



# TradeSource

This edition of *TradeSource* takes a special look at the **export potential of the U.S. services sector and programs throughout government that represent real opportunities and sales channels for businesses to enter new markets.** The National Export Initiative established the promotion of U.S. export services as a top priority of the federal government. The United States is the world's largest services market as well as the leading services-exporting country. U.S. services exports hit an all-time record of \$549 billion in 2010 and continue to add to the long record of sizable U.S. trade surpluses in services trade with the world.

As discussed in this issue's article from the Bureau of Economic Analysis (BEA), companies can find it hard to get their arms around what services exports look like. Education of foreign students and tourism clearly represent U.S. services exports; however, many other industries, such as the medical, environmental, and technology, may involve both merchandise exports and services exports. Companies can also find it difficult to make sense of federal programs that open markets and promote services exports.

The federal government continues to pursue significant new market openings for U.S. services suppliers through the completion of high-standard trade agreements. The United States–Korea Free Trade Agreement, for example, requires Korea to match the level of openness provided by the United States across a range of services, including greater access for services related to the delivery, accounting, audiovisual, and telecommunications sectors. The ongoing negotiation of a Free Trade Area with key trading partners in the Transpacific Partnership also seeks to expand opportunities for U.S. service suppliers, including small businesses, to growth markets such as Australia, Brunei, Chile, New Zealand, Malaysia, Peru, Singapore, and Vietnam.

In pursuit of opportunities in these and other export markets, the U.S. Census Bureau is committed to continuing to use *TradeSource* to bring you timely information on new programs and initiatives. For this edition, the Census Bureau's Foreign Trade Division worked closely with the BEA, the U.S. Commercial Service, the Millennium Challenge Corporation (MCC), and other partnership agencies to raise awareness of services sector programs. Some programs may be unfamiliar or completely new to you. Others may be familiar in terms of merchandise exports, but not in terms of their relevance to services exports. In either case, we hope you consider the potential of these programs to aid in your company's export success.

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# Services Trade: What Is It? Do You Do It?...And What Do You Need to Know?

by Kristy Howell, Economist,  
Bureau of Economic Analysis

## Goods vs. Services: What's the Difference?

Every month, the U.S. Department of Commerce publishes an estimate of the value of trade in goods and services between the United States and our trading partners. Most consumers and businesses have a clear idea of what trade in goods is all about, and many are probably familiar with how the government tracks imports and exports of merchandise across borders through customs reporting. But services are a bit of a different animal.

The difference between goods and services is a relatively simple concept to explain: goods are tangible items that can be touched or held, such as bread, milk, and

gasoline. Services refer to economic outputs that are intangible in nature, like a haircut, a taxi ride, and a doctor's visit. However, this concept can become harder to grasp when you think about trade activity in services. Haircuts and doctor's visits require the customer and the service provider to be in close proximity. How can those services be traded?

