower case letters or capital letters)
- If you have forgotten your password, you can request a new password: <http://mas-admintools.intracen.org/accounts/LostPassword.aspx>

Note on web browser compatibility: Euromed Trade Helpdesk does not function optimally with Safari. Please use Google Chrome, Mozilla Firefox or Internet Explorer.

If none of these reasons apply to you, please contact us at [marketanalysis@intracen.org](mailto:marketanalysis@intracen.org) and provide us the following information:

- The URL you used to log in
- Your username
- The error message (if any)
- Details on the browser you used and the related version (e.g. Internet Explorer 9)

## **2 Data availability and data sources**

The Euromed Trade Helpdesk provides data on tariffs, Rule of origins, Trade agreements, Market Requirements (e.g. Product health regulations, safety, packaging, labeling, etc.), Trade statistics and market trends as well as customs procedures in each country.

### **2.1 How often are Euromed Trade Helpdesk data updated?**

#### **2.1.1 Data on tariffs, non-tariff measures, and trade agreements:**

Data on customs tariffs, non-tariff measures (NTMs), and trade agreements are updated at least once a year, whenever possible.

In the case of non-tariff measures (NTMs), we cannot guarantee that this list of measures is exhaustive. A country might apply more regulations, which we were not able to identify or collect.

## 2.1.2 Data on trade flows and trade indicators

Trade flows and trade indicators are linked to the Trade Map platform (<http://www.trademap.org/>). The data is updated as follow:

Type of Data	Update
Annual data at 6 digit level of the HS	All year round, as we receive the data
Annual data at the tariff line level	All year round, as we receive the data
Monthly and Quarterly data	All year round, as we receive the data
Indicators (Trends)	Four times a year (January, April, July, October)

TRADE STATISTICS					
Existing trade between Jordan and Egypt in 2015 for the product (in HS Revision 2007)					080510 - Oranges, fresh or dried
National Tariff Lines	Trade flows	Trade indicators		Trade Map links	Source
		Import Value in 2015, USD thousand	Annual growth in value between 2011-2015, % p.a.	Share in Jordan's import in 2015, % p.a.	Times series
	Jordan's imports from Egypt	13,549	18	75.7	Reported by Jordan
	Jordan's imports from the world	17,886	6	0.4	Reported by Jordan
	Egypt's exports to the world	492,718	4	11.1	Mirror data

## 2.2 Where does Euromed Trade Helpdesk data come from?

### 2.2.1 Data on tariffs, non-tariff measures, and trade agreements:

- Applied tariffs data from 2005 onward is sourced from the ITC Market Access Map database (<http://www.macmap.org>). It includes in general, most favoured nation (MFN), preferential tariff rates and tariff rate quotas.
- Non-tariff measures (NTMs) data are sourced from the ITC (MAcMap) and other databases, including UNCTAD (TRAINS) as the result of a joint collection effort done by ITC, UNCTAD, and the World Bank.

### 2.2.2 Data on trade flows and trade indicators

Trade flows and trade indicators are linked to the Trade Map platform (<http://www.trademap.org/>).

- The yearly data in Trade Map for products at 6-digit level of the Harmonized System are mainly based on UN Comtrade, the world's largest database of trade statistics, maintained by the United Nations Statistics Division (UNSD). This data is complemented by national sources when the information is not available in UN Comtrade.
- Data are available also for countries that do not report their national trade statistics to UN Comtrade. The trade of these countries has been reconstructed on the basis of data reported by partner countries. These data are called mirror data (see also the glossary about mirror data).
- The 5-year growth trend indicators are calculated using the logarithmic least-squares trend method on series valued in US\$.
  - If a country does not report trade data for the last year, the trend calculation is based on mirror data.

- No trend is calculated if the reporting country data is not available for at least a four-year period except if the first and last year are available. In this case a geometric average growth rate is computed.

### 2.2.3 Is it possible to download data?

Data download features are available from our data sources Market Access Map and TradeMap.

## 3 Product and country classifications in Euromed trade helpdesk

### 3.1 What is the Harmonized System (HS)?

The Harmonized System (HS) is an international nomenclature defined by the World Customs Organisation (WCO) for the classification of products. It allows participating countries to classify traded goods on a common basis for customs purposes. At the international level, the HS is a six-digit code system.

