

TIFM

EUROMED TRADE HELPDESK

Helpdesk user guide



Contents

| | |
|---|-----------|
| 1. Introduction..... | 3 |
| 2. Process of an enquiry | 4 |
| 3. How to find an answered enquiry..... | 6 |
| 4. How to submit an enquiry from “ask our network” sub-module..... | 10 |
| 5. The trade and investment support institutions network | 13 |

1. Introduction

The helpdesk module is an online information service supported by a network of trade related authorities **committed to providing answers to enquiries** in Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, the state of Palestine, Tunisia, and Turkey. The module is focused on questions related to data and to publicly available information on regulations and procedures. It provides an enquiry management system that allows users to track the status of an enquiry from submission until it gets answered.

There are two types of users: on one side, the ones seeking for information, for example business operators; and on the other side, the ones answering and monitoring enquiries, for example, the Helpdesk administrators, National Focal Points, and Specialized Agencies.

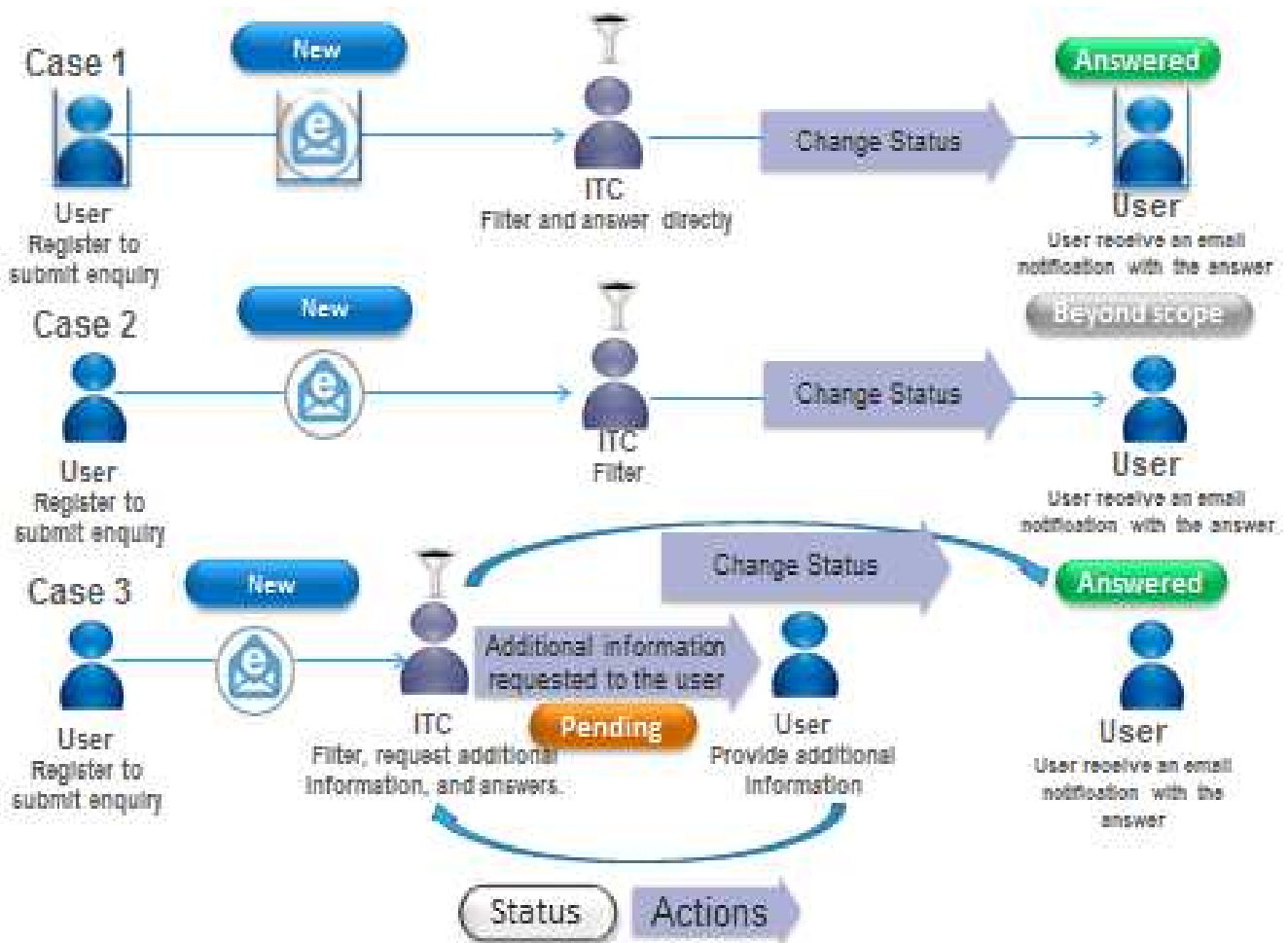
It is possible for the non-registered user to browse answered enquiries and access to the contact information of trade and investment support institutions network. Registration is free, and it gives to the user the possibility to submit and follow up on the enquiries.