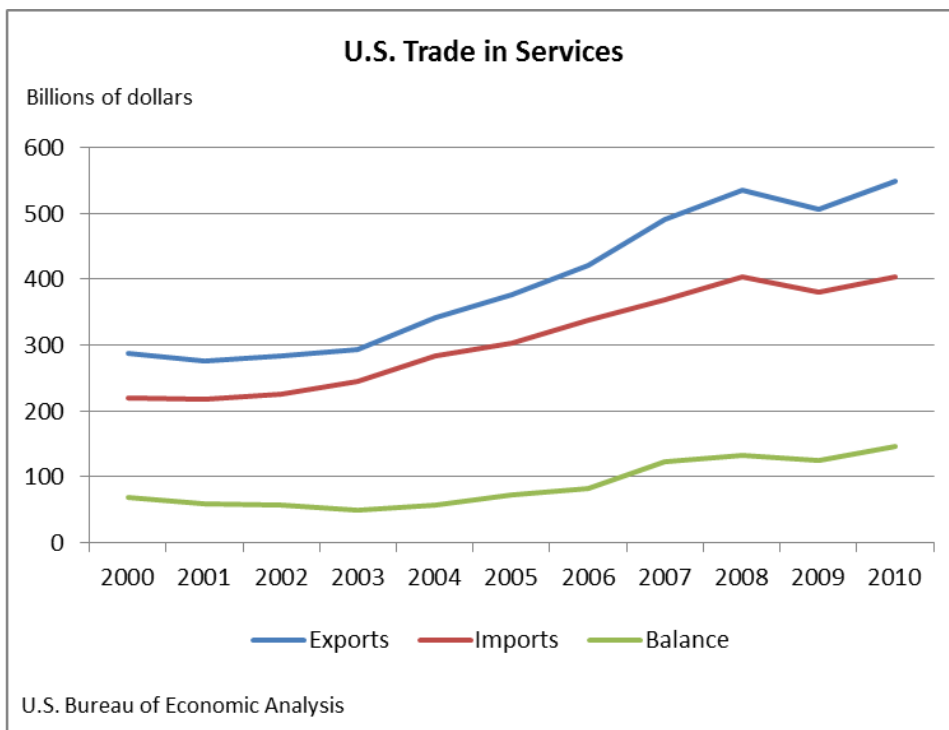
Although haircuts may never become tradable, many other types of services are in fact traded between the United States and other countries. Rapid advances in technology and declining transportation and telecommunication costs over the last several decades have fostered a growing market for traded services, especially business and professional services. Potential customers can now use the Internet or other

electronic means to locate and use financial advisory services, management consulting, and even medical consultations. The rights to use or distribute intellectual property such as trademarks, patents, and custom software also can be bought and sold across borders. A U.S. electronics manufacturer may be paid by a foreign supplier for access to technical specifications or other proprietary material. The manufacturer may also pay a foreign company to run its customer service operation. These two examples would be traditional cross-border international services transactions. Another type of transaction is when both the supplier and the consumer remain in their respective countries and the service is delivered via telephone or Internet. Services can also be supplied through other modes of delivery, as in the case of tourism and travel-related services, when the consumer travels abroad to the supplier to consume the service.

## Services Trade: A Growing Sector With a Surplus

Services constitute an important and growing part of the U.S. export market. Although most people are aware that the United States runs a deficit in trade in goods, many people are not aware that the United States has run a surplus on trade in services for many years. In 2010, U.S. exports of services totaled \$548.9 billion, the highest level on record, while imports totaled \$403.0 billion, resulting in a services trade surplus of \$145.8 billion. Currently, services account for 30 percent of U.S. exports and 17 percent of U.S. imports. Given

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**Services Trade: What Is It? Do You Do It?...And What Do You Need to Know?—Con.**

the importance of international trade in services, timely, accurate, and detailed statistics on services are critical to understanding U.S. participation in the global economy.

**Which Business Activities Are Services?**

Service sector industries comprise the majority of U.S. economic activity and cover a broad range of business activities. Major examples of cross-border services transactions include accounting, advertising, architectural services, data processing, construction, training, engineering, financial services, legal services, management consulting, research and development (R&D), and a wide variety of other types of services provided by American businesses. If your business imports or exports any of these types of services, then you are engaged in the international services trade sector.

**Reporting Requirements: What Do You Need to Know?**

The U.S. Bureau of Economic Analysis (BEA), an agency of the Department of Commerce, gathers and publishes the official U.S. statistics on trade in services. BEA uses survey data to compile the statistics on cross-border trade in services by U.S. companies. BEA conducts these mandatory surveys under the authority of the International Investment and Trade in Services

Survey Act (22 U.S.C. 3101-3108). This law requires that responses of individual companies be kept confidential and used only for statistical and analytical purposes.

