

"At present most of our shipments are sent to a (U.S.A. port) via truck or rail because ships do not call into the (competing Canadian port) due to high port costs."

4.8 DAMAGE AND SETTLEMENT OF CLAIMS

Very little dissatisfaction is expressed in regard to damage and claims as they are few and far between. In general, exporters feel that the settlement of claims is handled expeditiously. Proper packaging and insurance tends to forestall difficulties.

4.9 ADEQUACY OF PORT FACILITIES

Very little dissatisfaction is noted regarding the adequacy of port facilities in the LDC's. Those who have experienced delays due to congestion at unloading ports propose that the Canadian government provide technical and financial assistance to such countries so that they might improve their port and inland transportation facilities.

4.10 DOCUMENTATION AND CUSTOMS

The general feeling among exporters is that documentation requirements do not tend to be overly burdensome. However, several companies observed that government initiatives for an international effort to standardize and reduce documentation on export shipments would be beneficial. Documentary standards are set at both ends of the trade and consideration could be given to reviewing Canadian requirements; for example, an exporter of agricultural products has experienced difficulties at the Canadian end and would like a streamlining of procedures. Customs clearance typically is not a recurring problem.

4.11 ROLE OF NATIONAL FLAG LINES IN EXPORT SHIPMENTS

Aspects concerning the use of national flag lines and shippers' opinions (weighted by the firm's LDC export value) are presented in Figure 7. In general, exporters tend to believe that requirements are not overly burdensome although specific exceptions or problems do exist. Exporters shipping to several countries have found that they are required to use the countries' national lines and are dissatisfied with the situation. As an example, a large eastern Canadian exporter of forest products suggests that the Canadian government negotiate with a certain South American country in order to have it eliminate its required use of its national flag line.