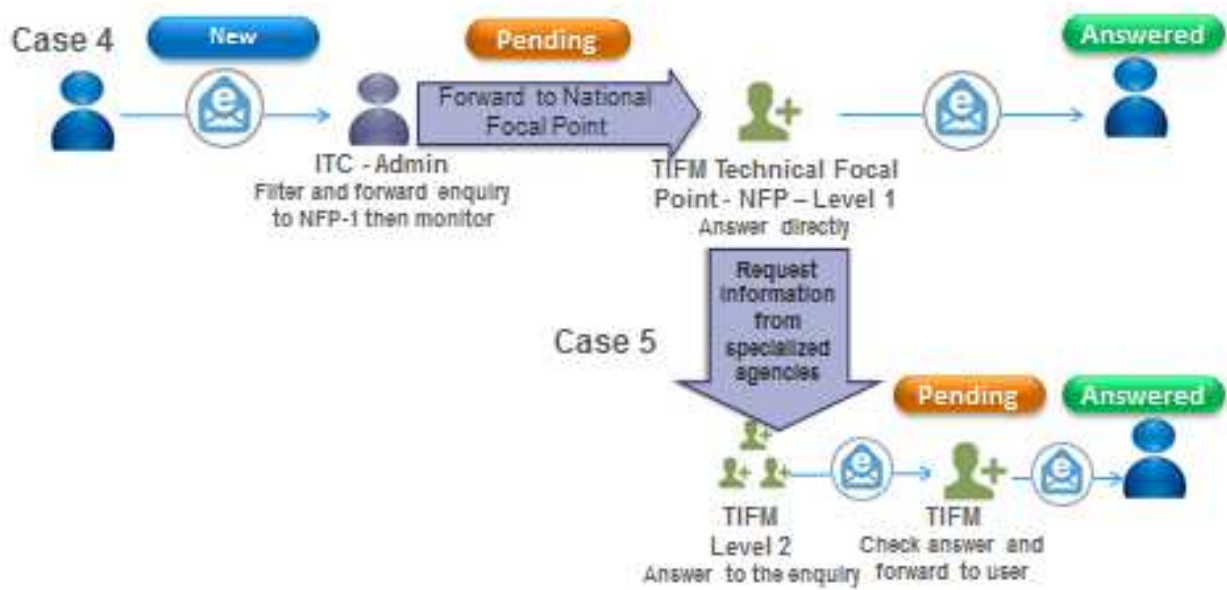
This guide provides a step by step guide on how to use the “Helpdesk” module and shows the business operator how to:

- ✓ Browse the list of answered enquiries
- ✓ Submit an enquiry
- ✓ Browse the list of trade and support institutions network

2. Process of an enquiry

The diagrams below show the different cases for processing an enquiry:





3. How to find an answered enquiry

Before submitting an enquiry, we strongly recommend business operators to always check the “**List of answered enquiries**” as a first step as it is possible that the question in mind might have already been answered.