BEA conducts a variety of surveys, each collecting data on international trade in services, and each covering a specific group of services, such as transportation, insurance, and financial services. Surveys are conducted quarterly and annually for a sample of U.S. firms. In addition, so-called “benchmark” surveys, which collect information from all companies engaging in services trade, are conducted every 5 years. All U.S. companies that do business with foreign customers—whether buying or selling services—are legally required to provide information on those transactions, unless determined to be exempt from specific reporting requirements. The grounds for exemption levels (based on the dollar value of transactions) vary by survey. For those companies required to file, the frequency of filings and which survey instruments apply may vary. For more details, along with copies of the survey forms and instructions, please see [www.bea.gov/surveys/iussurv.htm](http://www.bea.gov/surveys/iussurv.htm) or call the BEA at 202-606-5588.

In early 2012, BEA will be conducting the *2011 Benchmark Survey of Selected Services and Intellectual Property with Foreign*

*Persons* (the BE-120). This survey will collect information from all U.S. companies who traded in services. Companies whose receipts from foreign suppliers (in any of the covered service categories) either exceeded \$2 million during the 2011 fiscal year or whose payments to foreign customers exceeded \$1 million during the same period will be required to file detailed information by type of service.

The data collected through BEA's international services surveys, added to the merchandise trade collected by the Automated Export System (AES) and the Automated Broker Interface (ABI) program, serve as key inputs to the estimation of U.S. Gross Domestic Product (GDP) and balance of payments statistics. Statistics on trade in services are used by businesses to make investment decisions and to judge market size and market share. Trade policy officials often use the statistics when negotiating international trade agreements, and other policymakers as well as researchers use the statistics to assess the impact of globalization. For more information on reporting requirements or data resources on trade in services, visit [www.bea.gov](http://www.bea.gov).

## Ex-Im Bank Supports U.S. Small Businesses With Export Financing for Both the Goods and Services Industries

by Fred P. Hochberg, President and Chairman, Export-Import Bank of the United States

One of America's greatest assets is the "Made in the U.S.A." trademark. Built through generations of hard work and immense pride, this brand is respected for quality and reliability in both goods and services.

The Export-Import Bank of the United States (Ex-Im Bank) can be a useful resource for small businesses by removing many of the financial risks associated with exporting and ensuring access to needed capital. In FY 2011, the Ex-Im Bank authorized \$6 billion in small business export financing, an all-time record. This included more than 3,000 small business transactions—up nearly 20 percent. Business owners can focus on making the best products and operating the most efficient and successful operation, while we take care of the bulk of the risk.

One arm of Ex-Im Bank financing is focused on the services industry. In FY 2011, the bank financed an estimated \$8 billion of U.S. services exports, including engineering, design, construction, computer software, oil and gas drilling, architecture, transportation services, legal services, training, and consulting. This included approximately \$271 million of services exports for small and medium-sized businesses.

One of those businesses is Team Askin Technologies, Inc. (TATI). TATI is a 45-employee minority

woman-owned company that provides software and consulting services, including regulatory information management systems and aviation regulatory expertise. In late 2009, TATI was awarded a large multimillion dollar contract by the Kingdom of Saudi Arabia General Authority of Civil Aviation, located in Jeddah. The contract services included developing and implementing aviation regulations, policy and guidance materials, inspector training, safety management system programs, and authorization document systems.

TATI recognized in May 2010 that the firm needed working capital for this major project. They obtained a \$2.8 million loan from PNC Bank (backed by an Ex-Im Bank working capital loan guarantee). They used the funds to post the bond requirement for the project and provide more resources to complete it. The company then worked with Global Insurance Services to obtain Ex-Im Bank's single-buyer credit insurance policy of \$5 million to mitigate the risk of nonpayment from their customer. As a result of Ex-Im Bank financing, TATI was able to sustain 25 jobs.

"The working capital allowed us to post the 10 percent bond required by our contract. Most small businesses do not have that amount of disposable working capital," said Debbie Askin, president and CEO.

Due to Ex-Im Bank programs, more American small- and medium-sized businesses now

have the access to capital they need to make exporting a growing part of their business operations. This, however, may not be enough. Some 95 percent of today's potential consumers live outside the United States, yet only 1 percent of U.S. businesses export. For these businesses to succeed, more companies need to venture into the global marketplace.



