

UNITED STATES

(CHICAGO AND THE MIDWEST)

*A Guide
for Canadian Exporters*

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1985
STORAGE



External Affairs
Canada

Affaires extérieures
Canada

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(publié également en français)

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A Guide for Canadian Exporters

TRADE OFFICE RESPONSIBLE:
Commercial Division
Canadian Consulate General
310 South Michigan Avenue, 12th Floor
Chicago, IL 60684-4295
U.S.A.

Tel: (312) 427-1031
Telex: 00254171 (DOMCAN CGO)

TERRITORY:
Illinois, Missouri, Wisconsin; counties of Lake, La Porte, Newton, Porter and Jasper in Indiana; Kansas City, Kansas.

15-234-090

FOR FURTHER INFORMATION:
U.S. Trade and Investment Development Bureau (UTD)
Department of External Affairs

Ottawa, Ontario
K1A 0G2

Tel: (613) 993-5725
Telex: 053-3745

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I. GENERAL

The Market

(*Denotes 1980 Census; ** Denotes 1981 estimate)

Illinois

Area: 146,322 square kilometres (56,400 square miles)

Population: 11,462,000**

Capital: Springfield, 99,637*

Main commercial centre: Chicago, 3,005,072*

Per capita income: \$11,479**

Principal industries: manufacturing, wholesale and retail trade, finance, insurance, real estate, agricultural, services.

Principal manufactured goods: machinery, electrical and electronic equipment, foods, primary and fabricated metals, chemical products, printing and publishing.

Missouri

Area: 180,486 square kilometres (69,686 square miles)

Population: 4,941,000**

Capital: Jefferson City, 33,619*

Main commercial centres: St. Louis, 453,085*; Kansas City, 448,159*

Per capita income: \$9,876**

Principal industries: agricultural, manufacturing, aerospace, tourism.

Principal manufactured goods: transportation equipment, food and related products; electrical and electronics equipment.

Wisconsin

Area: 145,439 square kilometres (56,154 square miles)

Population: 4,742,000**

Capital: Madison, 170,616*

Main commercial centre: Milwaukee, 636,212*

Per capita income: \$10,056**

Principal industries: manufacturing, trade, services, government, transportation, communications, agriculture, tourism.

Principal manufactured goods: machinery, foods, fabricated metals, transportation equipment, paper and wood products.

Geography

The broad plains of Illinois contain some of the loamiest soil in the world. Gentle rolling hills in addition to fertile lowlands can be found in Missouri and Wisconsin. The Missouri and Mississippi Rivers wind through the territory.

Climate

The climate is varied and changeable, subject to occasional heavy snowfalls in winter; in summer, some extremely hot and humid days marked by severe thunderstorms and occasional tornadoes.

Transportation

Chicago's O'Hare Airport can be reached on direct flights from Montreal, Toronto, Winnipeg, Calgary, Edmonton and Vancouver. Excellent connections exist between Chicago and other cities in the region, although prudent travellers allow for delays on flights to smaller centres during winter months.

Local Time

Central Standard and Daylight Saving times are observed throughout the territory, both being one hour behind corresponding Eastern Times.

Weights and Measures; Electricity

U.S. measures that differ from their Canadian counterparts are:

1 U.S. pint	16 fluid ounces	473.1 millilitres
1 U.S. quart	32 fluid ounces	946.2 millilitres
1 U.S. gallon	128 fluid ounces	3.8 litres
1 imperial gallon	1.2 U.S. gallons	4.5 litres

Electricity for domestic use is supplied at 115 volts, 60 cycles AC.

U.S. Federal Public Legal Holidays

New Year's Day — *January 1*

Martin Luther King's Birthday — *January 15*

Washington's Birthday — *February, third Monday*

Memorial Day — *May, last Monday*

Independence Day — *July 4*

Labor Day — *September, first Monday*

Columbus Day — *October, second Monday*

Veterans Day — *November 11*

Thanksgiving Day — *November, fourth Thursday*

Christmas Day — *December 25*

Note: *You would do well to check with the Canadian consulate general regarding additional local public holidays that might affect your business schedule.*

The Canadian consulate general itself observes a total of 11 statutory holidays consisting of American and Canadian holidays.

II. ECONOMY AND INDUSTRY

Overview

The Canadian consulate general in Chicago has responsibility for a three-state territory composed of Illinois, Wisconsin and Missouri. These states, with a total population in excess of 21 million, sit at the heart of the midwestern United States and remain one of the most important economic regions in the country.

The diversified economy rests on the triple base of agriculture, heavy manufacturing and services. From this strength has developed the largest concentration of medium and small-sized manufacturing companies in the U.S., the major transportation and distribution centre of the country and the second-largest financial centre in the United States. The region also leads in exports, enjoying an overall surplus with many countries, including Canada. In 1982, Canadian exports to the territory totalled CDN \$4.107 billion and imports totalled CDN \$4.514 billion. The three states have approximately 10 per cent of the U.S. population and account for nearly 15 per cent of the U.S. GNP. Wisconsin and Missouri are less heavily industrialized than Illinois, but both enjoy significant manufacturing activity, most notably automobile and truck manufacture, chemicals, electrical equipment and aerospace products. A measure of its strength and diversity is that over 130 of America's publicly-held manufacturers have their headquarters in this area and more than 400 firms have Canadian investments.

Illinois

Illinois is by far the largest and most important state in the region and Chicago dominates Illinois as the population and financial centre. As well, the city is host to more major trade shows and conventions than any other, is headquarters to many national associations, and is the location of a number of nationally-recognized colleges and universities.

Two-thirds of the U.S. GNP is produced within a 500-mile market region of Illinois and the state is

second only to New York as a national headquarters location for *Fortune 500* companies, due in large part to its location, transportation, and market advantages.

Illinois is at the centre of the nation's number one industrial market, number two consumer market and number four retail market.

In 1981, nearly 17,000 companies operated plants throughout the state, generating a gross output which exceeded \$41.3 billion — nearly 27 per cent of the full gross state product. Major industries concentrated in Illinois include: primary and secondary metals, industrial and farm equipment, electrical equipment and appliances, electrical components, and food processing and printing equipment. Illinois ranks first among all states in the production of appliances, railroad and telephone equipment, radios and televisions, tools and dies, candy, cosmetics, canned and frozen foods, and drugs. It is a leader in producing steel, heavy machinery and glass products.

Agriculture is big business in Illinois where gross farm income was \$8,807 million in 1981 while annual production expenses for feed, seed, fertilizer, livestock, labour and interest on farm debt approached \$8,050 million in 1982. Net farm income of \$1,638 million ranked fourth-highest among the states. Leading agricultural activities include soybean, corn, dairy and hogs.

There are some important changes taking place in the regional economy which Illinois leads, including major adjustments in the steel, farm machinery and automobile sectors which traditionally have been the backbone of the region's economy and the source of much employment. The 1981-82 recession hit these industries hard and their recovery has been slow, being dependent in part on lagging demand for capital goods. However, current data indicate that the overall regional economy has passed the recession's bottom point and a prognosis for steady recovery and an increasing reliance on the faster-growing pharmaceutical, electronics and services sectors is predicted.

It is important to note that international markets play a major role in the state's economy. Illinois leads the nation in agricultural exports; ranks fourth in manufactured exports; and ranks third in total exports, which in 1980 exceeded \$20.6 billion.

The importance of Illinois as a force in international trade is indicated by the more than 60 foreign governments that have representative offices here.

Wisconsin

Wisconsin's economy is based upon a mature manufacturing sector, a strong agricultural capability and an important forest and recreation industry.

The state is strategically located near major U.S. and Canadian markets. Approximately one-third of the nation's population is within an 800-km radius of Madison, the capital.

Manufacturing is the dominant sector in Wisconsin's economy, providing 29 per cent of all employment, and shipments estimated at more than \$43 billion (1978) — almost 3 per cent of the U.S. total. Foreign exports of manufactured goods are valued at over \$2.2 billion (1977). Manufacturing provides more than 500,000 jobs in Wisconsin.