The HS comprises approximately 5,000 product descriptions that appear as headings and subheadings, arranged in 99 chapters, grouped in 21 sections. The six digits of a product code can be interpreted by groups of two digits. The first two digits (HS-02) identify the chapter the good is classified in, e.g. 09 = Coffee, Tea, Maté and Spices. The next two digits (HS-04) identify groupings within that chapter, e.g. 09.02 = Tea, whether or not flavoured. The next two digits (HS6) are even more specific, e.g. 09.02.10 = Green tea (not fermented)... Up to the HS6 digit level, all countries using the HS classify products in the same way. To learn more about the Harmonised System see our HS tutorial in the advanced market analysis module of our self-guided training platform: <http://www.macmap.org/SupportMaterials/Screencasts.aspx>

Individual countries can increase the level of detail by adding extra numbers after the HS6 code. This national tariff line (NTL) level product code is not



harmonized across the world. Its length can also differ per country e.g. eight or ten digit codes.

### 3.2 What are the Harmonised System (HS) revisions?

The Harmonized System was introduced in 1988 and has been adopted by almost all countries worldwide. However, to keep the product codes relevant it has undergone several revisions. The HS was revised in 1996, 2002, 2007, 2012 and 2017.

You can check which revision a country uses in the Data availability sub-module from our market analysis tool (Market Access Map). Only some products were affected during these revisions, as shown in the table below:

Revision Year	Number of Unchanged Products	Number of new products	Number of reused products	Number of deleted products
1988	0	5020	0	0
1996	4421	348	344	255
2002	4713	338	173	227
2007	4451	262	341	432
2012	4748	329	128	176

### 3.3 How do I search for a product using the Harmonized System (HS) classification?

In the market information query form you can either use the HS6 product code or keywords in the ***“HS product” search box space*** to find and select a product. For example, to search for blue-veined cheese, type the word “cheese” and the search box will return all the products associated to that keyword. If you already know the HS 6-digit code associated to your product, enter it in the search box (e.g. “040640” for cheese, blue-veined). When non-matching products are found by

typing keywords in the autocomplete function, you can use the **advance product search feature**. Keep in mind that HS6 product codes are unique.

### **3.4 Why can't I find a product with the Harmonized System (HS) code I have?**

When you cannot find a product with a particular HS code, the reporter country for which you are trying to select this product might be using a different HS revision. For example, from HS revision 2007 to 2012, HS6 (070990) Vegetables, fresh or chilled n.e.s. has been subdivided into: (070991) Fresh or chilled globe artichokes; (070992) Fresh or chilled olives; (070993) Fresh or chilled pumpkins, squash and gourds; and (070999) Fresh or chilled vegetables n.e.s. Therefore, you cannot select the product (070990) Vegetables, fresh or chilled n.e.s. for a country that uses the HS 2012 revision.

The [Product nomenclatures sub-module](#) from our partner market analysis tool ([Market Access Map](#)) provides an easy HS revision reference in the form of a fully flexible conversion table that lets you find the accurate HS conversion by first selecting a reference nomenclature and then selecting a corresponding HS revision.

## **4 About tariffs and tariff rate quotas**

### **4.1 Why do I get multiple applied tariff rates for the same product?**

The Euromed trade helpdesk shows you all applied tariff rates applicable to a product imported from one specific country to another. A manufacturer of *611300 Garments, knitted or crocheted* from Morocco may export to the Jordanian market at a most favoured nation (MFN) rate of 20% or at a preferential rate of 0% that can be obtained either through the existing bilateral cooperation and free trade agreement or the League of Arab States agreement. Both rates are

potentially applicable, but in order for the product to qualify for a preferential rate, the product must comply with corresponding rules of origin (RoO). The RoO can be consulted within the Customs Tariff and Internal Taxes heading from the market information module (query results page).

Note that preferential rates agreed between countries may not cover all traded products. Therefore, it is possible that MFN rates or General tariffs (in the case of non-WTO members) continue to apply for certain products between two countries that have signed a free trade agreement.

#### **4.2 What are the types of tariffs reported in Euromed Trade Helpdesk?**

**Depending on the products and countries there may be three different tariff rates presented in the portal:**

**The general tariff:** is a duty on a product levied against imports from a country that is not granted most favoured nation (MFN) status and is not subject to a preferential arrangement.

**Most Favoured Nation (MFN) tariffs:** are the tariffs applied by WTO members to goods imported from other WTO member countries. WTO members have the option to extend the MFN rates to countries that are not WTO members. For non-WTO members the application of these rates may be a requirement of a bilateral trade agreement

**Preferential tariffs:** are tariffs lower than the most favoured nation tariffs, levied on imports from a country that is being given favoured treatment through a preferential trading arrangement or under unilateral tariff preferences. Note that preferential rates agreed between countries may not cover all traded products.

