## CERTIFICATE COURSE ON INTERNATIONAL TRADE

# Today's Content - Detailed Outline of Import & Export of Goods/Services

#### **\*** What are Imports and Exports?

*Imports* are the goods and services that are purchased from the rest of the world by a country's residents, rather than buying domestically produced items. Imports lead to an outflow of funds from the country since import transactions involve payments to sellers residing in another country.

**Exports** are goods and services that are produced domestically, but then sold to customers residing in other countries. Exports lead to an inflow of funds to the seller's country since export transactions involve selling domestic goods and services to foreign buyers.



# **❖** Importance of import and export in international trade

Imports and exports are the foundation of **international trade**, shaping economies, industries, and global relations. Their roles are critical for multiple reasons:

# 1. Economic Growth & Development

- **Exports** drive economic expansion by generating revenue and creating jobs.
- **Imports** allow countries to access goods they can't produce efficiently, leading to increased consumer choices.

# 2. Balancing Trade & Foreign Exchange

- A country's **trade balance** (exports minus imports) affects its economic stability.
- Trade deficits occur when imports exceed exports, leading to foreign debt.
- **Trade surpluses** (more exports than imports) strengthen currency value and national income.

# 3. Specialization & Comparative Advantage

- Nations **focus on industries** where they have a competitive edge, leading to innovation.
- **Example:** India excels in software services exports, while Japan dominates in automobile manufacturing.

# 4. Strengthening International Relations

- Trade agreements encourage collaboration, reduce tariffs, and boost diplomatic ties.
- Countries depend on trade networks for crucial resources, like oil and technology.

# **5. Enhancing Consumer & Business Options**

- Imports bring global products to local markets, giving businesses access to raw materials.
- Exports allow companies to expand internationally, increasing profits.

Essentially, imports and exports fuel the interconnected nature of the global economy.

# **\*** What is Gross Domestic Product (GDP)?

Gross Domestic Product (GDP) is the gross market value of the total goods and services produced within the domestic boundaries of a country during a given period of time. It is also known as National Income. Total imports and total exports are essential components for the estimation of a country's GDP. They are taken into account as "Net Exports".

#### GDP = C + I + G + X - M

Where:

C = Consumer expenditure

I = Investment expenditure

G = Government expenditure

X = Total exports

M = Total imports

**Net Exports** 

(X-M) in the above equation represents net exports. Net exports are the estimation of the total value of a country's exports minus the total value of its imports. A positive net exports figure indicates a trade surplus.

On the other hand, a negative net exports figure indicates a trade deficit. A trade surplus or trade deficit reflects a country's balance of trade (which is, essentially, whether a country is a net exporter or importer, and to what extent).

## **Exports of India: Facts You Need to Know**

Top Export Items: Petroleum products, precious stones, drug formulations & biologicals, gold, and other precious metals are the top exported commodities.

India's merchandise exports are less than its merchandise imports.

#### Imports of India: Facts you need to know

Top Import Items: Crude petroleum, gold, petroleum products, coal, coke & briquettes constitute top import items.

India's service exports are more than its service imports. This means that India has a net service surplus. However, India's net services surplus has been steadily declining in relation to GDP.

Now, India's service surplus finances about 50 percent of the merchandise deficit (the trade balance).

#### **Top Trading Partners of India**

India's top five trading partners continue to be the USA, China, UAE, Saudi Arabia, and Hong Kong.

#### **Top 10 Export Commodities**

- Petroleum Products
- Pearl, Precious, Semiprecious Stones
- Drug Formulations, Biologicals
- Gold and Other Precious Metal Jewellery
- ❖ Iron and Steel
- Electric Machinery and equipment
- Organic Chemicals
- \* RMG Cotton including Accessories
- Motor Vehicles/ Cars
- **❖** Marine Products

#### Top 10 Countries to which India exports the most

- USA
- **UAE**
- China PRP
- Hong Kong
- Singapore

- United Kingdom
- Netherland
- Germany
- Bangladesh PR
- Nepal

## **Service Exports: Top Services**

The composition of service exports has remained largely unchanged over the years.

Software services constitute the bulk of it at around 40-45 percent, followed by business services at about 18-20 percent, travel at 11-14 percent, and transportation at 9-11 percent.