This is why the Ex-Im Bank launched a new program called **Global Access for Small Business**. It offers a range of new financial services, including working capital and insurance products, designed exclusively for small business exporters. The companies that are utilizing this program are creating much-needed jobs here in America.

As profiled in this article, TATI is the type of innovative, industrious, and entrepreneurial company that strengthens our economy. But if we are going to grow jobs in the United States and compete more effectively in the twenty-first century global marketplace, more small- and medium-sized businesses need to export. The Ex-Im Bank and the Obama administration are eager to assist those companies that want to be part of this initiative and help put Americans back to work.



## Connecting U.S. Service Companies to Global Markets

by Brad Anderson, Director of Global Teams, U.S. Commercial Service

U.S. businesses are global leaders in services exporting. According to the U.S. Department of Commerce, U.S. services exports reached an all-time high in 2010, with cross border exports of private services reaching \$530 billion. The U.S. Commercial Service (CS), the trade promotion arm of the U.S. Department of Commerce's International Trade Administration, helps U.S. companies, mostly smaller ones, export their products, services, and franchises. If you are a service company, or a company with a service component, the CS can work with you to expand your sales in markets around the globe.

### Local Access to Industry- and Region-Specific Export Assistance

Located across the United States and in U.S. embassies and consulates in nearly 80 countries, the CS is a global network of trade professionals you can access right from your own backyard. To find the CS office nearest you, visit

[www.export.gov/usoffices](http://www.export.gov/usoffices).

Through its Global Teams, the CS has relationships and expertise across every major industry sector and every key global market. Our Global Team members provide companies with specialized export assistance specifically geared to 15 industry sectors and four global regions. And, many of these sectors include a

combination of merchandise and services (see [www.export.gov/industry](http://www.export.gov/industry)). Our Education Team and Travel and Tourism Team provide good examples of the specialized export assistance the CS provides across industry sectors.

### Examples of CS Industry-Specific Export Assistance

American higher education has global cachet and is a top U.S. export. The CS Education Team has education trade specialists on the ground domestically and internationally who assist U.S. institutions and companies with market research on the education sectors of target markets, international trade fair recruitment and participation, virtual education fair promotional opportunities, and market and industry briefs via webinars. To learn more about CS export assistance for the education sector, visit [www.export.gov/industry/education](http://www.export.gov/industry/education).

Travel and tourism is another sector in which America is exceptionally well positioned. The Travel and Tourism Team offers many

excellent programs designed to attract both tour operators and visitors to destinations across the United States. For example, the team regularly partners with the U.S. tourism industry to give U.S. companies increased exposure at key trade events such as the International POW WOW and World Travel Mart. The team also leverages the critical international visitation data collected and analyzed by the Commerce Department's Office of Travel and Tourism Industries. To learn more about CS travel event and promotion opportunities, statistics, and services, visit [www.export.gov/industry/travel](http://www.export.gov/industry/travel).

### Proven Trade Expertise for Your Company

Regardless of your industry, CS trade professionals can help your company grow its international sales through a variety of customized solutions, including business matchmaking, domestic and international trade show support, in-country promotion of your company, targeted market research, and trade advocacy. To learn more, visit [www.trade.gov/cs/services.asp](http://www.trade.gov/cs/services.asp).



The CS Travel and Tourism Team with International Trade Administration Under Secretary Francisco Sánchez (front center)

## The Millennium Challenge Corporation: A Gateway to Opportunity for American Businesses

by Nasserie Carew, Managing Director, Department of Congressional and Public Affairs, Millennium Challenge Corporation

American companies are building out the power grid in Tanzania, coordinating an agribusiness project in El Salvador, and serving as a procurement agent in Moldova. Other American firms are implementing a literacy program in Morocco, supporting a wildlife conservancy project in Namibia, and improving land registration systems in Burkina Faso.