The state's large manufacturing sector was first established in the 19th century in response to the growing needs in midwestern forestry, mining and agriculture. Milwaukee emerged as the major centre for the production of non-electrical machinery, which today is the state's largest manufacturing industry. Wisconsin leads the nation in production of small horsepower gasoline engines, power cranes, shovel hoists, mining machinery and other types of industrial equipment. Other industrial groups that have grown to prominence include electrical machinery and equipment, transportation equipment, fabricated metals, primary metals, paper and allied products, and food processing. Manufacturing activity is concentrated largely in the southeastern and east-central areas of the state. Machinery production is centred in Milwaukee, Waukesha, and Racine counties. Paper is the principal product of the region known as the Fox Valley in the upper part of the state.

Agriculture is also a major component of Wisconsin's economy. Cash receipts from farm marketing totalled \$4.9 billion in 1981. For example, dairy products provide almost 60 per cent of the income received by state farmers. Long known as "America's Dairyland," Wisconsin is the national leader in the production of milk, cheese, and many dry and condensed milk products. A second source of income, roughly 20 per cent,

is from the sale of cattle, calves, hogs, eggs, and other livestock and poultry. Wisconsin has a sizable meat processing and packing industry. The third source of farm income is cash crops — including vegetables for processing. An important development in recent years is the increase in vegetable crops grown in the sandy soil in the central region of the state, brought about by increased use of irrigation. Wisconsin is now the national leader in acreage devoted to vegetables for processing.

Besides its industry and farms, Wisconsin is popular as a vacationland. All types of recreation, travel and leisure time activities contribute significantly to the state economy.

Though 3,200 km from the Atlantic Ocean, Wisconsin is linked to international markets via the St. Lawrence Seaway. Among the state's many harbors are the major ports of Milwaukee on Lake Michigan and Duluth-Superior on Lake Superior. Mitchell Field at Milwaukee and Dane County Airports (Truax Field) at Madison are major airports.

Missouri

Literally, Missouri is America's heartland, as it is both the population centre and the geographic centre of the continental United States. Whether you market industrial products, retail goods or consumer services, from Missouri you will enjoy quick access to a major portion of your market area. With Missouri's full range of transportation services, both national and international markets can be served efficiently and profitably. Located on the Mississippi and Missouri Rivers, with the second and third-largest railroad car exchange centres, two international airports, over 15 regional and commercial airports, and six interstate highways, the state is well suited to business and industry.

Missouri can best be characterized by one word: diversity. Its landscape, its peoples, its economy, and its recreations are highly varied, almost mirroring the nation as a whole.

One in four Missouri workers is engaged in manufacturing — from corncob pipes to aerospace equipment. Farming, with livestock, soybeans, corn and cotton as the major cash products, remains important to the

economy, and mining and tourism are significant revenue producers.

Missouri has a highly diversified manufacturing base, with heavy emphasis on machinery, auto, trucks and military aircraft. Food, chemicals, electrical equipment and apparel follow in importance. Most of the state's manufacturing is concentrated in St. Louis and Kansas City. These cities account for nearly one-half and one-fifth, respectively, of the state's manufacturing jobs. The nation's three major automobile manufacturers operate assembly lines in the state. Missouri's leading employer, outside of government, is the McDonnell Douglas Corporation, manufacturer of jet fighter aircraft and aerospace products. It produced the Mercury and Gemini space capsules and is currently manufacturing the CF 18/A fighter aircraft for the Canadian Armed Forces.

St. Louis is the home of the world's largest brewery, Anheuser-Busch. Also manufactured in the city are chemicals, primary metals, fabricated metals, non-electrical machinery, electrical equipment, footwear, clothing, and stone, clay and glass products.

Although farming is second to manufacturing as the principal source of jobs, Missouri still ranks ninth among the states in income from agriculture with corn, wheat, and livestock being major money products. Soybeans are the leading crop, accounting for more than half of the state's crop income. Missouri ranks fourth nationally in production of soybeans and seventh in corn and sorghum grain. The sale of livestock and animal products accounts for more than half of farm income. The state ranks fourth in hogs, fifth in turkeys, ninth in cattle and tenth in dairy products.

Industry and Commerce of the Major Cities

Chicago — The Chicago metro area has a highly diversified economy, major components of which include machinery manufacturing, metal fabricating, transportation equipment, food products, chemicals, medical supplies and scientific equipment. Chicago produces a gross metro product of \$120.1 billion, 4.1 per cent of the U.S. GNP.

Other important facts include: 15,026 manufacturers in Chicago with sales of over \$70 billion; 51,399 retailers in the metro area with sales of over \$35.8 billion in 1981; 14,012 wholesalers in the metro area with sales of over \$74.4 billion (in 1977); 62,765 service establishments in the area do an \$8.9 billion business (1977); the Midwest Stock Exchange; the world's leading grain futures market; the Chicago Board of Trade; the Mercantile Exchange; the Mid America Commodity Exchange; O'Hare Airport, the world's largest and busiest, handling 828,530 tons of freight and mail annually.

The Chicago Convention and Tourism Bureau/McCormick Place: Each year, Chicago hosts more than 650 conventions and 180 trade shows, which attract a total of 2.5 million visitors and generate over \$1 billion in revenue for the city's economy.

The dominant venue for trade show activity is Chicago's McCormick Place, a \$100 million multi-level facility which has 108 000 m² (1.2 million square feet) of "prime" exhibit and meeting space.

A majority of the trade shows in Chicago are national in scope and a substantial number are on an international scale. Foreign firms, including a large number of Canadian companies, participate in these shows, recognizing their importance as a means of establishing their credibility as viable suppliers not only in the United States but in world markets as well. Many Canadian exhibitors utilize assistance programs and may be found exhibiting solo or in a national stand. Among the shows having the greatest number of Canadian participants are the National Restaurant Association Show, the Consumer Electronics Show, the National

Housewares Exposition, the National Sporting Goods Association Show, and the Marine Trades Exhibit and Conference.

Merchandise Mart: The Mart Center is the largest and one of the most active American wholesale buying centres. The 585,000 m² (6.5 million square foot) centre includes the Merchandise Mart, the Apparel Center and Expo Center/Chicago.

As the market centre for more than a dozen industries, the Mart Center provides a successful business platform for the residential furnishings industry, the office furnishings and systems industry, the floor covering industry, the apparel industry, the gift industry, and most recently, the business products industry. The Mart Center hosts 22 seasonal markets each year as well as 40 trade shows annually, accounting for hundreds of thousands of buying visits. The Department of Commerce reports that the Mart Center is the headquarters for more than \$30 billion in annual retail sales in the Midwest.

Kansas City — Often called the world's food capital, estimated sales from farming and agriculture in Kansas City reached \$7.5 billion in 1981. Top employers: the U.S. government, TWA, General Motors, Bendix, Hallmark Cards and Western Electric. Kansas City is among the top five cities in flour production and grain elevator capacity, and ranks first in Foreign Trade Zone space and underground storage facilities. Retail sales for 1981 totalled more than \$8 billion. Kansas City is the centre of a seven-county metro area, and is one of the nation's major rail centres.

St. Louis — Second to Detroit in auto and truck assembly with Ford, GM, and Chrysler

plants; headquarters of McDonnell Douglas, an aerospace manufacturer; Interco, largest shoe company in U.S.; Anheuser-Busch, world's largest brewer; Monsanto, General Dynamics, Ralston-Purina, Pet Inc., Chromalloy American, Consolidated Aluminum, Emerson Electric, Brown Group; 3,215 manufacturing concerns employ 224,300 (first quarter of 1982); ranks 10th in the United States in number of *Fortune 500* companies.

St. Louis recorded \$10.1 billion in retail sales (1981 metro); it is the second-largest rail centre in the United States.

