



USDA Foreign Agricultural Service

# GAIN Report

Global Agriculture Information Network

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## EU-25

### Trade Policy Monitoring

### EU On-line Helpdesk for Developing Countries

2005

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**Report Highlights:**

In February 2004, the EU launched an on-line helpdesk to facilitate developing country access to EU markets. The on-line export service has been improved and now includes a multilingual version of several features, trade statistics for the EU-25 and a new "Market Place" section. The on-line service is a useful tool not only for users in developing countries but for all third country users interested in exporting to the EU.

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Includes PSD Changes: No  
Includes Trade Matrix: No  
Unscheduled Report  
Brussels USEU [BE2]  
[E3]

## EU Helpdesk for Developing Countries

In February 2004, the EU launched an on-line helpdesk to facilitate developing country access to EU markets in an attempt to counter some of the criticism about the damaging effect their market access policy has on developing countries. Exactly one year later, EU Trade Commissioner Mandelson announced in a press release that the on-line export help service has been improved and that even more features are to come during 2005. "The EU is committed to taking these kinds of practical steps, in a world where non-tariff barriers are really the main remaining barrier to our markets for the poorest countries," Mandelson said.

The helpdesk initially provided information on EU import tariffs, customs documentation, rules of origin and trade statistics. It now includes a multilingual (English, French, Spanish and Portuguese) version of several features, trade statistics for the EU-25, a new "Market Place" section as well as more developed information covering all types of import measures, including tariff quotas, quantitative restrictions, import surveillance measures, entry/reference prices, anti-dumping measures and special GSP schemes. Work on the second phase of the system should be completed during the first half of 2005. The range of information will be widened to cover product specific import requirements such as marking, labeling and health requirements and internal taxation (VAT, excise duties) in the member states.

The on-line helpdesk is a useful tool not only for users in developing countries but for all third country users interested in exporting to the EU. Its import tariffs database allows easy access for looking up EU import duties, preferential duties, entry prices, tariff quotas and other applicable measures and links directly to trade flow statistics for a specific product. In the statistical database, EU import data can be retrieved for the EU-25, EU-15 or by member state, from all third countries covering a period of four calendar years.

The on-line helpdesk can be accessed at <http://export-help.cec.eu.int>.

**Visit our website:** our website [www.useu.be/agri/usda.html](http://www.useu.be/agri/usda.html) provides a broad range of useful information on EU import rules and food laws and allows easy access to USEU reports, trade information and other practical information. E-mail: [AgUSEUBrussels@usda.gov](mailto:AgUSEUBrussels@usda.gov)

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