These firms competitively won contracts to work on projects funded by the U.S. government's Millennium Challenge Corporation (MCC) in some of the world's poorest but well-governed countries. MCC helps create jobs at home and economic potential overseas. Participants can turn this foothold in a new market into an opportunity to expand in other developing countries. And because of MCC's unique approach to development assistance—one that partners with countries committed to good governance, economic freedom, and investing in their citizens—U.S. companies are helping create jobs here at home while doing business overseas in next-generation emerging markets.

Across the world, MCC acts as a gateway to opportunity for U.S. firms looking to expand. MCC has partnerships with countries in Latin America, Africa, Europe, and Asia; in each country, the local implementing unit—known as a Millennium Challenge



*Port of Cotonou, Benin. MCC investments of \$180 million over 5 years have doubled container capacity and cut customs clearance times in half.*

Account (MCA)—contracts a wide variety of services in diverse sectors. American firms are well-positioned to provide their expertise for many of these services.

American companies have won more than \$450 million in contracts with MCC partner countries and \$150 million in contracts to support MCC's headquarters in Washington. Another \$1.2 billion in procurements is expected over the next 18 months.

Some of the common services up for competitive bid through the MCAs include construction design and feasibility studies for roads, the energy sector, and water and sanitation systems; monitoring and evaluation; construction supervision; and independent engineering. MCAs frequently seek expert consulting services for agricultural training, land-tenure systems, technical education, healthcare infrastructure,

environmental impact assessments, financial auditing and accounting, resettlement, procurement, and small enterprise development.

Knowledge of the local working environment and language in these countries can be a useful asset, and many American firms have partnered with local firms or consultants to enhance their on-the-ground expertise. Providing these services can help American firms gain further experience in working overseas, which can be leveraged to provide services to the governments of developing countries, private firms, and multilateral development banks.

For example, Symbion Power of Washington, DC, and its partners won more than \$110 million in MCC contracts to improve Tanzania's energy sector. An MCC contract facilitated the company's

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### **Millennium Challenge Corporation: A Gateway to Opportunity for American Businesses—Con.**

entry into the East African nation, and Symbion has since expanded its business there.

In June 2011, Symbion purchased a 120-megawatt power plant that had been sitting idle for almost 3 years and put it into immediate production, adding much needed power to the national grid. The company has also contracted with the government of Tanzania to provide another 200 megawatts of power by December, and the two sides are discussing other projects to provide even more electricity to feed into the national network.

In addition to procurement opportunities, MCC fosters enabling environments that encourage foreign investment in partner countries through pro-business policy reforms and upgraded infrastructure.

MCC links the awarding of development grants to policy performance, creating a strong incentive for reform. A wide range of indicators, including inflation, fiscal policy, ease of starting a business, regulatory quality, and land

rights, are considered. It specifically looks at a country's commitment to controlling corruption and advancing democratic rights.

For example, MCC and Tanzania signed a 5-year, \$698 million compact in 2008 that includes work in the energy sector. That same year, Tanzania passed reforms that gave new independence and powers to the electricity regulator, encouraged private sector participation in the power sector, clarified licensing requirements, improved tariffs for connecting to the grid, and focused on renewable and rural electrification.

Poor infrastructure can be a major impediment to economic growth, and MCC is connecting markets and facilitating trade by addressing this constraint to growth. MCC is financing construction of a new terminal at the airport in Bamako, Mali, a landlocked country, to help establish an independent and secure link to the regional and global economy. MCC helped improve the management, security, and cargo

capacity of the Port of Cotonou, Benin, which has cut waiting times for bulk ships. And a project in the Philippines will rehabilitate 222 kilometers of roads, reducing transportation costs and strengthening the link between markets.

This is MCC in action. We help create enabling environments in our partner countries that maximize sustainable economic growth, benefitting both the world's poor and the interests of American businesses eager to grow and expand. MCC's results-focused, reform-driven, accountability-centered way of delivering development assistance creates opportunities for businesses to invest in emerging markets.

For more information on doing business with MCC and its partner countries, contact Lorelle Curry at 202-521-3910 or [currylb@mcc.gov](mailto:currylb@mcc.gov). Let MCC be your gateway to opportunity.