Milwaukee — County 15th in U.S. volume of industrial production, more than \$9 billion (1981); 29 per cent of workers employed in manufacturing; large U.S. producer of diesel and gasoline engines, outboard motors, motorcycles, tractors and padlocks; major producer of electrical equipment, mining, and construction machinery; graphic arts and food processing are largest non-durable goods employers; home to 10 *Fortune 500* industries.

III. SELLING IN CHICAGO TERRITORY

Opportunities for Canadian Producers

Despite already substantial sales of Canadian goods, tremendous additional potential exists for new Canadian exporters and new Canadian products. U.S. buyers are interested in almost any item that can compete in quality, distinctiveness and laid-down price. Many existing U.S. supply sources are more distant than potentially competitive ones in Canada.

The three-state territory lies in the very heartland of the United States. Being the third-largest metropolitan area in America, Chicago handles more freight trains than any other city, and claims the world's busiest commercial airport, O'Hare.

The Canadian Image

Canadian suppliers can take advantage of the fact that many U.S. firms do not regard Canadian products as "foreign" and thus buy and invoice Canadian goods through domestic purchasing departments. Proximity to the market as well as personal and corporate connections can help Canadians compete successfully where transportation costs and delivery times are concerned, and also enable them to purchase on the same basis as their U.S. rivals. Canadian competitors must nonetheless strive to expend full marketing efforts to secure acceptance of their wares on the bases of design and quality.

Before selling in the United States, Canadian companies should be prepared to:

- 1) pursue business on a continuing basis;
- 2) take greater pains to make a favorable first impression than they would in the Canadian context;
- 3) quote, deliver and follow up aggressively in order to overcome U.S. competitors.

The Initial Approach

The best introduction is by personal visit. A representative or distributor may be appointed later but, initially, large-volume buyers prefer to meet their prospective suppliers face to face.

It is often necessary to make appointments with individual buyers. As a matter of good form, it is usually advisable to start with the director of purchasing or his equivalent and, through him, meet the buyers themselves. Advance notification is suggested in such cases.

It is important to make a complete presentation on the first call. Your proposal should include literature, specifications, samples if possible and all the price, delivery and quality-control information a buyer will need to evaluate your capabilities against his current sources. Many buyers keep up-to-date records on their suppliers. You will enhance the impression you make on your first visit by providing a résumé including the following:

- vendor's name, address and telephone number;
- name, address and telephone of local representative, if applicable;
- date established;
- size of plant;
- number of employees;
- principal products;
- location of plant;
- description of production facilities equipment;
- description of quality-control facilities and procedures;
- transportation facilities;
- approximate yearly sales volume;
- list of representative customers;
- financial and credit rating.

We suggest however, that before you visit the Midwest, you write to the Canadian Consulate General, Commercial Division, 12th Floor, 310 South Michigan Avenue, Chicago, Illinois 60604-4295, to obtain some preliminary information on opportunities existing there. Your letter should contain:

- 1) a summary of your past experience in this market territory;
- 2) the channel of distribution you wish to pursue;

- 3) prices f.o.b. factory but also c.i.f. Chicago or an American port of entry;
- 4) delivery time scheduling from date of receipt of order;
- 5) the warranty you offer;
- 6) the rate of commission to manufacturer's representative or percentage discount structure for a distributor.

Reciprocal Visits

Many buying organizations survey new vendors' facilities personally before placing continuing business. If they do not visit as a matter of course, it is good sales strategy to invite them.

Following Up the Initial Call

United States buyers expect to be called upon more frequently than their Canadian counterparts. That may be as often as every two weeks during some periods of the buying year. Although some Canadian companies may lack the necessary sales force, the problem can be overcome by appointing a manufacturer's representative or selling through brokers, jobbers or distributors, as warranted.

Price Quotations

Quotations should be submitted both on a laid-down basis, buyer's warehouse, factory or an American port of entry; and on an f.o.b. Canadian plant basis exclusive of Canadian sales and excise taxes. Unless specifically requested otherwise, always quote in U.S. funds. The landed price should include transportation charges, U.S. customs duties if applicable, brokerage fees, and insurance. The quotation should compare in format to quotations from United States sources.

Buyers cannot be expected to understand customs duties or other matters peculiar to international transactions. That is the sole responsibility of the Canadian exporter and a "cost" of international business.

Canadian exporters may not be granted the same opportunities for renegotiating initial quotations as they have been accustomed to in Canada. That is because U.S. buyers, who often work to tighter purchasing deadlines and target prices, must accept the first bid as final.

The Manufacturer's Representative

American businessmen rely to a much greater extent than their Canadian counterparts on the use of commission agents or manufacturers' representatives. The better "reps" are highly qualified by education, training and experience. They know their customers and call them regularly — not only the buyers, but also engineering, design and quality-control personnel. The advantages of this technique include economy, closer (sometimes social) contact with buyers, and representation close to the seat of possible problems. The Canadian consulate general in Chicago keeps ongoing files on most manufacturers' representatives operating in its market territory and can often make useful suggestions to Canadian manufacturers.

Delivery

Delivery must be exactly to customers' specifications, which you will find are as rigid as any in the world. Many U.S. plants work on inventories as short as one or two days, and could be shut down by a delay of a few hours. Failure to adhere to rigid delivery schedules is one of the surest ways of losing a U.S. client.

The Defence Market

Access to the U.S. defence equipment market is facilitated by the Canada-U.S. Defense Development and Defense Production Sharing Arrangements, under the terms of which Canadian items can be imported into the United States free of both duty and "Buy American" restrictions. In other words, local buyers evaluate Canadian firms' bids on the basis of the same price-quality-delivery formula they use to evaluate U.S. suppliers.

Although the midwest does not closely rival either the east or west coasts in its concentration of Department of Defense procurement agencies or prime contractors, midwestern firms are awarded more than \$7 billion in defence contracts annually.

Three major U.S. Army procurement commands are located in the region:

1. The U.S. Army Aviation Systems Command (AVSCOM) in St. Louis, Missouri is responsible for the design,

development and procurement of aircraft and maintenance of spare parts and support services.

2. The U.S. Army Troop Support Command (TROSCOM), also in St. Louis, oversees the procurement of logistical support equipment.

3. The U.S. Army Armament, Munitions & Chemical Command (AMCCOM) in Rock Island, Illinois, is responsible for procuring ammunition, artillery, infantry and air defence weapons systems, components of weapons systems and related materiel.

It should be noted that the Canadian Commercial Corporation (CCC) receives bid packages from American military procurement agencies. Suppliers should establish contact with the CCC to obtain information on such opportunities, and can receive bid packages directly from the agencies if they have registered with them. Responses to direct solicitation must be submitted through CCC.

St. Louis, Missouri is the headquarters and principal manufacturing site of McDonnell Douglas Corporation, one of the nation's largest defence contractors. McDonnell Douglas also manufactures the CF-18 for the Canadian forces and co-ordinates its Canadian activities from St. Louis.

A significant number of other prime and major subsidiaries of large defence contractors with local purchasing autonomy are situated in the post territory, thus providing Canadian manufacturers of high technology components and systems with an opportunity to compete successfully in sophisticated defence and commercially related programs. Canadian firms can penetrate this market by:

(a) bidding on prime contracts issued by various Department of Defence procurement agencies or through solicitations received from them by the CCC; and

(b) by selling to U.S. companies that have been awarded prime contracts. The Trade Commissioner responsible for defence can provide information on bidding procedures as well as assistance in identifying potential companies.

Information on marketing to the U.S. Department of Defense, U.S. defence contractors and on the Canada-

United States Defense Production Sharing Arrangements can be obtained from:

U.S. Division (TDU)
Defence Programs Bureau
Department of External Affairs
125 Sussex Drive
Ottawa, Ontario
K1A 0G2

IV. SERVICES FOR EXPORTERS

Banking

Six Canadian banks operate in Chicago. In addition, the international divisions of Canadian banks in Montreal and Toronto are able to assist exporters.