**Applied tariffs are presented as reported by countries, and they may be in the form of:**

**Ad valorem tariffs:** levied on the basis of the value. (e.g. 20% of the value of a certain import).

**Specific tariffs:** not related to the value of the imported goods but to measures such as volume, weight, etc. (e.g.: \$2 per kg).

**Compound tariffs:** The customs tariff is a tariff comprising an ad valorem duty to which is added or subtracted a specific duty (e.g.: 20% + \$2 per kg).

**Mixed tariffs:** The customs tariff is based on a conditional choice between an ad valorem duty and a specific duty, subject to an upper (ceiling) and/or a lower (floor) limit (e.g.: 30% or \$2 per kg, whichever is the highest).

**Technical tariffs:** The customs tariff is determined by very specific technical factors such as alcohol content, sugar content, etc. (e.g. 9% on dairy spreads with a fat content between 39% and 60%).

**Tariff quotas:** A two tiered tariff. A lower in-quota tariff (IQTR) is applied to the first Q units of imports and a higher over-quota tariff (OQTR) is applied to all subsequent imports (e.g. Turkey applies to rice in the husk –HS100610- an over the quota rate (OQTR: 15%), and in quota rate (IQTR: 0%)). The threshold quantity between the IQTR and the OQTR is called the quota volume. The tariff rate quotas contained in the portal are applied tariff rates and the quota volume is an aggregate threshold for all countries and products included in the quota. The portal does not provide information on quota volume and quota period.

There are a number of ways to administer quotas (see following table).

### Principal methods for administering tariff quotas

Code	Explanation
AT	"Applied tariffs": No shares are allocated to importers. Imports are allowed in unlimited quantities at the Inside Quota Tariff Rate (IQTR) or below.

<b>FC</b>	"First-come, first-served": No shares are allocated to importers. Imports are permitted entry at the Inside Quota Tariff Rate (IQTR) until such a time as the tariff quota is filled; then the Outside Quota Tariff Rate (OQTR) automatically applies. The physical importation of the good determines the order and hence the applicable tariff.
<b>LD</b>	"Licenses on demand": Importers' shares are generally allocated, or licenses issued, in relation to quantities demanded and often prior to the commencement of the period during which the physical importation is to take place. This includes methods involving licenses issued on a first-come, first-served basis and those systems where license requests are reduced pro rata where they exceed available quantities.
<b>AU</b>	"Auctioning": Importers' shares are allocated, or licenses issued, largely on the basis of an auctioning or competitive bid system.
<b>HI</b>	"Historical importers": Importers' shares are allocated, or licenses issued, principally in relation to past imports of the product concerned.
<b>ST</b>	"Imports undertaken by state trading entities": Import shares are allocated entirely or mainly to a state trading entity which imports (or has direct control of imports undertaken by intermediaries) the product concerned.
<b>PG</b>	"Producer groups or associations": Import shares are allocated entirely or mainly to a producer group or association which imports the product concerned (or has direct control of imports undertaken by members).
<b>OT</b>	"Other": Administration methods which do not clearly fall within any

	of the above categories.
<b>MX</b>	"Mixed allocation methods": Administration methods involving a combination of the methods as set out above with no one method being dominant.
<b>NS</b>	"Non-specified": Tariff quotas for which no administration method has been notified.

### 4.3 What is the difference between an N/A, 0% and a 0,00% value? How do you round numbers?

Percentages are rounded to two decimal places. The minimum non-zero value is displayed at 0.00%. If a tariff is deferred by a country, then the application will show 0%. Values not available are indicated by N / A.

## 5 About non-tariff measures (NTMs)

### 5.1 What are non-tariff measures (NTMs)

Non-tariff measures (NTMs) are import/export related regulations other than customs tariff. NTMs include any policy measure other than tariffs that can impact quantity of exports and imports as well as their price. NTMs include a wide category of instruments such as: food safety and animal and plant health regulations - otherwise known as sanitary and phytosanitary (SPS) measures; measures relating to the performance, labelling, size/shape, design, function etc. of products - otherwise known as technical barriers to trade (TBT); quotas; anti-competitive measures; import or export licenses; export restrictions; custom surcharges; financial measures; antidumping measures, etc. Unlike tariffs, non-tariff measures are more than mere numbers and often represent complex legal texts, which vary a lot across different countries and sectors.