## U.S. Services Exports Fueled by World Bank Funding

Did you know that development projects funded by the World Bank often include services exports from U.S. firms? These projects provide numerous export opportunities, especially for consulting firms that can offer badly needed expertise and management skills.

Many World Bank infrastructure projects require private firms for feasibility studies, environmental impact studies, construction supervision, and project

management. Information technology projects may require market demand/traffic assessment studies or strategic business plans. Health system projects may require consultants for workforce development and management, improvement of leadership and accountability, or hospital design and engineering. The list goes on and on.

U.S. consulting firms are very competitive in this field and have

won more than \$470 million in World Bank-funded consulting contracts over the past 5 years alone. The United States has consistently placed among the top five countries for World Bank consulting contract awards in the past 5 years.

These contracts are offered by the borrowing country under the World Bank's procurement rules, which require transparency and competition for all contracts. The

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**U.S. Services Exports Fueled by World Bank Funding—Con.**

procurement process is handled by the borrower's government, with World Bank oversight to ensure fairness. The pipeline—from project concept to contract award—is easily tracked on the World Bank's Web site at <http://worldbank.org>. Consulting firms can identify potential contracts early in the process and start engaging with the customer (the borrowing government) at an early stage. You can even search the procurement notice database to see what types of contracts are available right now. If you sell consulting services to governments, this is a market worth exploring.

Even better, there are four independent development banks that follow a similar project and procurement process—the Asian Development Bank, the African Development Bank, the Inter-American Development Bank, and the European Bank for Reconstruction and Development. The U.S. Commercial Service has assigned a foreign commercial service officer to assist U.S. exporters at each bank. For example, a Colorado-based railroad consulting firm called on the U.S. Commercial

Service for help to win a contract for a World Bank–funded rail project in India. Other U.S. firms have used U.S. Commercial Service help to win World Bank–funded consulting contracts in Brazil, China, Tanzania, Haiti, and many other developing countries.

Since the customer for such a contract is usually a foreign government agency, U.S. firms can count on support from the U.S. Commercial Service's Advocacy Center, and the U.S. embassy, to support their bids. The World Bank itself has a network of eight private sector liaison officers in the United States who have received procurement training and are ready to help guide you through the process. They are located in Alabama, Baltimore, Chicago, Florida, Houston, New York, Seattle, and Utah.

So how can you get started after exploring these resources and opportunities? The U.S. Commercial Service office near you (visit [www.export.gov](http://www.export.gov) for a complete list of offices) is staffed by international trade specialists who

**Independent Development Bank Liaisons**

African Development Bank  
Lilia.BenMessaoud@trade.gov

Asian Development Bank  
Joel.Fischl@trade.gov

European Bank for  
Reconstruction and  
Development  
Will.Center@trade.gov

Inter-American  
Development Bank  
David.Fulton@trade.gov

World Bank Group  
David.Fulton@trade.gov

can help you identify new contract opportunities. Many developing countries are still growing rapidly. The World Bank and regional development banks are valuable tools that can help expand your export business in these emerging markets.

**World Bank Private-Sector Liaison Offices**

Procurement Notice Database	<a href="http://go.worldbank.org/036GENI180">http://go.worldbank.org/036GENI180</a>
U.S. Commercial Service's Advocacy Center	<a href="http://export.gov/advocacy">http://export.gov/advocacy</a>
Private Sector Liaison Officers	<a href="http://go.worldbank.org/9T29AOE4H1">http://go.worldbank.org/9T29AOE4H1</a>
Alabama	<a href="http://www.ado.alabama.gov/content/ourservices/international_trade/trade_main.aspx">http://www.ado.alabama.gov/content/ourservices/international_trade/trade_main.aspx</a>
Baltimore	<a href="https://www.wtci.org/">https://www.wtci.org/</a>
Chicago	<a href="http://export.gov/illinois/">http://export.gov/illinois/</a>
Florida	<a href="http://www.eflorida.com/Why_Florida.aspx?id=9226">http://www.eflorida.com/Why_Florida.aspx?id=9226</a>
Houston	<a href="http://www.houston.org/international-business/world-bank-group/index.aspx">http://www.houston.org/international-business/world-bank-group/index.aspx</a>
New York	<a href="http://www.esd.ny.gov/International.html">http://www.esd.ny.gov/International.html</a>
Seattle	<a href="http://www.seattletradealliance.com">http://www.seattletradealliance.com</a>
Utah	<a href="http://www.wtcut.com/2011/10/chamber-teams-with-world-bank-to-help-utah-business/">http://www.wtcut.com/2011/10/chamber-teams-with-world-bank-to-help-utah-business/</a>