Please refer to Part VII of this booklet, "Useful Addresses", for a listing of local banks serving this market.

Patents, Trademarks and Copyrights

A very informative booklet (*General Information Concerning Patents*) is available from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20302, U.S.A.

Patents

All business with the Patent Office should be transacted in writing, and all letters addressed to the Commissioner of Patents, Washington, DC 20231, U.S.A.

Although the patent laws of the U.S. do not discriminate with respect to the citizenship of the inventor, application for patent in the U.S. must be made by the inventor, who, as a general rule, must sign the papers himself.

Most inventors transact through patent attorneys or patent agents, and the Patent Office publishes a list of all such specialists who are willing to represent new clients. They are listed by state, city, and country.

Trademarks

A trademark refers to the name or symbol used in trade to indicate the source or origin of the goods. Trademark rights will prevent others from using the same name on the same goods, but do not prevent others from making the same goods without using the trademark.

On request, the Patent Office will forward a pamphlet called *General Information Concerning Trademarks*, which defines the procedure to follow in registering trademarks and contains general information on the subject.

Copyright

Copyright law protects the writings of an author against copying. Literary, dramatic, musical and artistic works are included under the copyright shield. In some instances the law also confers performing and recording rights. The copyright protects the form of expression rather than the subject matter of writing. Copyrights are registered in the Copyright Office in the Library of Congress and the **Patent Office has nothing whatever to do with copyrights**. Information concerning copyright may be obtained from: Register of Copyrights, Library of Congress, Washington, DC 20540, U.S.A.

Canadian-American Commercial Arbitration Commission

Reference to this commission is often made in standard commercial contracts between Canadian and American companies. In the event of disputes, the Canadian firm refers to the Canadian Chamber of Commerce, 1080 Beaver Hall Hill, Room 712, Montreal, Quebec H2Z 1T2, and the American firm refers to the American Arbitration Association, 140 West 51st Street, New York, NY 10020.

V. CUSTOMS REGULATIONS AND DOCUMENTATION

Documentation

Canadian exports to the United States, including returned American merchandise, should be accompanied by Canada Customs export form B-13. Canada Customs normally requires three copies at the time of exportation, one of which is returned to the exporter. It should be noted that Canada Customs have a monthly summary reporting system available to large-volume exporters. More information on the summary reporting system as well as supplies of B-13 forms may be obtained from Canada Customs.

Generally, the only other documents required when shipping to the United States are a bill of lading or air waybill as well as a commercial invoice. The use of a typewriter in preparing documents is preferred; in any case, they should be legible and **not** prepared in red ink.

Note: *It should be borne in mind that it is most important that Canadian Exporters ensure that the documentation presented to U.S. customs is complete and accurate. This not only results in prompt customs clearance but also avoids possible costly penalties.*

Bill of Lading or Air Waybill

Normally a bill of lading or air waybill for Canadian shipments is required by U.S. Customs authorities. In lieu of the bill of lading or air waybill the shipping receipt may be accepted if customs is satisfied that no bill of lading or air waybill has been issued. Entry and release of merchandise may be permitted without the bill of lading or air waybill if satisfactory bond is given in a sum equal to one and one-half times the invoice value of the merchandise. In certain circumstances, the carrier's certificate or duplicate bill of lading or air waybill may be acceptable.

Invoice

Although acceptable, U.S. customs special invoice form 5515 is no longer required. Instead, shipments should be accompanied at entry by a signed commercial invoice containing the necessary particulars (i.e. basically those that were previously required on U.S. special invoice form 5515).

While only one copy is required by U.S. Customs, it is usual to forward three: one for the use of U.S. Customs when the goods are examined, one to accompany the entry and one for the U.S. custom-house broker's file. District directors of U.S. Customs are authorized to waive production of a properly completed commercial invoice if satisfied that the importer, because of conditions beyond his control, cannot furnish a complete and accurate invoice; or that the examination of merchandise, final determination of duties and collection of statistics can properly be made without the production of such an invoice. In these cases, the importer must file the following documents:

- 1) any invoice or invoices received from the seller or shipper;
- 2) a statement pointing out in exact detail any inaccuracies, omissions or other defects in such invoice or invoices;
- 3) a properly executed pro forma invoice;
- 4) any other information required for classification or appraisal or for statistical purposes.

Special information with respect to certain classes of goods is sometimes required when the commercial invoice does not give sufficient information to permit classification and appraisal.

Packing List

U.S. customs authorities require three copies of a detailed packing list. This should indicate what is in each box, barrel or package in the shipment. If the shipment is uniformly packed, this can be stated on the invoice indicating how many items are in each container.

Entry at Customs

Goods may be entered for consumption or entered for warehouse at the port of arrival in the United States, or they may be transported in bond to another port of entry and entered there under the same conditions as the port of arrival.

For such transportation in bond to an interior port, arrangements must be made at the port of arrival by either the consignee, the carrier, the U.S. customhouse broker or any other person having a sufficient interest in the goods for that purpose. In cases where the Canadian exporter assumes responsibility for entering the goods through U.S. Customs, he may find that there are advantages in having shipments entered for consumption at the nearest or most convenient port of arrival. In this way he can remain in close touch with the broker and U.S. Customs at that port of entry. However, where the U.S. purchaser intends to make his own entries it may be more convenient to have the goods transported in bond from the port of arrival to the interior port nearest the importer.

Who May Enter Goods

Goods may be entered by the consignee, his authorized regular employees, or his agent. The only persons who are authorized to act as agents for importers in customs matters are licensed U.S. customhouse brokers. They prepare and file the necessary customs entries, arrange for payments of duties and release of goods and otherwise represent their principals in customs matters.

Goods may be entered by the consignee named in the bill of lading under which they are shipped or by the holder of a bill of lading properly endorsed by the consignee. When the goods are consigned "to order" they may be entered by the holder of the bill of lading properly endorsed by the consignor. An air waybill may be used for merchandise arriving by air. In most instances, entry is made by a person or firm certified by the carrier to be the owner of the goods for customs purposes. When goods are not imported by a common carrier, possession of the goods at the time of arrival in the United States is sufficient evidence of the right to make entry.

Entry of goods may be made by a non-resident individual or partnership, or a foreign corporation through an agent or representative of the exporter in the United States, a member of the partnership, or an officer of the corporation. The surety on any customs bond required from a non-resident, individual or organization, must be incorporated in the United States. In addition, a Canadian corporation in whose name merchandise is entered must have a resident agent authorized to accept service of process on its behalf in the state where the port of entry is located.

In general, to facilitate customs clearance it is advisable to contact a licensed U.S. customhouse broker who will outline the services he can provide, together with particulars on brokerage fees and other related matters.

Payment of Duties

There is no provision for prepayment of duties in Canada before exportation to the United States but it is feasible for the Canadian exporter to arrange for payment by a U.S. customhouse broker or other agent and thus be able to offer his goods to U.S. buyers at a duty-paid price.

Liability for payment of duty usually becomes fixed at the time an entry for consumption or for warehouse is filed with U.S. Customs. The liability is fixed, but not the amount of duty which is only estimated at the time of the original entry. When the entry is liquidated, the final rate and amount of duty is ascertained. Obligation for payment is upon the person or firm in whose name the entry is filed.

Postal Shipments

Parcels of aggregate value not exceeding five dollars (U.S.) may be admitted free of duty.

Commercial shipments valued at more than five dollars must include a commercial invoice and a customs declaration on the form provided by the Canadian Post Office and give an accurate description and value of the contents. The customs declaration must be securely attached to the package.

If the shipment comprises two or more packages the one containing the commercial invoice should be

marked "Invoice Enclosed"; other packages of the same shipment may be marked as "No. 2 of 3, Invoice Enclosed in Package No. 1".