In the page “**List of answered enquiries**” enquiries are presented as a table. Records in this 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 (which is either the national focal point or the ITC administrator), the last action taken, the last update and status.**

Answered enquiries

Show 10 entries Search:

| Code | Submission date | Type | Destination market | Exporting from | Subject | HS product | Responsible | Last action taken | Last update | Status |
|------|-----------------|--------------------|--------------------|----------------|-------------------------------|--------------|-------------------------------|-------------------|-------------|----------|
| 1 | 20/08/2015 | Goods and products | Algeria | Jordan | Rules of origin | All products | National Focal Point: Algeria | Updated | 15/01/2016 | Answered |
| 151 | 14/09/2015 | Goods and products | All countries | All countries | Animal and plant health (SPS) | No product | International Trade Centre | Updated | 22/09/2015 | Answered |
| 154 | 14/09/2015 | Goods and products | All countries | All countries | Animal and plant health (SPS) | No product | National Focal Point: Tunisia | Updated | 07/04/2016 | Answered |
| 157 | 22/09/2015 | Goods and products | All countries | All countries | Trade statistics | No product | International Trade Centre | Updated | 09/11/2015 | Answered |
| 179 | 22/02/2016 | Goods and products | Egypt | Lebanon | Rules of origin | No product | International Trade Centre | Updated | 22/02/2016 | Answered |
| 180 | 22/02/2016 | Goods and products | All countries | All countries | Food safety | No product | International Trade Centre | Updated | 22/02/2016 | Answered |
| 183 | 21/03/2016 | Goods and products | All countries | All countries | Food safety | No product | International Trade Centre | Updated | 23/03/2016 | Answered |
| 184 | 21/03/2016 | Goods and products | All countries | All countries | Food safety | No product | International Trade Centre | Updated | 22/03/2016 | Answered |

An example:

Let's take as an example a Moroccan exporter of oranges who would like to know more about SPS measures, and more specifically what are the public or private entities in charge of verifying the "requirement for product inspection" in Jordan.

To narrow down the research, the business operator selects the destination market "**Jordan**" and subject "**Animal and Plant Health SPS**". He then finds one enquiry made with "**Morocco**" as exporting country and clicks on it to read the description:

The screenshot shows a web interface for "Answered enquiries". At the top, there is a search bar and a "Show 10 entries" dropdown. Below is a table with columns: Code, Submission date, Type, Destination market, Exporting from, Subject, HS product, Responsible, Last action taken, Last update, and Status. The "Destination market" and "Subject" columns are highlighted with red boxes. Below the table, a single enquiry is displayed with its details, also highlighted with a red box. The enquiry text is: "To whom it may concern, i am a Moroccan exporter and would like to know more about SPS measures, and more specifically what are the public or private entities in charge of verifying the "requirement for product inspection" in Jordan. Thank you. Best regards,". A "VIEW" button is visible to the right of the text.

| Code | Submission date | Type | Destination market | Exporting from | Subject | HS product | Responsible | Last action taken | Last update | Status |
|------|-----------------|--------------------|--------------------|----------------|-------------------------------|--------------|----------------------------|-------------------|-------------|----------|
| 206 | 23/12/2016 | Goods and products | Jordan | Morocco | Animal and plant health (SPS) | All products | International Trade Centre | Updated | 09/01/2017 | Answered |

To whom it may concern, i am a Moroccan exporter and would like to know more about SPS measures, and more specifically what are the public or private entities in charge of verifying the "requirement for product inspection" in Jordan. Thank you. Best regards,

[VIEW >](#)

He finds that this is exactly the question he was about to ask. The business operator is interested in knowing the actual answer to the enquiry and clicks on "**View**". The next page shows two tabs. The first tab is "**Details**". It presents the same metadata information provided in the previous view "**List of enquiries**" also allows users to see shared documents in the **attachments section**, the "**Last action**" and "**Last message**" shared.