# **Top 10 Import Commodities**

- ❖ Petroleum: Crude
- **❖** Gold
- Petroleum Products
- Coal, Coke Briquettes, etc.
- Pearl, Precious, Semiprecious Stones
- Electronic Components
- Telecom Instruments
- Organic Chemicals
- Industrial Machinery for Dairy etc.
- Iron and Steel

#### Top 10 Countries from which India imports the most

- China PRP
- **USA**
- **UAE**
- Saudi Arabia
- Iraq
- Switzerland
- Hong Kong
- Korea RP
- Singapore
- Indonesia

**Service Imports: Top Services** 

Over the years, service imports in relation to GDP have been steadily rising putting pressure on BoP to worsen. However, the increase in service imports to GDP ratio is inevitable given a rising level of FDI and a gradual upscaling of the Make in India program.

Business Services, Travel, and Transportation are the three top service imports.

# **❖** Some Interesting Facts

# **1. Every Country Exports Something**

Even the smallest and most remote countries export goods or services. For example:

- **Tuvalu**, a tiny island nation, earns money by exporting its .tv internet domain.
- **Bhutan** exports **electricity** to India from its hydroelectric projects.

# **?** 2. Services Are a Huge Export Category

People often think exports are only physical goods, but **services** like IT, tourism, education, and financial consulting are major exports.

- **India** is one of the world's leading exporters of **IT and software services**.
- The **U.S.** is a top exporter of **education**—international students studying in the U.S. contribute billions in export earnings.

#### **3.** Containers Revolutionized Global Trade

The invention of the **shipping container** in the 1950s drastically reduced costs and time of export logistics. It made loading and unloading much faster and helped global trade explode.

# **■** 4. Smartphones Travel More Than You Do

A single **smartphone** may be made with parts from over **40 countries**. For example, the iPhone has components from the U.S., Japan, China, South Korea, Germany, and more — making it a truly global export product.

# 2 5. New Zealand Exports the Most Kiwis (the Fruit!)

Though **kiwis** are associated with New Zealand, they originally came from **China** and were called "Chinese gooseberries". New Zealand rebranded and exported them successfully around the world.

# **♣** 6. Cars Are Among the Most Exported Products

Globally, **cars and vehicle parts** are among the top export items. **Germany**, **Japan**, and **South Korea** are some of the largest car exporters.

# **≥** 7. Some Countries Re-Export

Countries like **Singapore** and **UAE** import goods, add value (like packaging or assembly), and then **re-export** them. Dubai, for instance, is a major hub for re-exporting goods to Africa and Europe.

# **8. Small Businesses Can Be Big Exporters**

Thanks to e-commerce platforms like Amazon, Etsy, and Alibaba, even small artisans and local businesses can sell globally from their homes.

# **E** 9. Chocolate Is an Export - But Not Where You Think

Most of the world's **cocoa** is grown in **Africa** (like Ivory Coast and Ghana), but **Switzerland**, **Belgium**, and **Germany** are famous for **exporting chocolates** – even though they don't grow any cocoa.

# **¥ 10. Exports Contribute to National Strength**

Countries with strong exports often have stronger currencies and economies. For example, **China's rapid growth** over the last few decades was powered by its **export-driven manufacturing sector**.

#### **❖** Balance of Trade

The **balance of trade (BOT)** is a key economic indicator that measures the difference between a country's exports and imports of goods and services over a specified period. It reflects a nation's economic strength and its relationship with global markets.

# **Components of Balance of Trade**

- 1. **Exports** Goods and services that a country sells to other countries.
- 2. **Imports** Goods and services purchased by a country from foreign markets.
- 3. **Trade Surplus** Occurs when a country **exports more** than it imports. This is seen as a positive economic condition, indicating strong production and demand for local goods abroad.
- 4. **Trade Deficit** Happens when a country **imports more** than it exports. This can lead to economic challenges such as increased foreign debt.

# **Factors Influencing Balance of Trade**

- **Exchange Rates:** A strong currency makes exports more expensive, reducing demand, while a weaker currency can boost exports.
- **Government Policies:** Trade tariffs, import duties, and export subsidies directly affect trade balances.
- **Global Demand & Economic Conditions:** Economic growth in other nations can increase demand for exports.
- **Production Costs:** Labor costs, raw materials, and technology influence a country's ability to compete internationally.
- **Trade Agreements:** Free trade deals can encourage exports, while protectionist policies might restrict imports.

#### **Effects of Balance of Trade**

- **Impact on Currency Value:** Countries with a trade surplus often see their currency strengthen, while trade deficits can weaken the currency.
- **Influence on Employment:** A high level of exports supports local jobs, while excessive imports may lead to domestic job losses.