For regulations required by private entities see private standards.

## **5.2 What are the sources of information for non-tariff measures (NTMs) available in the Euromed Trade Helpdesk?**

Information on NTMs available in Euromed Trade Helpdesk comes from Market Access Map and is retrieved from official national sources. The database is continuously updated with new countries being added, whenever possible.

To see the latest data updates by country, please visit the [data availability module](#) from our data source (Market Access Map) website.

## **5.3 Is there an NTM classification?**

The NTM taxonomy has been developed by several international organizations and is referred to as Multi-agency Non-Tariff Measures Classification. It consists of two large categories. Import related non-tariff measures refer to requirements regulating imported products and are further divided into 15 chapters. Export-related measures are applied by a country to regulate its exports. Each of the 16 chapters is represented with a code starting with letters from A to P. In general, each individual chapter is divided into groupings with depth up to three digit levels, for example, A8, A85, A851. The first digit distinguishes between regulations and conformity assessments, for example, measures classified under A1 through A6 refer to technical regulations, while A8 to conformity assessments such as certification, testing and inspection. An overview of the classification is given in Figure 1 below.

<b>Imports</b>	<b>Technical measures</b>	<b>A.</b> Sanitary and phytosanitary measures <b>B.</b> Technical barriers to trade <b>C.</b> Pre-shipment and other formalities
	<b>Non-technical measures</b>	<b>D.</b> Contingent trade-protective measures <b>E.</b> Non-automatic licensing, quotas, prohibitions and quality-control measures other than for SPS or TBT reasons <b>F.</b> Price-control measures, including additional taxes and charges <b>G.</b> Finance measures <b>H.</b> Measures affecting competition <b>I.</b> Trade-related investment measures <b>J.</b> Distribution restrictions <b>K.</b> Restrictions on post-sale services <b>L.</b> Subsidies (excluding export subsidies under P7) <b>M.</b> Government procurement restrictions <b>N.</b> Intellectual property <b>O.</b> Rules of origin
	<b>Exports</b>	<b>P.</b> Export-related measures

#### 5.4 What is the difference between non-tariff measures (NTMs) and non-tariff barriers (NTBs)?

Non-tariff measures (NTMs) are a wider concept than non-tariff barriers (NTBs). NTMs include all policy measures other than tariffs that can potentially have an effect on international trade. NTM data presented in Euromed trade helpdesk shows the regulatory environment of a country without any assumptions as to whether a given measure constitutes a barrier to trade or has protectionist intent.



## 5.5 What are the differences between non-tariff measures (NTMs) data in Euromed Trade Helpdesk and WTO notifications?

In Euromed trade helpdesk, NTM regulations refer to the data jointly collected by ITC, UNCTAD and the World Bank, covering rules, procedures and requirements regulating imports and exports, as well as product requirements, e.g. SPS requirements.

The notifications provided by the WTO Member-countries to the WTO Secretariat represent a sub-set of the official regulations shown in Euromed trade helpdesk. The main differences are summarized below.

ITC-UNCTAD-World Bank	WTO Notifications
<b>Data Collection</b>	
Based on active data collection from numerous national institutions	Based on the notifications submitted by the WTO Members to the Secretariat.
<b>Classification</b>	
Classified according to the International Classification	Classified according to the GATT/WTO NTM agreements.
Complete coverage of all areas/sectors	Measures referring to areas/sectors where notifications are required under the GATT/WTO agreements.
All measures in force (stock)	Newly introduced or modified measures (flow).
All measures independently of their potential impact on trade	Measures that are deemed potentially trade distorting, e.g. SPS requirements which are stricter than international standards.
Any country	WTO Member Countries.

## 6 About Trade flows and trade indicators

### 6.1 What is mirror data

The trade of countries that do not report their trade data to UN Comtrade can be reconstructed on the basis of data reported by trading partners. The data obtained are called mirror data. For example, if Egypt did not report its chocolate imports from Turkey, the platform shows what Turkey reported as exports to Egypt. Mirror data is better than no data at all but it has a number of shortcomings:

- Mirror data does not cover trade with other non-reporting countries.
- The issue of transshipment can hide the true origin of goods.
- Mirror data invert the reporting standards by valuing exports in CIF terms (i.e. including transportation and insurance costs) and imports in FOB terms (i.e. excluding these services).
- The number of reporting countries is different from one year to another. Hence comparisons over time using mirror data need to be interpreted with caution.