## Check Out These Upcoming 2012 Trade Events



Event	Date	Location
<b>U.S.-CERTIFIED TRADE SHOWS IN FOREIGN COUNTRIES</b>		
HannoverMesse 2012 (Technology Advancement)	April 23	Hanover, Germany
ExpoSeguridadMexico 2012 (Safety/Security)	April 24	Mexico City, Mexico
Ifosecurity 2012 (Safety/Security)	April 24	London, UK
Aquatech India 2012 (Water/Water Treatment)	April 25	New Delhi, India
IFT Energy 2012 (Energy)	May 9	Santiago, Chile
Hospitalar 2012 (Medical)	May 22	Sao Paulo, Brazil
BeautyWorld MiddleEast 2012 (Cosmetics/Toiletries)	May 29	Dubai, UAE
Eurosatory 2012 (Aerospace/Defense)	June 11	Paris, France
11th China International Machine Tool & Tools Exhibition 2012	June 12	Beijing, China
Fispal Food Service 2012	June 25	Sao Paulo, Brazil
<b>FOREIGN AGRICULTURAL SERVICE ENDORSED TRADE SHOWS</b>		
<a href="http://www.fas.usda.gov/scripts/agexport/EventQuery.asp">http://www.fas.usda.gov/scripts/agexport/EventQuery.asp</a>		
AAHAR	March 10–14	New Delhi, India
Seoul Food & Hotel	May 8–11	Seoul, Korea
Vitafoods Europe (NEW)	May 22–24	Geneva, Switzerland
IFIA Japan (Tentative)	May 23–25	Tokyo, Japan
SIAL Brazil (NEW)	June 25–28	Sao Paulo, Brazil
Food Taipei	June 27–30	Taipei, Taiwan
Annapoorna	September 26–28	Mumbai, India

**Check Out These Upcoming 2012 Trade Events—Con.****U.S. TRADE MISSIONS TO FOREIGN COUNTRIES**[http://export.gov/trademissions/eg\\_main\\_023185.asp](http://export.gov/trademissions/eg_main_023185.asp)

Singapore (Aerospace)	February 12
India (Ports)	February 12
Afghanistan (Construction, Mining, Agribusiness, IT)	February 12
India (Medical)	March 12
Russia (Automotive)	April 22–28
Singapore, Vietnam, Malaysia, Thailand, Indonesia (Multi-Sector)	May 14–22

**INTERNATIONAL BUYER PROGRAMS AT U.S. TRADE SHOWS**

NPE 2012 International Plastics Showcase (Manufacturing)	April 1	Orlando, FL
National Association of Broadcasters (NAB) Show (ICT-Broadcasting)	April 16	Las Vegas, NV
WasteExpo 2012 (Environmental)	May 1	Las Vegas, NV
National Restaurant Association Restaurant, Hotel-Motel Show (NRA Show)	May 5	Chicago, IL
International CTIA Wireless 2012 Convention (ICT)	May 8	New Orleans, LA
Electric Power 2012 (Energy)	May 15	Baltimore, MD
WINDPOWER 2012 (Energy-Renewable)	June 3	Atlanta, GA
InfoComm 2012 (ICT-A/V Equipment)	June 9	Las Vegas, NV
Health and Beauty Association (HBA) Global Expo (Healthcare/Beauty)	June 19	New York, NY