• **Economic Growth:** A consistent trade surplus can drive GDP growth, while prolonged trade

The balance of trade plays a critical role in shaping a country's economic health, influencing growth, employment, inflation, and even national debt. Here's a breakdown of its effects:

# 1. Impact on Economic Growth

- A **trade surplus** (exports > imports) boosts national income, contributing to higher GDP.
- A **trade deficit** (imports > exports) may slow economic growth, especially if it leads to excessive borrowing.

# 2. Currency Strength & Exchange Rates

- A **surplus strengthens the currency**, making imports cheaper but potentially reducing export competitiveness.
- A **deficit weakens the currency**, making exports more attractive but increasing costs of imported goods.

# 3. Employment & Industry Health

- A strong **export sector** supports domestic industries and creates jobs.
- Dependence on **imports** can harm local businesses, leading to job losses in sectors unable to compete.

# 4. Inflation & Cost of Living

- Trade deficits can lead to **import-driven inflation**, where foreign goods become expensive due to a weaker currency.
- Surpluses often **stabilize prices**, as strong exports generate revenue without excessive reliance on foreign goods.

# 5. Government Debt & Trade Policy

- Countries with persistent trade deficits may **borrow** to finance imports, increasing national debt.
- Trade balances influence policy decisions, such as **tariffs**, **subsidies**, and trade agreements.

# Balance of Payments (BoP)

Balance of Payments (BoP) statistics systematically summaries, for a specific period, the economic transactions of an economy with the rest of the world. The compilation and dissemination of BoP data is the prime responsibility of RBI.

BoP = net credit in (Current Account + Capital Account and Financial Account).

India's Balance of Payments (BoP) position witnessed great improvement since liberalization in 1991. Foreign Exchange (Forex) Reserves include Foreign Currency Assets, Gold, Special Drawing Rights (SDRs), and Reserve Position in the IMF (Gold Tranche or Reserve Tranche).

# ❖ "Understanding Imports" in International-Trade

# **Meaning of Imports**

**Imports** refer to the purchase and bringing of goods and services into a country from foreign markets for domestic consumption, resale, or manufacturing purposes. Imports play a crucial role in meeting domestic demand, acquiring raw materials, advanced technology, and fostering economic growth.

In India, imports are regulated by the **Foreign Trade Policy (FTP)** under the **Foreign Trade (Development and Regulation) Act, 1992**, and the **Customs Act, 1962**. The **Directorate General of Foreign Trade (DGFT)** and **Central Board of Indirect Taxes and Customs (CBIC)** oversee import regulations and compliance.

## **Scope of Imports**

The scope of imports covers various aspects, including types of imports, governing regulations, procedures, payment mechanisms, and trade policies.

# 1. Types of Imports

- ✓ Commercial Imports Goods imported for resale, manufacturing, or industrial use.
- ✓ Personal Imports Goods imported for personal use, including duty-free allowances.
- ✓ Capital Goods Imports Machinery and equipment imported for industrial production.

- ✓ Raw Material Imports Essential components required for manufacturing (e.g., crude oil, metals).
- **Service Imports** − Import of software, IT services, consultancy, and professional services.

# 2. Governing Regulations for Imports in India

The import process is governed by multiple laws and policies:

Regulation	Governing Body	Purpose
Foreign Trade Policy (FTP) 2023	1)( <sub>7</sub> P	Regulates import/export through licensing, incentives
,		Imposes customs duties, regulates clearance
FEMA (Foreign Exchange Management Act), 1999		Controls forex transactions related to imports
BIS (Bureau of Indian Standards) & FSSAI	BIS, FSSAI	Ensures quality and safety standards for imported goods
Import-Export Code (IEC)	DGFT	Mandatory registration for importers
Special Import Restrictions		Regulates imports of defense, nuclear, and hazardous materials

#### 3. Import Procedures in India

The process of importing goods in India includes the following steps:

- ✓ **Obtaining Importer Exporter Code (IEC)** A unique 10-digit number issued by DGFT, mandatory for all importers.
- ✓ **Classifying Goods Under ITC-HS Code** Imports are classified under the **Indian Trade Classification (Harmonized System)** for regulatory and duty purposes.
- ✓ **Checking Import Licensing Requirements** Goods are categorized into:
- **Freely Importable** No restrictions (e.g., electronics, raw materials).
- **Restricted** Requires prior approval (e.g., chemicals, pharmaceuticals).
- **Prohibited** Banned for import (e.g., narcotics, hazardous waste

- ➤ Placing an Order & Arranging Payment Payment is made via Letter of Credit (LC), Bank Transfers, or Advance Payments, as per FEMA regulations.
- ➤ Customs Clearance & Duty Payment Importers file a Bill of Entry, pay applicable customs duty (BCD, IGST, Cess, etc.), and clear goods through CBIC.

