

obtain consistent, quality services from a single window.

**Market Access Issues:**

1. Canadian firms often notify trade officers about market access irritants they may be encountering. These irritants should be reported to the Tariffs and Market Access Division (EAT).
2. To facilitate impact assessment and to develop trade-policy related negotiation strategies, EAT has set up a Trade and Investment Barriers Database for you to report these irritants. The database requires registration. Once registered, the system will send you a username, password and instructions within 24 hours. When you enter a new barrier in the system, please advise EAT, by sending a note to their divisional email.

**Questions and Answers:**

**Q. Q.** With regards to requests for customs duties, what procedure should be followed by a post accredited to a territory not appearing on the above list?

**A.** When a post receives a customs duty enquiry for a country not appearing on the above list, it should still refer the client to EAT.

EAT will advise the client on how to determine the HS code and will ask the post to provide it with the applicable customs duty. This practice will save the post from having to advise clients on complex customs questions and enable clients to obtain consistent, quality services from a single window.

Posts accredited to countries not appearing on the above list must therefore obtain up-to-date tariff lists from these countries. Post staff are not expected to be able to provide specific advice on customs questions. The posts can rely on EAT's expertise to advise and guide them.

**Q. Q.** How does EAT handle requests for customs duties?

**A.** Upon receipt of a customs duty enquiry, an EAT officer checks to see whether the client knows the HS code for the product in question or the code used to export the product to other countries. The first six characters of the HS code represent the international portion of the classification number and are used by all countries that have adopted the Harmonized System.

If the client does not know the HS code for the product, EAT asks the client for a detailed description so it can search reference works, HS explanatory notes, binding decisions and various Internet sites. EAT will provide clients with assistance and information concerning customs duties, taxes and certain customs procedures.

**Q. Q.** With regards to requests for foreign customs duties, what should posts say to clients in their correspondence?

**A.** In their replies to clients, posts should use the following text:

*Further to your customs duty enquiry, we are pleased to inform you that you can access a customs information service at the Department of Foreign Affairs and International Trade in Ottawa. The specialists working in this area can advise you on your products' classification and provide you with information on access to foreign markets, including customs duties, taxes and certain customs procedures in several countries.*

*Please send your enquiry to the Tariffs and Market Access Division*