TABLE OF CONTENTS

Preface

- 1. Introduction
- 2. The Survey
 - 2.1 Exporter Characteristics
- 3. Export Traffic
 - 3.1 Terms of Sale
 - 3.2 Regularity of Shipments
 - 3.3 Exporters' Selection of Ports
 - 3.4 Determining the Manner of Transportation
- 4. Ocean Transportation
 - 4.1 Satisfaction with Marine Transportation Services
 - 4.2 Competition Between Ocean Carriers
 - 4.3 Ocean Rate Levels
 - 4.4 Frequency of Sailings and Adherence to Schedules
 - 4.5 Provision of Information on Services
 - 4.6 Availability of Suitable Containers
 - 4.7 Ports of Call
 - 4.8 Damage and Settlement of Claims
 - 4.9 Adequacy of Port Facilities
 - 4.10 Documentation and Customs
 - 4.11 Role of National Flag Lines in Export Shipments
- 5. Some Recommendations of Canadian Exporters
- 6. Assessment

Figures