**Final Delivery & Compliance** – After clearance, goods are transported to the importer's location, and post-import documentation is maintained for audits.

#### 4. Modes of Payment for Imports

Import payments are regulated under **FEMA & RBI** guidelines and must be done through authorized banking channels.

Common payment methods include:

- ✓ Letter of Credit (LC) Ensures payment security between buyer and seller.
- **⊘ Advance Payment** Importer pays in advance before shipment.
- **⊘ Open Account** Payment is made after receiving goods.
- $\checkmark$  **Documentary Collection (D/P & D/A)** Payment is made against shipping documents.

#### 5. Key Import Restrictions & Prohibited Items

Certain goods are **restricted or prohibited** from import to protect **national security**, **environment**, **and public health**. Examples:

- Prohibited Items
- X Narcotics & psychotropic substances
- **X** Wild animal products (banned under CITES)
- X Hazardous waste & toxic chemicals
- X Counterfeit currency & goods

#### **△** Restricted Items (Require Import License)

- **♦** Defense & aerospace equipment
- ♦ High-tech electronics (SCOMET-controlled)
- **♦** GM crops & certain agricultural products
- ♠ Medicines & medical equipment

#### 6. Import Tariffs & Duties

Import duties are levied under the **Customs Act**, **1962**, which includes:

- **⊘** Basic Customs Duty (BCD) Charged on imported goods based on tariff classification.
- ✓ IGST (Integrated Goods & Services Tax) Applied on imports under GST.
- ✓ Anti-Dumping Duty Imposed to prevent unfair pricing by foreign suppliers.
- **Safeguard Duty** − Applied to protect domestic industries from sudden import surges.
- **♥ Cess & Surcharges** Additional charges on specific imports like crude oil & luxury goods.

#### 7. Recent Updates in Import Policy (FTP 2023)

- **Easier Import Procedures** Online clearance system for faster approvals.
- **29 Liberalization of Import of Capital Goods** Duty-free imports for manufacturing sectors.
- Increased Quality Standards Stricter BIS/FSSAI norms for consumer goods.
- **Promotion of Rupee Trade** Import settlements in INR with friendly countries (Russia, UAE).
- **Restrictions on Non-Essential Imports** Increased duties on luxury items to control forex outflows.

## **Key Takeaways for Importers**

- **Obtain an IEC from DGFT before importing.**
- **Ensure compliance with customs duties & licensing requirements.**
- **⊘** Use proper payment mechanisms (LC, bank transfer) under FEMA.
- **∀** Follow BIS & FSSAI quality norms for imports of goods.
- **♦ Stay updated on changes in import policy & tariff structures.**

# SCOMET (Special Chemicals, Organisms, Materials, Equipment, and Technologies)

SCOMET refers to a **list of controlled items** that require special authorization for export due to their **sensitive nature** and potential use in **weapons, military applications, or dual-use technologies**. It is governed by **DGFT (Directorate General of Foreign Trade)** under the **Foreign Trade Policy (FTP) 2023**.

#### 1. Legal Framework & Governing Authority

- Foreign Trade (Development & Regulation) Act, 1992 (FTDR Act)
- Foreign Trade Policy (FTP) 2023
- DGFT (Directorate General of Foreign Trade) Notification & Handbook of Procedures
- International Agreements: India follows international export control agreements such as:
  - Wassenaar Arrangement (WA)
  - Missile Technology Control Regime (MTCR)
  - o Australia Group (AG)
  - Nuclear Suppliers Group (NSG)

#### 2. SCOMET Category-Wise Classification

SCOMET items are categorized into **9 broad groups** as per **Appendix 3 of Schedule 2 of ITC (HS) Classification of Export and Import Items**.