A shipment worth less than \$250 aggregate value will be delivered to the addressee. Duties and delivery fees for each package are collected by the postman. Parcels containing *bona fide* gifts (excluding alcoholic beverages, tobacco products and perfumes) to persons in the United States will be passed free of duty provided the aggregate value received by one person on one day does not exceed \$25. No postal delivery fee will be charged. Such parcels should be marked as a gift and the value and contents indicated on the parcel.

Temporary Free Importation

Certain articles not imported for sale, or for sale on approval, may be admitted into the United States under bond without the payment of duty. Generally, the amount of the bond is double the estimated duties.

In most cases such articles must be exported within one year of the date of importation. Upon application to the district or port director, this period may be extended for further periods which, when added to the initial one year, are not to exceed a total of three years.

These articles may include the following:

- articles for repair, alterations or processing;
- models of women's clothing by manufacturers;
- articles for use as models by illustrators and photographers solely for illustrating;
- samples for order-taking;
- articles for examination and reproduction (except photo-engraved printing plates for examination and reproduction);
- motion picture advertising films;
- articles for testing, experimental or review purposes (plans, specifications, drawings, blueprints, or photographs for use in study or for experimental purposes may be included). In the case of such articles, satisfactory proof of destruction as a result of the tests with the production of a proper affidavit of destruction will relieve the obligation of exportation;

- automobiles, motorcycles, bicycles, airplanes, airships, balloons, boats, racing shells, and similar vehicles and craft and related equipment by non-residents for taking part in races or other specific contests;
- locomotives and other railroad equipment for use in clearing obstructions, fighting fires, or making emergency railroad repairs in the United States;
- containers for compressed gases and other containers and articles for covering or holding merchandise during transportation and suitable for such re-use;
- professional equipment, tools of trade, repair components for equipment or tools admitted under this item, and camping equipment imported by or for non-residents sojourning temporarily in the United States and for use by such non-residents;
- articles of special design for temporary use exclusively in the production of articles for export;
- animals and poultry for breeding, exhibition, or competition for prizes;
- theatrical scenery, properties and apparel for use by arriving proprietors or managers of theatrical exhibitions;
- works of art, photographs, philosophical and scientific apparatus brought into the U.S. by professional artists, lecturers or scientists arriving from abroad for use by them in exhibition and promotion of art, science or industry in the United States; and
- automobiles, automobile chassis, automobile bodies — finished, unfinished or cutaway when intended solely for show purposes. The temporary importation bond in the case of these articles is limited to six months with no right of extension.

Commercial Travellers — Samples

Certain goods accompanying a commercial traveller may be temporarily imported under bond (TIB). In such cases, an adequate descriptive list or a commercial invoice must be provided. The personal bond of the commercial traveller is usually accepted to guarantee the timely exportation of the samples under U.S. Customs supervision. Failure to export the samples or otherwise comply with the conditions of temporary entry will result in penalty action being taken by U.S. Customs. **Note:** *There is no provision for goods temporarily admitted under a TIB to be duty-paid in lieu of exportation.*

Duty on Containers

If used in shuttle service, the following types of containers may enter free of duty:

- 1) U.S. containers and holders (including shooks and staves of U.S. production) when returned as boxes or barrels containing merchandise
- 2) foreign containers previously imported and duty paid if any
- 3) containers of a type specified by the Secretary of the Treasury as instruments of international traffic.

One-trip containers are dutiable as part of the dutiable value of the goods.

Marking of Goods

Country of Origin Marking

Generally, all goods imported into the United States must be legibly and conspicuously marked in English to identify their country of origin to the ultimate purchaser in the United States.

The use of stickers or tags is permitted if used in such a manner as to be permanent, unless deliberately removed, until receipt by the ultimate purchaser.

Certain small instruments and utensils must be marked by die-stamping, cast-in-the-mould lettering, etching, engraving or by means of metal plates securely attached to the articles.

The U.S. Customs Service may exempt certain articles from this marking. In such cases, the container must be suitably marked.

Composition Marking

Any product containing woolen fibre (except carpets, rugs, mats and upholsteries, or articles made more than 20 years before importation) must be clearly marked: 1) to identify the manufacturer or the person marketing the product; 2) with a statement denoting in percentage terms the total fibre content of the product; and 3) with the maximum per cent of the total weight of the product of any nonfibrous loading, filling or adulterating matter. If not suitably marked, an opportunity to mark under U.S. Customs supervision may be granted.

When the fabric contained in any product is imported, it is necessary to state the fabric's country of origin.

Fur products must be marked as to type (particular animal), country of origin and manufacturer's or marketer's name. In addition, where they are used or damaged; bleached, dyed or otherwise artificially coloured; or composed substantially of paws, tails, bellies or waste fur, they must be so marked.

Food Labelling

All imported foods, beverages, drugs, medical devices and cosmetics are subject to inspection by the United States Food and Drug Administration (FDA) at the time of entry into the United States. The FDA is not authorized to approve or pass upon the legality of specific consignments before they arrive and are offered for entry into the United States. However, the FDA is always willing to offer comments on proposed labels or answer other enquiries from importers and exporters. Advice on prospective food labels may also be obtained from the U.S. Marketing Division, Department of External Affairs in Ottawa.

Import Prohibitions and Restrictions

In addition to goods prohibited entry by most countries in the world (such as obscene, immoral or seditious literature, narcotics, counterfeit currency or coins), certain commercial goods are also prohibited or restricted. Moreover, various types of merchandise must conform to laws enforced by government agencies other than the United States Customs Service. Fur products are also subject to the Endangered Species Act and importation of certain fur skins would be prohibited.

Animals

Cattle, sheep, goats, swine and poultry should be accompanied by a certificate from a veterinarian of the Canadian Department of Agriculture to avoid delays in quarantine.

The importation of wild animals and birds into the United States is prohibited if they are captured, taken, shipped, possessed or exported contrary to laws of the foreign country of origin. In addition, no such animal or bird may be taken, purchased, sold or

possessed contrary to the laws of any state, territory or possession of the United States.

Plants and Plant Products

The importation of plants and plant products is subject to regulations of the Department of Agriculture and may be restricted or prohibited. Plants and plant products include fruits, vegetables, plants, nursery stock, bulbs, roots, seeds, certain fibres including cotton and broomcorn, cut flowers, sugarcane, certain cereals, elm logs and elm lumber with bark attached. Import permits are required. In addition, the importation of certain endangered species of plants may be prohibited or require permits or certificates.

Seeds

The importation into the United States of agricultural and vegetable seeds and screenings is governed by the provisions of the Federal Seed Act of 1939 and regulations of the Agricultural Marketing Service, Department of Agriculture. Shipments are detained pending the drawing and testing of samples.

American Goods Returned

U.S. products may be returned to the United States duty-free provided they have not been advanced in value or improved in condition while abroad.

Articles exported from the United States for repair or alterations abroad shall be subject to duty upon the value of the repairs or alterations. The term "repairs or alterations" means restoration, change, addition, renovation, cleaning or other treatment which does not destroy the identity of the article exported or create a new or different article. Any article of metal (except precious metal) manufactured in the United States and exported for further processing and again returned to the United States for additional processing is subject to a duty upon the value of processing outside the United States.

The cost or value of U.S. origin component parts exported abroad ready for use only in the assembly of foreign-produced goods subsequently imported into the U.S., may be deducted from the value for duty provided the parts have not been subject to any further fabrication while abroad except operations incidental

to the assembly process such as cleaning, lubricating and painting.

Special U.S. customs procedural requirements must be followed upon the exportation and return of American goods. Details may be obtained from United States Import Specialists at border points or from the U.S. Marketing Division, Department of External Affairs, Ottawa.

Customs Entry Assistance

To facilitate access into the United States marketplace, a Canadian exporter should have information on customs documentation, tariff classification and rates of duty, value for duty, as well as on the many other U.S. laws and regulations affecting imports such as those relating to food and drugs, consumer product safety, environmental protection, etc.