**U.S. TRADE & DEVELOPMENT AGENCY REVERSE TRADE MISSIONS**<http://www.ustda.gov/news/>

East African Financial Integration Reverse Trade Mission	January 21– February 1	Washington DC; New York, NY; Silicon Valley, CA
Latin America and Caribbean Regional Intelligent Transportation Systems Initiative—Colombian Delegation	January 22–31	Washington, DC, and Austin and Houston, TX
Romania & Bulgaria Smart Grid Reverse Trade Mission	January 30– February 7	Washington, DC, and other cities TBD
South Africa Smart Grid Reverse Trade Mission	February 21– March 1	Washington, DC; Philadelphia, PA; Atlanta, GA

## Contact Information

### **AESDirect Technical Support (toll-free)**

Every day, 7 a.m.–7 p.m. ET  
 Voice: 877-715-4433  
 Fax: 301-562-7795  
 E-mail: [boc-support@tradegate2000.com](mailto:boc-support@tradegate2000.com)

### **Foreign Trade Division Call Center 800-549-0595** (see menu options below)

The e-mail addresses below are not secure. Confidential company information should not be sent to these addresses.

#### ***Automated Export System Branch, Menu Option 1***

Monday through Friday  
 7:30 a.m.–6 p.m. ET  
 Fax: 301-763-6638  
 E-mail: [askaes@census.gov](mailto:askaes@census.gov)

#### ***Commodity Analysis Branch (Schedule B Export Classification), Menu Option 2***

Monday through Friday  
 8:30 a.m.–5 p.m. ET  
 Fax: 301-763-4962  
 Schedule B questions: [ftd.scheduleb@census.gov](mailto:ftd.scheduleb@census.gov)

#### ***Regulations, Outreach, and Education Branch, Menu Option 3***

Monday through Friday  
 8 a.m.–6:30 p.m. ET  
 Fax: 301-763-4610  
 E-mail: [ftdregs@census.gov](mailto:ftdregs@census.gov)

#### ***Data Dissemination Branch, (Press Release/Data Products) Menu Option 4***

Monday through Friday  
 8:30 a.m.–5 p.m. ET  
 Fax: 301-763-4962  
 E-mail: [ftd.data.dissemination@census.gov](mailto:ftd.data.dissemination@census.gov)

### **Foreign Trade Division (all branches)**

Secure fax: 301-763-8835

This fax number is for confidential company information (i.e., data requests). Please include a cover sheet with the name and/or phone number of the branch or person to whom the fax should be delivered.

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**Contact Information**—Con.**AES Partnership Agencies****U.S. Customs and Border Protection (CBP)**

Trade Enforcement and Facilitation

For questions regarding CBP, ITAR, and Used Vehicles, contact:

Robert Rawls, Program Manager, 202-344-2847

E-mail: [robert.rawls@dhs.gov](mailto:robert.rawls@dhs.gov) or [manifest.branch@dhs.gov](mailto:manifest.branch@dhs.gov)**Bureau of Industry and Security (BIS)**

Help Desk, Washington, DC

202-482-4811

Western Regional Office, Los Angeles/Newport Beach, CA

949-660-0144

Western Regional Office, San Jose, CA

408-351-3378

**Directorate of Defense Trade Controls**

U.S. State Department, Washington, DC

Response Team

202-663-1282

D-Trade Questions

202-663-2838

**Web sites**

U.S. Census Bureau, Foreign Trade

[www.census.gov/trade](http://www.census.gov/trade)

U.S. Customs and Border Protection

[www.cbp.gov](http://www.cbp.gov)

Bureau of Industry and Security

[www.bis.doc.gov](http://www.bis.doc.gov)

Small Business Administration

[www.sba.gov/](http://www.sba.gov/)U.S. State Department, Directorate  
of Defense Trade Controls[www.pmdtdc.state.gov](http://www.pmdtdc.state.gov)U.S. Treasury Department, Office of  
Foreign Assets Control[www.treas.gov/offices/enforcement/ofac](http://www.treas.gov/offices/enforcement/ofac)