SCOMET Category	Description	Applicable Controls
11(1)	Nuclear materials, nuclear reactors, associated technology	Regulated under Atomic Energy Act
1	Toxic chemicals, biological agents, related technology	Linked to Chemical Weapons Convention (CWC)
2	Materials material processing equilibrent	Includes composite materials, high- performance alloys
3		Covers high-end electronics used in military systems
4	Computers, information security (encryption tech)	Encryption software, cybersecurity tools
5	Telecommunications, radar, navigation equipment	Includes satellite and drone technology

SCOMET Category	Description	Applicable Controls
	Aerospace, propulsion systems, unmanned aerial vehicles (UAVs)	Missile technology, UAVs, jet engines
7	Submersibles marine technology	Sonar systems, underwater navigation tech
8	Shecial miccellaneous items	Emerging technologies like quantum computing, AI
9	Non-SCOMET items requiring special permission	Controlled on case-by-case basis

# 3. Export Control Regulations & Licensing Process

Exporting SCOMET-listed goods requires prior approval from **DGFT** and compliance with various international norms.

## **A. Export Authorization Process**

## 1. Application Submission:

- Exporters must apply through **DGFT's online portal** (DGFT e-SANCHIT).
- Application requires details like item description, end-user details, and country of destination.

#### 2. End-Use Certificate (EUC):

- o Issued by the **end-user or foreign government**.
- o Ensures the exported item is used only for its intended purpose.

#### 3. Inter-Ministerial Approval (IMWG Review):

- Applications are reviewed by Inter-Ministerial Working Group (IMWG) under DGFT.
- o Agencies involved include **DRDO**, **ISRO**, **DAE**, **MEA**, **MoD**, **MHA**, **NSCS**, and **Customs**.

#### 4. Grant of License:

o If approved, DGFT issues an **export authorization** valid for a specified period.

#### 5. **Post-Shipment Obligations**:

Exporters must submit proof of shipment and compliance reports.

# 4. Specific Exemptions & Special Provisions

#### A. General Authorization for Export of SCOMET Items (GAE)

- A relaxed license system for certain low-risk dual-use items to specific friendly countries.
- Used for exports of **semiconductors**, **IT hardware**, **and electronics**.

• Exporters must **report transactions to DGFT quarterly**.

## B. Transfer of Technology (ToT) & Intangible Exports

- SCOMET controls **not just physical goods but also technology transfers** via:
  - o Emails
  - Cloud storage
  - Telecommunication (video conferencing, documents)
- Technology Transfer requires **specific approval** from DGFT.

# C. Re-Exports & Transshipment

- If a foreign entity wishes to **re-export a SCOMET item**, it must **seek Indian government approval**.
- Transshipment through India is **monitored under Customs & DGFT regulations**.

#### **5. Violations & Penalties for Non-Compliance**

Violating SCOMET regulations can lead to **severe penalties under multiple laws**:

Regulation	Penalty
Foreign Trade (Development & Regulation) Act 1992	' 5 years imprisonment + Heavy fines
Customs Act, 1962	Seizure of goods, blacklisting of exporter
FEMA (Foreign Exchange Management Act), 1999	Penalties up to 300% of transaction value
Official Secrets Act, 1923	Severe penalties for leaking sensitive tech
Weapons of Mass Destruction (WMD) Act, 2005	Punishment for aiding in proliferation

#### 6. Recent Updates in SCOMET under FTP 2023

- Increased Coverage: More items added under quantum computing, AI, and cybersecurity.
- **Simplified Licensing for Trusted Partners**: Faster approvals for exports to **US**, **Japan**, **Australia**, and **EU countries**.
- New Reporting Mechanism: Quarterly filing of exports & tech transfers for better tracking.
- **Easing of Export Controls for Indian Companies**: Allowing trusted Indian exporters to sell high-tech components to **friendly countries**.

# 7. Key Takeaways

- **☑** SCOMET ensures national security & compliance with global non-proliferation treaties.
- **☑** Strict licensing required for high-tech & dual-use items.
- **☑** Violation leads to severe penalties under multiple Indian laws.
- **☑** FTP 2023 introduced relaxations for select items & faster approvals.
- **☑** Technology transfers (emails, cloud) are also regulated under SCOMET.

## Export in International Trade

In **international trade**, **export** refers to the process of selling goods or services from one country to another. It plays a crucial role in global commerce by enabling countries to expand their markets, increase production efficiency, and boost economic growth.

# 1. Description of Export

Exporting means sending goods or services from one country to another for trade, sale, or exchange. The seller is called the exporter, and the buyer in the foreign country is called the importer.

For example, India exporting **textiles to the USA** or **IT services to Europe** is considered an export.

# 2. Types of Exports

# A. Physical Export (Tangible Goods)

- Goods that are **physically transported** from one country to another.
- Examples: Automobiles, textiles, machinery, agricultural products.