### 6.2 Why is there a difference between reported export value and the corresponding mirror data of the partner country?

Export statistics rarely line up exactly with the import statistics of partner countries.

More than 30 reasons have been identified. The main reasons include:

- **Trade systems:** some countries use the special trade system (which excludes trade made in free zones), some others use the general trade system (which includes free zones).

- **Quantity measurement:** some countries report gross weights and some others report net weights.
- **Time lag:** discrepancies may result if exports are registered in one year and the corresponding imports in the following year.
- **Misallocation** of a partner country or a product can occur for a reporting country. This only affects bilateral trade or respectively detailed product levels, not the overall trade.
- Country **confidentiality** (recorded as "Area Nes", see the [glossary](#) of Trade Map about Area Nes) may have a direct impact on the overall discrepancies if the value of that flow is published in the total trade but not broken down by partner. Product confidentiality affects the results at detailed levels of the commodity nomenclature but have no impact, however, on the overall mutual trade statistics.
- **Re-exports** (see the [glossary](#) about Re-exports) or transit may be taken into account by some countries. The [United Nations recommendations](#) state, among other things, that:
  - import statistics should be compiled by country of origin (recommendation 8.02),
  - export statistics should be compiled by last known destination (recommendation 8.09),
  - goods in transit should be excluded from trade statistics (recommendation 13.04). However the exporting country does not always know the final destination of the product. Furthermore the country of origin is neither the country that have re-exported the product nor the country where the product has transited;

- **Transportation and insurance costs** are included in the reported import value (CIF: Cost Insurance Freight) but are excluded from the reported export value (FOB: Free On Board).

**FOB:** A trade term (Incoterm) meaning **Free on Board** (port of shipment). See [www.iccwbo.org/incoterms/id3038/index.html](http://www.iccwbo.org/incoterms/id3038/index.html) for more details.

**CIF:** A trade term (Incoterm) meaning Cost, Insurance and Freight (port of destination). See [www.iccwbo.org/incoterms/id3038/index.html](http://www.iccwbo.org/incoterms/id3038/index.html) for more details.

According to international standards, exports are valued **FOB** and imports are valued **CIF**. Some countries, however, do not follow this system. You may want to check on the UN Comtrade website [comtrade.un.org/db/mr/daExpNoteDetail.aspx?nom=-30](http://comtrade.un.org/db/mr/daExpNoteDetail.aspx?nom=-30).

In addition, as far as we know, there is no modelling for converting **FOB** values in **CIF** and **vice-versa**.

All these reasons refer to each country's methodology of data compilation. The United Nations have made recommendations in "[International Merchandise Trade Statistics: Concepts and Definitions](#)" and the "[Compilers Manual](#)". To know to which extend a particular country comply with UN recommendation, please visit the [International Merchandise Trade Statistics National Compilation and Reporting Practices](#) page of the UNSD website.

### 6.3 How are the 5-year growth trend indicators calculated?

The 5-year growth trend indicators are calculated using the logarithmic least-squares trend method on series valued in current US\$. If a country does not report trade data for the last year, the trend calculation is based on mirror data.

No trend is calculated if the reporting country data is not available for at least a four-year period except if the first and last year are available. In this case a geometric average growth rate is computed.

The least-squares trend is a commonly used growth indicator. It has the following advantages:

- It takes into account each of the observations under consideration, unlike geometric (or compound) growth rates, which only consider the first and last observations.
- It measures the stability of observed growth (not provided in Euromed Trade Helpdesk).

On the negative side, the least-squares growth trend is sensitive to extreme (or outlying) values. Such values may distort the results.

#### **6.4 What exchange rates are applied?**

The yearly data we receive from UN Comtrade are in US\$.

#### **6.5 What is the unit of value used for trade flows?**

Trade flows are in Thousands of dollars, and trends and market shares are in percentages for five year.

#### **6.6 Where can I find international trade historical statistics?**

Time series for trade flows as of year 2001 can be obtained from TradeMap (<http://www.trademap.org>).