Such U.S. import information is readily available from:

U.S. Marketing Division (UTM)
Department of External Affairs
125 Sussex Drive
Ottawa, Ontario
K1A 0G2
Tel: (613) 993-7484

The Division is constantly in contact with the U.S. Customs Service and other agencies on behalf of Canadian exporters and, over the years, has developed an in-depth knowledge of the interpretation and implementation of U.S. tariffs and regulations related to access for imports of Canadian products into the U.S. marketplace.

The Division can also provide Canadian exporters with information and assistance regarding: labelling of food, drug, cosmetic and alcohol products; customs penalty assessments; customs valuation; consumer product safety standards; and other questions related to U.S. market access.

Accordingly, Canadian exporters of products destined for the United States, and particularly first-time exporters or exporters of new products, are strongly urged to contact the U.S. Marketing Division for assistance with their exports.

U.S. Customs Tariff Classification, Internal Advice and Protests

The market access assistance which the U.S. Marketing Division offers includes obtaining an official tariff classification ruling on behalf of the Canadian exporter for merchandise to be imported into the United States (*prospective customs transaction*). In addition, the Division can aid the exporter and his broker in applying for internal advice which is designed to settle significant disagreement arising between the importer and U.S. Customs authorities in connection with a shipment being cleared at a U.S. Customs port of entry (*current customs transaction*). The Division also can help an exporter in the preparation of a protest to be filed against a U.S. Customs Service decision involving a liquidated entry (*completed customs transaction*).

Tariff Classification Ruling — “Prospective” Customs Transaction

The U.S. Marketing Division can obtain an official binding tariff classification ruling from the U.S. Customs Service on behalf of a Canadian exporter for a “*prospective*” *customs transaction* (i.e. a transaction which is not already pending before a Customs Service office by reason of arrival of the goods in the United States or the filing of related documentation at Customs for goods en route to the United States). Such ruling is considered binding inasmuch as it will be honoured at all U.S. Customs field offices and thereby ensures that the Canadian exporter will receive uniform tariff treatment at any U.S. Customs port.

To obtain such ruling, a written request containing the following information should be submitted to the U.S. Marketing Division:

- 1) A statement, as to whether the same or an identical transaction(s) is currently, or has ever been, considered by the U.S. Customs Service or attendant court of law. Where such other transaction(s) has taken place, particulars thereof should be provided.
- 2) A full and complete description of the goods. Generally, a sample and descriptive literature of the article in question should suffice. Where a sample

is not practicable, a photograph, drawing or other illustrative representation of the article should be submitted. If return of a sample is desired, it should be so requested indicating the desired means of return. **Note:** *A sample should only be submitted with the understanding that all or most of it **may** be damaged or consumed in the course of any examination, or analysis undertaken in connection with the ruling request.*

- 3) An indication of the article's chief use in the United States.
- 4) The commercial, common or technical description of the article.
- 5) Where a product is composed of two or more materials or ingredients, a percentage breakdown of (a) the cost of each component material or ingredient, at the point where only assembly or mixture into the finished product is required and, (b) their relative quantities by weight or volume, as appropriate.
- 6) Textile materials and articles should be identified as in (5) above, and their description should also include the method of construction (such as knit or woven), the types of fibres present and, if clothing, by whom it is designed to be worn (e.g. child, man, woman or unisex).
- 7) Chemical products should be identified by their specifications and product formulation (i.e. ingredients listed in percentage terms by chemical name, not tradename). A sample should also be submitted for purposes of U.S. Customs laboratory analysis.
- 8) Privileged or confidential information should be clearly identified as such and should be accompanied by an explanation of why that information should not be disclosed.

Note: *Failure to include all the appropriate above-listed information in the request only results in delays and confusion for the exporter.*

Internal Advice — “Current” Customs Transaction

Significant disagreement with a U.S. Customs position in connection with a “*current*” customs transaction (i.e. a transaction which is presently before a U.S.

Customs Service field office), should be resolved by filing a request for internal advice through the customs port where entry was made and before liquidation of the entry is effected. Internal advice can be requested by either the importer or his U.S. customhouse broker. The U.S. Customs Service will review the request and notify the importer of any points with which they do not agree.

The U.S. Marketing Division can provide valuable assistance and suggestions regarding points of law and previously established customs practice which may support the importer's request for internal advice.

To obtain such assistance, a written submission should be made to the U.S. Marketing Division containing:

- 1) Full particulars on the transaction involved and generally following the outline for a tariff classification ruling — *"prospective customs transaction."*
- 2) Copies of *all* documents and correspondence related to the entry of merchandise to which the request refers, including those issued by U.S. Customs.

If the importer is validly not in agreement with the resultant U.S. Customs Service decision on the internal advice request he may, "after liquidation of the entry and within 90 days of that liquidation," file a protest in the matter at the U.S. Customs port of entry involved.

Note: *The U.S. Customs Service field office may, at its discretion, refuse to consider a request for internal advice if in their opinion there is a clear and definitive customs precedent which supports their position. In such cases, the U.S. Marketing Division should be contacted for further guidance and assistance.*

Protest — "Completed" Customs Transaction

A protest, which is a form of appeal, may be undertaken in connection with a *"completed" customs transaction* (e.g. a transaction which has been liquidated by a U.S. Customs Service field office).

Note: *Protests must be filed at the U.S. Customs port of entry concerned within 90 days of the date of liquidation of the customs entry.*

The U.S. Marketing Division can assist the importer and his broker in preparing a protest by providing advice and suggestions on what information can be used to support the importer's case.

For such assistance to be effective, the Division must be fully informed on what has taken place already, including:

- 1) all information, in outline, on the tariff classification ruling — "prospective customs transaction";
- 2) a copy of the customs entry and invoice under protest;
- 3) a copy of all correspondence (no matter how trivial) between the importer, broker and the U.S. Customs authorities on the subject under protest; and
- 4) an estimate of (a) the volume of shipments that could be affected by the issue, (b) the value of such shipments, and (c) the potential duties involved.

U.S. Anti-Dumping and Countervail Statutes

Due to the complexity of these statutes, exporters are encouraged to contact the U.S. Marketing Division of the Department of External Affairs for answers to any specific questions.

The U.S. Trade Agreements Act of 1979 was enacted into law on July 26, 1979, and encompasses the changes to the current United States anti-dumping and countervailing duty law necessary for the implementation of the international agreements negotiated in the Multilateral Trade Negotiations (Tokyo round) of the General Agreement on Tariffs and Trade (GATT).

Anti-Dumping

If a U.S. company has reason to believe that a product is being sold in the U.S. at a price lower than the price at which it is sold in its home market, an anti-dumping complaint may be filed with the U.S. Commerce Department. The anti-dumping petition must contain information to support the dumping allegations along with evidence of injury suffered by the U.S. industry affected.

A U.S. anti-dumping investigation must be conducted within specified time frames:

- (1) Within 20 days of receipt of an anti-dumping petition, the Secretary of Commerce must decide whether or not to initiate an investigation. If it is determined that a petition does not properly establish the basis on which anti-dumping duties may be imposed, the proceeding is terminated. If the Secretary of Commerce determines that the petition contains sufficient information supporting the allegations, a full-scale investigation is initiated.
- (2) Within 45 days of the date on which a petition was filed, the International Trade Commission (ITC) must determine if there is a reasonable indication of injury. If the decision is negative, the case is terminated.
- (3) In general, within 160 days of the date on which a petition is filed, the Secretary of Commerce makes a preliminary determination of dumping. If the preliminary determination is affirmative, suspension of liquidation of all entries of merchandise subject to the determination is ordered and provisional duty in the form of a cash deposit or bond is required for the entry of the merchandise concerned, equal to the estimated amount by which the foreign market value exceeds the U.S. price.
- (4) Within 75 days of the preliminary determination, a final determination by the Secretary of Commerce of sales at less than fair value will be due.
- (5) After an affirmative preliminary decision of sales at less than fair value, the ITC must make an injury determination within 120 days of the preliminary determination. If the ITC injury determination is negative, the case is terminated and any cash deposited is refunded and any bond posted is released. If the injury determination is affirmative, the Secretary of Commerce will publish an anti-dumping duty on the merchandise equal to the amount by which the home market value of the merchandise exceeds the price to the U.S. customer.
- (6) An anti-dumping duty order is subject to an automatic annual review and requests for a review at any time will be entertained, provided changed circumstances are sufficient to warrant the review.