#### B. Service Export (Intangible Goods)

- Services provided to clients in a foreign country.
- Examples: IT services, consulting, banking, legal services.

#### C. Direct Export

- The manufacturer or exporter **sells directly** to foreign buyers.
- Examples: Selling through an overseas office or website.

#### **D. Indirect Export**

- Goods are sold through intermediaries such as export houses or agents.
- Used by small businesses that lack international market access.

#### E. Deemed Export

- Goods sold within the home country but considered exports due to **specific government policies**.
- Example: Selling goods to **Special Economic Zones (SEZs)**.

## 3. Importance of Exports in International Trade

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<b>~</b>	Increases Economic Growth -	Generates revenue for countries.

- ✓ Expands Market Reach Companies access global consumers.
- **☑** Boosts Industrial Development Encourages production & innovation.
- ✓ Improves Trade Balance Helps reduce trade deficits.
- **✓ Foreign Exchange Earnings** Strengthens a country's currency reserves.

For example, China's massive exports of electronics and machinery have made it a global economic powerhouse.

#### 4. Challenges in Exporting

Challenge	Solution
Trade barriers & tariffs	Use Free Trade Agreements (FTAs)
Currency exchange risks	Use hedging or forward contracts
Logistics & shipping delays	Choose reliable freight forwarders
Compliance with foreign regulations	Understand import country laws
Payment risks from buyers	Use secured payment methods like LC

Exports are a fundamental part of **international trade**, allowing businesses and nations to grow by selling goods and services globally. With proper planning, regulatory compliance, and market strategies, exporters can maximize their profitability and competitiveness in global markets.

# **❖** Procedure for Export of Goods from India

Exporting goods from India involves various regulatory, procedural, and documentation requirements governed by **Customs, GST, RBI, and Foreign Trade Policy (FTP)**. The procedure ensures that goods comply with Indian laws and the importing country's regulations.

# 1. Step-by-Step Export Procedure

#### **Step 1: Obtain Importer Exporter Code (IEC)**

- Issued by DGFT (Directorate General of Foreign Trade).
- Required for all exporters except in **deemed exports**.
- Apply via **DGFT website**: <a href="https://dgft.gov.in">https://dgft.gov.in</a>.

## **Step 2: Select Export Product & Market**

- Conduct market research to identify **high-demand products**.
- Check the **Foreign Trade Policy (FTP)** for restrictions on exports.
- Determine the **HS Code (Harmonized System Code)** of the product.

## **Step 3: Registration & Compliance**

- Register with Export Promotion Councils (EPCs) for benefits like subsidies & duty drawbacks.
- Check Product-Specific Restrictions
  - o Some items require export licenses (e.g., pharmaceuticals, food, chemicals).
  - Check the DGFT Export Policy to confirm.

#### **Step 4: Price Quotation & Negotiation**

- Determine FOB (Free on Board) or CIF (Cost, Insurance, and Freight) pricing.
- Sign a sales contract with a foreign buyer.

#### **Step 5: Arrange Pre-Shipment Finance (If Needed)**

- Working Capital from Banks: Exporters can apply for Packing Credit.
- Export Credit Guarantee Corporation (ECGC): Protects against buyer default.

# **Step 6: Manufacturing or Procurement of Goods**

- Goods can be **self-manufactured** or **procured from suppliers**.
- Quality inspection is essential to meet buyer specifications.

# **Step 7: Pre-Shipment Inspection & Quality Control**

- Some exports (e.g., food, electronics, and chemicals) require certification from agencies like:
  - o Export Inspection Council (EIC).
  - FSSAI (Food Safety Authority).

## Step 8: Packing, Labeling & Marking

- Goods must be **properly packed and labeled** as per **international trade norms**.
- Marking includes:
  - Country of Origin Label
  - **o** Weight & Dimensions
  - o Handling Instructions (e.g., Fragile, Keep Dry, etc.)

#### **Step 9: Arrange Logistics & Shipping**

- Select the **mode of transportation**:
  - Sea Freight: Cost-effective for bulk shipments.
  - o **Air Freight:** Faster for perishable or high-value goods.
  - Road & Rail Transport: Used for exports to neighboring countries (e.g., Nepal, Bangladesh).
  - o **Courier Services:** Used for small parcels & e-commerce exports.