Details

History

[Back to all enquiries](#)

> Enquiry details

| | |
|--------------------|--|
| Submission date | 23/12/2016 |
| Enquiry related to | Goods and products |
| Destination market | Jordan |
| Exporting from | Morocco |
| Subject | Animal and plant health (SPS) |
| HS product | All products |
| Preferred language | French |
| Description | To whom it may concern, I am a Moroccan exporter and would like to know more about SPS measures, and more specifically what are the public or private entities in charge of verifying the "requirement for product inspection" in Jordan. Thank you, Best regards. |

| | |
|-------------|---|
| Attachments | <ul style="list-style-type: none">WTO-Jordanian Trade Policy-roles of the JFDA and the MoA.docx |
|-------------|---|

> Current status

| | |
|-------------------|----------------------------|
| Status | Answered |
| Responsible | International Trade Centre |
| Last update | 09/01/2017 |
| Last action taken | Updated |

| | |
|--------------|---|
| Last message | Dear User, Thank you very much for using our service. The Ministry of Agriculture (MoA), the Jordan Food and Drug Administration (JFDA), and the Customs Department (JCD), are the public agencies that carry out inspections on imported agricultural and food products. There have been recent developments in the food law replacing the Interim Food Control Law No. 79 of 2001. We are sharing with you a document from the WTO of the Jordanian Trade Policy related to the interim law that explains the roles of the JFDA and the MoA (page 37), as well as an article about the new Food Law No. 30 of 2015 that explains the role of the JFDA in inspections of imported food. Once again, thank you very much for using our service. Best Regards, NFP MoA |
|--------------|---|

In the second tab, “**History,**” the business operator can access to all the communication exchanged amongst the different entities, and the necessary actions taken, in a workflow form, from the submission of the enquiry until its resolution.

Let’s start to read the information from the bottom to the top:

> History

| | Date | Updated by | Status | Action | Message | |
|---|------------|--|----------|---|---|--|
| 7 | 03/05/2016 | National Focal Point: Jordan | Answered | Updated | Dear User, Thank you very much for using our service. Please see the answer to your enquiry. Best Regards, NFP Jordan. | Finally, the Jordanian National focal point reviewed the answer and documents shared, decided to disclose the exchanged attachments to public, and changed the enquiry status to "answered." |
| 6 | 03/05/2016 | Specialized agency | Pending | A specialized agency has responded to a request for information | On 03/05/2016 the NFP wrote: Dear NFP from the Ministry of Agriculture (Jordan), Could you please help us answering the following enquiry. Best, NFP Jordan. Response: Dear User, Thank you very much for using our service. The Ministry of Agriculture (MoA), the Jordan Food and Drug Administration (JFDA), and the Customs Department (JCD), are the public agencies that carry out inspections on imported agricultural and food products. There have been recent developments in the food law replacing the Interim Food Control Law No. 79 of 2001. We are sharing with you a document from the WTO of the Jordanian Trade Policy related to the interim law that explains the roles of the JFDA and the MoA (page 37), as well as an article about the new Food Law No. 30 of 2015 that explains the role of the JFDA in inspections of imported food. Once again, thank you very much for using our service. Best Regards, NFP MoA | Then, the contact expert at the ministry of agriculture kindly provides a complete answer to the user. |
| 5 | 03/05/2016 | National Focal Point: Jordan | Pending | A request for information to a specialized agency has been sent | Dear NFP from the Ministry of Agriculture (Jordan), Could you please help us answering the following enquiry. Best, NFP Jordan. | The National focal point in Jordan receives the enquiry and redirects it to a specialized agency, the ministry of agriculture, for a more accurate response. |
| 4 | 03/05/2016 | International Trade Centre administrator | Pending | Forwarded to National Focal Point: Jordan | Dear NFP, Please see the following enquiry. I feel you have more up-to-date information to answer this enquiry. From the market information module, I see that his enquiring about the Inspection requirement (NTM code - A840), and the institution in charge is the Ministry of Agriculture (please see screen shot attached). However, he also would like to know if there are any private party involved in the Inspection. Best Regards, ITC Administrator | The ITC administrator forwards the enquiry to the National focal point in Jordan for more up-to-date information on the matter. |
| 3 | 03/05/2016 | User | Pending | The user has responded to a request for further information | On 03/05/2016 the ITC administrator wrote: Dear User, Thank you very much for using our service. In order to better answer your enquiry, could you please provide us with the specific HS6 product code? Thank you very much, Best, ITC Administrator. Response: Dear ITC Administrator, Thank you very much for following up with my enquiry. The HS6 product code is 080510 - Oranges, fresh or dried. Many thanks. Best regards. | Here the user responded with the information requested by the ITC administrator and provides the specific HS6 product code. |
| 2 | 03/05/2016 | International Trade Centre administrator | Pending | A request for additional information has been sent to the user | Dear User, Thank you very much for using our service. In order to better answer your enquiry, could you please provide us with the specific HS6 product code? Thank you very much, Best, ITC Administrator. | The Helpdesk administrator received the enquiry and felt that the question needed to be more specific. Therefore she requests for more information. |
| 1 | 03/05/2016 | User | New | Enquiry submitted | To Whom it may concern, I am a Moroccan exporter and would like to know more about SPS measures, and more specifically what are the public or private entities in charge of verifying the "requirement for product inspection" in Jordan. Thank you very much in advance, Best Regards | The first action was the enquiry submission by a business operator. |