Countervail

Under the revised U.S. Countervailing Duty Statute, an additional duty may be imposed upon articles whether

or not dutiable, imported into the United States, if any bounty or grant upon their manufacture, production or export has been made. However, all cases are subject to an injury determination by the ITC. The time frame for an investigation is similar to an anti-dumping investigation. The decision on the subsidy by the Secretary of Commerce and the injury determination by the ITC may be appealed to the U.S. Court of International Trade.

If any difficulties arise with reference to this statute, it is suggested that exporters contact the U.S. Marketing Division of the Department of External Affairs as soon as possible.

U.S. Exports to Canada

Enquiries concerning the importation of U.S. products into Canada should be referred to the United States Embassy, 100 Wellington Street, Ottawa or the U.S. consulates or consulates general in Vancouver, Calgary, Winnipeg, Toronto, Montreal, Quebec, Saint John, Halifax or St. John's.

VI. YOUR BUSINESS VISIT TO CHICAGO

Contact by correspondence, while better than nothing, does not arouse the curiosity of the American businessman, whose private motto is, "Show me." There is really no substitute for personal contact in the U.S. markets.

Services Rendered by the Trade Commissioner

The commercial division of the Canadian consulate general in Chicago effects liaison between Canadian and local U.S. businessmen and industrialists. It scours its territory in search of opportunities for Canadian businessmen and relays its findings to companies that are competent and willing to follow through. Meetings are arranged between potential transactors, and guidance is provided as needed. Market surveys are conducted on a manageable scale on behalf of Canadian firms, agents, distributors or others upon recommendation from Canada. The consulate general's Maple Leaf room is available for product displays and on-the-spot demonstrations. Business hours are from 8:30 a.m. to 5:00 p.m., Monday to Friday.

Advise and Consult

When planning your first business visit to Chicago, advise the commercial division of the consulate general well in advance of your arrival. State the purpose of your visit and include several copies of your product brochures. You will help them help you if you work out the c.i.f. prices on at least part of your product range. You should also list any contacts you may already have made with local businessmen.

With that information in hand, the commercial staff will be pleased to work out a tentative itinerary and make appointments on your behalf which you can confirm on arrival. In view of the increasing number of businessmen visiting Canadian trade offices in the

U.S., we recommend that you make hotel reservations through your travel agent.

When to Go

The best time to visit Chicago is during the spring or fall. Avoid the Christmas and August holiday periods. Bear in mind that buying schedules may vary somewhat from those in Canada. The commercial division is ready to assist you.

How to Get There

Airlines

The following direct services are available:

a) To Chicago from

Toronto — Air Canada, United, American, U.S. Air.*

Montreal — Air Canada, American.

Winnipeg — Air Canada, North Western, Republic.*

Calgary — Air Canada.

Edmonton — Air Canada,* North Western.*

Vancouver — United.

b) To Milwaukee from

Toronto — Republic.*

Vancouver — United.*

c) To Kansas City from

Toronto — United.*

* One or more intermediate stops.

All major cities within the territory can be reached easily through connecting flights at Chicago's O'Hare Airport.

Rail

Grand Trunk: Windsor-Detroit-Chicago

Soo Line: International Falls-Chicago

Canadian Pacific and Canadian National offer rail service at other border crossing points in co-operation with U.S. railroads.

Highway Distance Chart

	Chicago	Milwaukee	St. Louis	Kansas City	Omaha
Toronto	792 km (492 mi.)	932 km (579 mi.)	1,189 km (739 mi.)	1,559 km (969 mi.)	1,516 km (942 mi.)
Montreal	1,332 km (828 mi.)	1,472 km (915 mi.)	1,730 km (1,075 mi.)	2,100 km (1,305 mi.)	2,057 km (1,278 mi.)
Winnipeg	1,339 km (832 mi.)	1,221 km (759 mi.)	1,582 km (983 mi.)	1,361 km (846 mi.)	1,046 km (650 mi.)
Calgary	2,578 km (1,602 mi.)	2,461 km (1,529 mi.)	2,816 km (1,750 mi.)	2,500 km (1,554 mi.)	2,185 km (1,358 mi.)
Quebec City	1,591 km (989 mi.)	2,110 km (1,311 mi.)	1,989 km (1,236 mi.)	2,359 km (1,466 mi.)	2,316 km (1,439 mi.)

VII. USEFUL ADDRESSES

Government Organizations

Canadian Consulate General

310 South Michigan
Avenue, 12th Floor
Chicago, IL 60604-4295
Tel: (312) 427-1031

**Canadian Government
Office of Tourism**
*(Located on Canadian
consulate general
premises)*

Government of Ontario

Department of Industry
and Tourism
208 South LaSalle Street
Suite 1816
Chicago, IL 60604
Tel: (312) 782-8688

Quebec Government Office

35 East Wacker Drive
Suite 2052
Chicago, IL 60601
Tel: (312) 726-0681

Canadian Banks

Bank of Nova Scotia

141 West Jackson
Boulevard
Room 2182
Chicago, IL 60604
Tel: (312) 427-7130

Canadian Imperial Bank of Commerce

30 North LaSalle Street
Suite 4100
Chicago, IL 60603
Tel: (312) 782-2209

Toronto-Dominion Bank

One First National Plaza
Suite 2790
Chicago, IL 60602
Tel: (312) 726-8858

Royal Bank of Canada

33 North Dearborn Street
Suite 1215
Chicago, IL 60602
Tel: (312) 372-4404

Bank of Montreal

30 North LaSalle Street
Suite 3930
Chicago, IL 60602
Tel: (312) 726-4573

National Bank of Canada

20 North Clark Street
Suite 3510
Chicago, IL 60602
Tel: (312) 444-7818

Transportation

Air Canada

300 North State Street
Chicago, IL 60610
Tel: (312) 527-3940

Canadian Pacific Airlines

233 North Michigan
Avenue
Chicago, IL 60601
Tel: (312) 565-0033

Canadian National Railways

105 West Adams Street
Chicago, IL 60603
Tel: (312) 726-2352

Canadian Pacific Ltd.

1 North LaSalle Street
Chicago, IL 60602
Tel: (312) 346-4100

Regional Offices in Canada

If you have not previously marketed in the U.S., contact the Trade Promotion Section of any regional office of the Department of Regional Industrial Expansion at the addresses listed below:

Alberta

Cornerpoint Building
Suite 505
10179-105th Street
Edmonton, Alberta
T5J 3S3
Tel: (403) 420-2944
Telex: 037-2762

British Columbia

P.O. Box 49178
Bentall Postal Station
Suite 1101
Bentall Centre, Tower IV
1055 Dunsmuir Street
Vancouver, British
Columbia
V7X 1K8
Tel: (604) 666-1434
Telex: 04-51191

Manitoba

P.O. Box 981
3 Lakeview Square
4th Floor
185 Carlton Street
Winnipeg, Manitoba
R3C 2V2
Tel: (204) 949-4090
Telex: 075-7624

New Brunswick

590 Brunswick Street
P.O. Box 578
Fredericton,
New Brunswick
E3B 5A6
Tel: (506) 452-3173
Telex: 014-46140

Newfoundland and Labrador

P.O. Box 8950
Parsons Building
90 O'Leary Avenue
St. John's, Newfoundland
A1B 3R9
Tel: (709) 772-4884
Telex: 016-4749

Northwest Territories

Precambrian Building
P.O. Bag 6100
Yellowknife, N.W.T.
X1A 1C0
Tel: (403) 873-6225