#### **Step 10: Customs Clearance & Documentation**

# A. Export Documentation Required

Document	Purpose
Shipping Bill	Main document for export customs clearance
Commercial Invoice	Contains price, product details, & payment terms
Packing List	Specifies package details & weight
Bill of Lading (B/L) or Airway Bill (AWB)	Proof of shipment
Export Order/Contract	Agreement with the buyer
Certificate of Origin	Confirms the product's country of origin
Insurance Certificate	Covers goods against risks in transit
Letter of Credit (LC) / Payment Terms	Ensures secure payments

# B. Filing Shipping Bill with ICEGATE (Customs Portal)

- Exporters file a **Shipping Bill** via **ICEGATE**: <a href="https://www.icegate.gov.in">https://www.icegate.gov.in</a>.
- Customs assesses the goods and issues Let Export Order (LEO).

## **Step 11: Goods Movement & Loading**

- After **customs clearance**, goods are moved to the **port or airport** for shipment.
- The shipping line issues a Bill of Lading (B/L) for sea cargo or an Airway Bill (AWB) for air cargo.

#### Step 12: Post-Shipment Formalities & Payment Realization

# A. Submission of Export Documents to Bank

- Submit documents to the bank for **payment realization** (if under Letter of Credit or Bank Guarantee).
- Bank forwards documents to the importer's bank for clearance.

#### B. Foreign Exchange Payment Compliance (FEMA Rules)

- Payments must be received in foreign currency or INR (where permitted by RBI).
- RBI monitors transactions via the **Export Data Processing and Monitoring System** (EDPMS).

#### C. GST Refund & Duty Drawback Claims

- File GST RFD-01 for claiming GST refunds (if export under LUT).
- Claim duty drawbacks under RoDTEP or MEIS (previous scheme).

#### 2. Export Incentives & Benefits

	Benefit
RoDTEP (Remission of Duties & Taxes on Exported Products)	Refund of embedded taxes in exports
Advance Authorization Scheme	Allows duty-free import of raw materials

Scheme	Benefit
PRADOTE PROMOTION CANITAL GOODS LEPT GENERAL	Duty-free import of machinery for export production
IIMATKEL ACCESS INITIATIVE LIMATI SCHEME	Financial support for international trade fairs
Transport & Marketing Assistance (TMA) Scheme	Reduces freight costs for agricultural exports

# 3. Common Challenges in Exporting Goods & Solutions

Challenge	Solution
Complex Customs Clearance	Hire an experienced CHA (Customs House Agent)
High Logistics Costs	Use government-subsidized freight schemes
Foreign Exchange Fluctuations	Use forward contracts for currency hedging
Delayed Buyer Payments	Use Letter of Credit (LC) or ECGC insurance

# 4. Recent Updates & Amendments (2024-25)

**✓ New Online Export Clearance System** introduced by CBIC.

**Expansion of RoDTEP Scheme** to more products.

**☑ Easier GST Refunds** for exporters via digital filing.

**✓ New Incentives** under FTP 2023-28 for emerging markets.

Exporting goods from India involves a **structured process**, from registration and documentation to logistics and payments. By **following the correct procedures**, exporters can take advantage of **duty exemptions**, **tax refunds**, **and government incentives**, ensuring profitability and growth.

# **\*** Export of Services from India - A Detailed Guide

The **export of services** from India refers to providing services by Indian businesses or professionals to clients in foreign countries. India has become a global hub for services, with **IT**, **software development, consulting, healthcare, education**, and **business process outsourcing** (BPO) among the leading sectors driving export growth.

# 1. Definition of Export of Services

As per **Section 2(6)** of the **Integrated Goods and Services Tax (IGST) Act, 2017**, export of services is defined as:

"The supply of any service when:

- The **supplier** is located in India,
- The **recipient** is located outside India,
- The place of supply is outside India,
- The **payment** is received in convertible foreign exchange or in Indian rupees (if allowed by the Reserve Bank of India),
- The supply is not a **domestic transaction**."

In essence, any service that meets these criteria qualifies as **exported** and is eligible for the benefits available under Indian law, including **zero-rated GST**.