#### **6.7 Where can I find other trade statistics databases?**

Other trade statistics data are available in the following websites:

**UN Comtrade:** [comtrade.un.org/](http://comtrade.un.org/)

**Eurostat:** [epp.eurostat.ec.europa.eu](http://epp.eurostat.ec.europa.eu)

**World Trade Atlas:** [www.gtis.com](http://www.gtis.com)

**United States International Trade Commission:** [www.usitc.gov](http://www.usitc.gov)

**Integrated Trade Intelligence Portal (World Trade Organization):** <http://i-tip.wto.org>

**FAO Stat:** <http://faostat3.fao.org/faostat-gateway/go/to/home/F>

**World Bank WITS:** <http://wits.worldbank.org/>

## 7 About other market information

### 7.1 What type of information can be found in the Import Procedures tab?

The import procedures tab provides a guide with useful information on step-by-step customs requirements and services available to optimize the process of clearing goods through Customs. The guide has been reviewed and approved by experts from trade related institutions in the destination markets. And it has been designed to respond to the needs of SMEs and first time exporters in terms of key information needed such as:

1. The preparation of a declaration and required documentation.
2. The average time that it takes for goods to pass through the different procedures.
3. **The existence of streamlined services** such as the **single window** system for multiple institutions; or the **golden list** for companies that are frequent exporters.
4. The existence of available computer systems for a digital declaration.
5. The different regimes under which the merchandise can enter into the country.
6. The payment of taxes and duties, and goods clearance.
7. And some sample specimen documents and declaration form.

## 7.2 What type of information does the Business contacts tab provide?

The business contacts tab provides business operators with contact information of companies importing the selected product in destination markets, and thereby easing the search for potential trading partners. After a query is launched, By clicking on the link "List of importing companies" you will be redirected to Trademap, an ITC Market Analysis Tool, listing importing companies for the selected product and destination market. Once in Trademap business operators can access business contact information such as:

- Company name
- Number of employees
- Country
- City
- Phone
- Website

This tab "Business contacts" also presents a list of Business Directories in the destination market.

## 7.3 Useful links

The useful links tab presents the websites of responsible authorities such as: customs, intellectual property, and sources of general economic information. Also links to business associations such as chambers of commerce and investment promotion agencies are provided.

## **8 About the Helpdesk module**

### **8.1 What is the scope of the Helpdesk?**

The Helpdesk is an online information service supported by a network of trade-related authorities in the partner countries. It allows the user to ask questions related to data and to publicly available information on regulations and procedures.

The helpdesk avoid issues relating to disputes between economic operators or of a trade policy nature as there are other mechanisms for handling such problems.

### **8.2 How long does it take to receive an answer to an enquiry?**

The response time will depend on the workflow required and the nature of the enquiry. Some enquiries can be resolved directly by the focal point of the country concerned and some others will require contacting an expert from a specialized agency.

The module has an internal query management system that helps the user to track the status of the query from the submission point to the final response.

A notification will be sent by e-mail to operators whenever the status of the request is changed by the ITC helpdesk administrator and the National Focal Points.

### **8.3 Is it possible to access to answered enquiries and exchanged documentations?**

Economic operators are provided with a submodule “List of answered enquiries” where they can find all solved enquiries.

Before submitting an enquiry, we strongly recommend business operators to always check the “list of answered enquiries” submodule as a first step. It is



possible that the question in mind might have already been answered. The submodule is presented in a table format that can be sorted by any of the columns describing the enquiries, such as: submission date, type, destination market, exporting from, subject, HS product, the profile responsible for answering the enquiry -that is a national focal point or the ITC administrator-, last action taken, and last update.

The “details” allow users to see shared documents in the attachments section if they were approved for public view, otherwise they will only be available to the business operator who posted the enquiry. The second tab “history” gives access to the final answer to the enquiry as well as all the communication exchanged amongst the different users (business operators, ITC Helpdesk administrators, NFPs, and contact experts) and the necessary actions taken, in a workflow form, from the submission of the enquiry until its resolution.

#### **8.4 Is it possible to access to the contact information of the Euromed network of trade and investment support institutions?**

The submodule “Trade and investment support institutions network” to find contact information from these institutions in the Mediterranean countries such as: the physical address, phone number, fax, e-mail, and website.

The list contains type of institution such as: Chambers of Commerce, Trade Support Institutions, Investment promotion agency, Customs, National Banks, Institutes for National Standards, Office of Statistics, Ministry of Economy, to name but a few.

## **9 User support**

### **9.1 Is it possible to find online training materials for users?**

User guides and video tutorials are available in the Support Materials module to help users master the features of Euromed Trade Helpdesk.

We also offer a training platform for ITC Market Analysis Tools with video tutorials, downloadable presentations and practical exercises on the following link: <http://www.itc-learning.org/course/view.php?id=38>.