Nova Scotia

P.O. Box 940
Station M
1496 Lower Water Street
Halifax, Nova Scotia
B3J 2V9
Tel: (902) 426-7810
Telex: 019-21829

Ontario

1 First Canadian Place
Suite 4840
P.O. Box 98
Toronto, Ontario
M5X 1B1
Tel: (416) 365-3737
Telex: 065-24378

Prince Edward Island

P.O. Box 1115
Confederation Court Mall
134 Kent Street, Suite 400
Charlottetown,
Prince Edward Island
C1A 7M8
Tel: (902) 892-1211
Telex: 014-44129

Quebec

C.P. 247
Tour de la Bourse
800, place Victoria
Pièce 4328
Montréal (Québec)
H4Z 1E8
Tel: (514) 283-8185
Telex: 055-60768

220, av. Grande-Allée est
Pièce 820
Québec (Québec)
J1R 2J1
Tel: (418) 694-3272
Telex: 051-3312

Saskatchewan

814 Bessborough Tower
601 Spadina Crescent
East
Saskatoon, Saskatchewan
S7K 3G8
Tel: (306) 665-4343
Telex: 074-2742

Yukon

Suite 301
108 Lambert Street
Whitehorse, Yukon
Y1A 1Z2
Tel: (403) 668-4655

VIII. STATISTICS

Canadian Domestic Exports to U.S. Midwest, January to December 1983

(in thousands of Canadian dollars)

	Illinois	Missouri	Wisconsin	TOTAL
Live animals	3,234	2,202	4,609	10,045
Food, feed, beverages and tobacco	103,812	9,100	65,346	178,258
Crude materials, inedible	772,535	10,345	102,630	885,510
Fabricated materials, inedibles	1,125,043	221,728	681,685	2,028,456
End products, inedible				
Industrial machinery	118,386	23,775	29,128	171,289
Agricultural machinery and tractors	57,109	15,172	44,854	117,135
Transportation and communication equipment	413,402	293,016	631,996	1,338,414
Other equipment and tools	144,643	65,059	25,582	235,284
Personal and household goods	18,996	5,389	6,952	31,337
Miscellaneous end products	35,364	9,639	6,768	51,771
TOTAL	787,900	412,052	745,280	1,945,232
Special transactions, trade	1,362	2,184	130	3,676
TOTAL DOMESTIC EXPORTS	2,793,887	657,611	1,599,680	5,051,178

Main Canadian Exports to the Territory of
the Canadian Trade Office in Chicago —
1983

C \$ Millions

Illinois

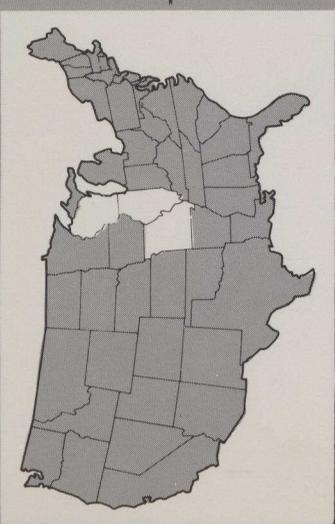
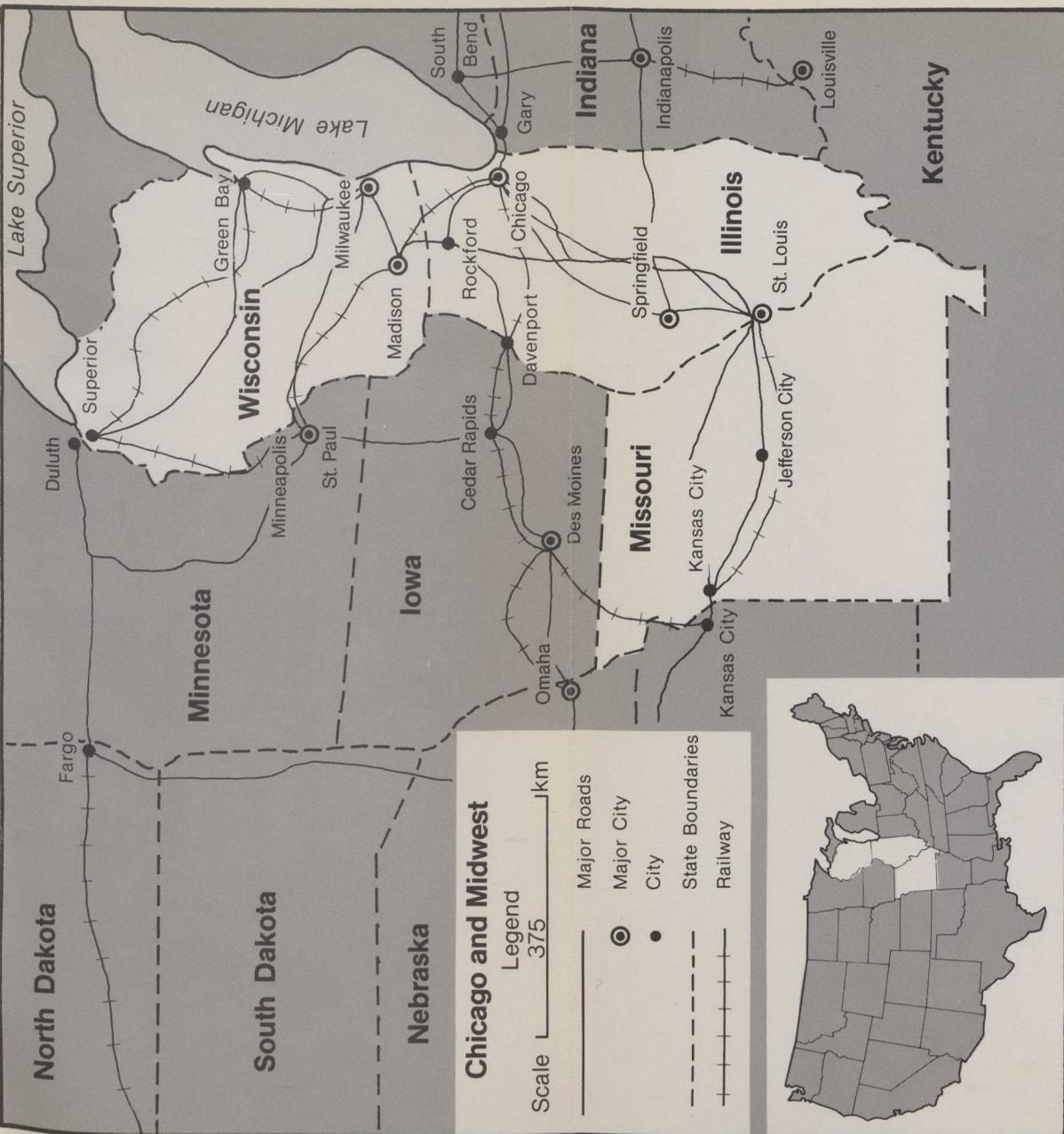
Crude petroleum	697.6
Lumber, softwood	99.4
Newsprint paper	272.6
Other paper for printing	50.3
Organic chemicals	69.4
Fertilizers and fertilizer material	78.9
Other chemical products	48.1
Petroleum and coal products	129.3
Aluminum, including alloys	85.0
Trucks, truck and tractors, and chassis	156.6
Motor vehicle parts (except engines)	179.2
Other telecommunication and related equipment	42.5
Office machines and equipment	51.4

Missouri

Lumber, softwood	59.0
Newsprint paper	56.9
Fertilizers and fertilizer material	21.7
Motor vehicle parts (except engines)	271.5
Navigation equipment and parts	22.0

Wisconsin

Crude petroleum	79.5
Lumber, softwood	48.2
Wood pulp and similar pulp	362.7
Newsprint	94.9
Passenger automobiles and chassis	298.8
Motor vehicle parts (except engines)	318.5



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