4. How to submit an enquiry from “ask our network” sub-module

In order to submit an enquiry, the user will need to open the helpdesk module and navigate to the “**Ask our network**” page. Alternatively, users can click on the link on the side bar of the home page.

In the submit form, the user is asked to fill in the different criteria of his/her enquiry such as:

- ✓ Destination market
- ✓ Exporting from
- ✓ Subject, whether the enquiry refers to a specific product
- ✓ HS product
- ✓ The language in which you prefer to receive an answer
- ✓ Attachments that you would like to share to support your enquiry
- ✓ A detailed description of the enquiry

After completing the form, a new window opens to review and submit the enquiry. After the successful submission, a confirmation email that contains the enquiry number that will help following up on its status is sent.

The enquiry might be in one of the following four statuses:

- ✓ “**New**” right after a submission of an enquiry
- ✓ “**Beyond Scope**” when the enquiry is not in line with the terms of service
- ✓ “**Pending**” when the enquiry has been filtered by the helpdesk administrator
- ✓ “**Answered**” When a response has been provided

A notification e-mail will be sent to business operators every time the administrators make an update to the enquiry. Also, the business operator can check on the status of all of its enquiries by opening “my enquiries” at any time.

An example

To illustrate, let's take the case of a Turkish producer of “**610510 Mens/boys shirts, of cotton, knitted**” who wants to export to **Egypt**.

Using the **market information module**, he finds out that there are two **tariff regimes** under which he can export shirts to **Egypt**; the **MFN at 30%** and the **preferential rate at 9%** under the bilateral free trade agreement between **Turkey and Egypt**. The exporter knows that in order to obtain the preferential tariff rate he must comply with the rules of origin of the agreement.

The exporter researches the documents provided by the portal. However, he feels that more clarity is needed in terms of the authorities involved in issuing, and approving the certificates of origin. He then decides to submit an enquiry.

Submit a new enquiry

Enquiry related to * Goods and products

Destination market *

Exporting from *

Subject *

HS product *

Please note that providing the Hs6 code of your product will help improve the quality of our answer

All products

No product

Specific product

In which language would you prefer to receive the answer? *

Attachments

ATTACH FILES

Description *

* Required fields

VALIDATE

Below is an overview of the history of the communication exchanged between the different operators, from the moment of submission until the final answer:

> History

| Date | Updated by | Status | Action | Message |
|------------|--|----------|---|--|
| 09/01/2017 | National Focal Point: Turkey | Answered | Updated | Please find the final answer. |
| 09/01/2017 | Specialized agency | Pending | A specialized agency has responded to a request for information | <p>On 09/01/2017 the NFP wrote: Dear National Focal Point at Customs, I received the following enquiry. I believe you have more detailed information that we can share with the business operator, could you please help us? Best regards, National Focal Point Turkey</p> <p>Response: Dear Business operator, Thank you for your enquiry and using our service. Certificates of Origin are issued by the Chambers of Commerce and/or Chambers of Industry. Operators are applying to the Union of Chambers and Commodity Exchange (TOBB) and the Chambers which are authorized by TOBB. In addition, with the recent change in the regulation, the Turkish Exporters Assembly (TİM) and its subsidiaries were authorized for the issuance of certificates of origin. Certificates of Origin must be approved by the Customs Authority. The Pan-Euro-Mediterranean system allows, for approved exporters, an invoice declaration, but it is rarely used by Turkey. The relevant regulation can be found in the following link: http://www.resmigazete.gov.tr/main.aspx?home=http://www.resmigazete.gov.tr/eskiler/2014/05/20140521.htm&main=http://www.resmigazete.gov.tr/eskiler/2014/05/20140521.htm I am also including some specimen documents of certificates of origin for you to see, Best, Contact Expert at Customs in Turkey.</p> |
| 09/01/2017 | National Focal Point: Turkey | Pending | A request for information to a specialized agency has been sent | Dear National Focal Point at Customs, I received the following enquiry. I believe you have more detailed information that we can share with the business operator, could you please help us? Best regards, National Focal Point Turkey |
| 09/01/2017 | International Trade Centre administrator | Pending | Forwarded to National Focal Point: Turkey | Dear National Focal Point, Please see the following enquiry from a business operator in Turkey. I believe you have more up-to-date information, could you please help us? Thank you in advance. Best regards, ITC Administrator |
| 09/01/2017 | User | New | Enquiry submitted | To Whom It May Concern, I want to export 610510 Mens/boys shirts, of cotton, knitted" From the query results provided by the portal, it appears that I could take advantage of the preferential tariff rate under the existing bilateral trade agreement between Turkey and Egypt. I know that in order to get the preferential rate, I will need to comply with the Rules of Origin stated in the agreement. However, where do I go to get the Certificate of Origin issued and approved? Are there various institutions involved in issuing and approving? Is there a possibility for self-certification? I heard that the Pan-Euro-Mediterranean (PEM) system allows for declaration on the invoice stating the origin of goods? Best Regards |

Finally, the Turkish National Focal Point monitors the enquiry, approves for public view any attachments exchanged, and changes the status of the enquiry to "Answered".

The expert contact at the Turkish customs provides a precise answer.

The national focal point receives the enquiry and redirects it to a specialized agency which is the Turkish Customs.

The ITC administrator forwards the enquiry to the national focal point in Turkey for more accurate information.

The ITC Helpdesk administrator received the enquiry. He determines that the enquiry is very well detailed and so there is no need to request additional information from the business operator. The enquiry status changes to "Pending."

5. The trade and investment support institutions network

A business operator can access this page by either opening the helpdesk on the main navigation bar or, alternatively, by clicking on the link on the side bar of the home page.

This page will show the institutions network and allow to filter the list by country and by type.

To illustrate, let's use the filters and select the Chamber of Commerce from Tunisia, there you can access to contact information as such: physical address, telephone number, fax number, email and webs

MARKET INFORMATION ▾ HELPDESK ▾ SUPPORT MATERIALS ▾ OTHER ITC TOOLS ▾


Home / Helpdesk / Trade and investment support institutions network

Trade and investment support institutions network

Contact our trade information helpdesk

Filters: Tunisia ▾ Chamber of commerce ▾

Tunisia

| | | | |
|---|---|---|---|
|  | Chamber of Commerce and Industry of Tunisia Chamber of commerce 31 Avenue of Paris 1000 Tunis | Phone: (+216) 71247322 Fax: (+216) 71339422 / 354744 | Email: ccitunis@planet.tn Web: http://www.ccitunis.org.tn/en/index.php?lang=en |
|---|---|---|---|