# 2. Types of Services Exported from India

India is a leader in several key service sectors that are globally in demand. Some of the main types of exported services include:

Service Sector	Examples of Services Exported	
IINTORMATION LECHNOLOGY III I	Software development, cloud computing, app development, cybersecurity	
	Customer support, data entry, transcription, content moderation	
IL ANCHITING SERVICES	Management consulting, legal advisory, financial advisory, HR consulting	
Healthcare & Lelemedicine	Medical tourism, online doctor consultations, healthcare training	
Education & E-learning	Online courses, digital learning platforms, academic consulting	

Service Sector	Examples of Services Exported
Financial Services	Investment management, insurance, fintech services
	Animation, content creation, video production, graphic design
Engineering & Architectural Services	Design, drafting, planning, CAD services

#### 3. Process for Export of Services from India

The process for exporting services is somewhat different from the export of goods, as services are intangible and cannot be physically transported. However, the following steps guide the export of services from India:

#### **Step 1: Obtain Importer Exporter Code (IEC)**

- Importer Exporter Code (IEC) is mandatory for all service exporters in India, issued by the Directorate General of Foreign Trade (DGFT).
- This code is needed for **cross-border transactions** and customs clearance of services. It can be obtained by applying online on the **DGFT website**.

## Step 2: Identify the Service to Export

- Determine the **specific service** you intend to export (e.g., IT services, consulting).
- Evaluate the demand in **foreign markets** and understand market entry barriers.
- Check for any **licensing** or **regulations** required for specific services (e.g., health or legal services).

#### **Step 3: Register with Relevant Authorities**

- Depending on the service, you may need to register with specific regulatory bodies or export promotion councils.
- Examples:
  - o STPI (Software Technology Parks of India) for IT services,
  - SEPC (Services Export Promotion Council) for services like consulting, healthcare, and tourism.

#### **Step 4: Sign Contracts with Foreign Clients**

- Contract Terms should include:
  - Payment terms (e.g., Letter of Credit (LC), advance payment, or post-delivery payment),
  - Scope of services, delivery timelines, and intellectual property (IP) protection clauses.

#### **Step 5: Invoice & Payment**

- Ensure invoices are issued **in convertible foreign currency** or **Indian Rupees** (if permitted by RBI).
- Use **international banking channels** for receiving payments, such as **wire transfer**, **PayPal**, or **LC**.

# Step 6: Customs Compliance (for cross-border data or intellectual property)

- For specific service exports, there may be compliance under FEMA (Foreign Exchange Management Act) and RBI regulations.
- Ensure **foreign payments** are received in **convertible foreign exchange** or in INR where applicable.

# **Step 7: GST Compliance**

- **Zero-Rated GST** applies to services exported from India, meaning **no GST** is charged, and exporters can claim refunds for **input tax credits (ITC)**.
- Exporters need to comply with **GST filing obligations** and submit **export declarations** under **GSTR-1** and **GSTR-3B**.

#### 4. GST on Export of Services

Exports of services from India are **zero-rated under GST**, meaning **no GST** is **charged** on the exported services. This is beneficial for exporters, as they can **claim refunds on input taxes** (GST paid on domestic purchases).

- **Input Tax Credit (ITC)** can be claimed on services and goods used to deliver the exported service.
- To claim refunds, exporters may need to file the **GST refund application** via **Form RFD-01**.

# A. Types of Refunds

- 1. **Refund of ITC** For exporters using **LUT (Letter of Undertaking)** or **bond** for tax-free exports.
- 2. **Refund of IGST Paid on Exports** For exporters who pay **IGST at the time of export** (can claim refunds).

# 5. Foreign Exchange & FEMA Compliance

- Payment for exported services must be received in convertible foreign exchange or in Indian Rupees (INR) (if permitted by the Reserve Bank of India (RBI)).
- RBI guidelines and FEMA regulations govern cross-border payments and monitoring.

 Exporters must report export earnings to the Export Data Processing and Monitoring System (EDPMS).

## 6. Export Incentives & Schemes for Services

#### A. Service Exports from India Scheme (SEIS)

- Under the **Foreign Trade Policy (FTP)**, service exporters can benefit from the **SEIS scheme**.
- Exporters can get **incentives** in the form of **duty credit scrips**, which can be used to pay customs duties or sold in the market.
- SEIS incentives range from **3% to 5%** of net foreign exchange earnings, depending on the sector.
- The Service Exports from India Scheme (SEIS) was replaced by a new system, currently under development, that aims to address competitiveness issues and better benefit small businesses. The Services Export Promotion Council (SEPC) is working on this new arrangement, which may be adopted after government approval

## B. Remission of Duties & Taxes on Exported Products (RoDTEP)

• Provides rebates on **embedded taxes** that are not refundable at the time of export.

# C. Transport & Marketing Assistance (TMA) Scheme

 Supports service exporters in agriculture, food processing, and logistics by providing subsidies for international marketing activities.

#### 7. Challenges in Export of Services

Challenge	Solution	
Regulatory Compliance	Understand specific service regulations and licensing requirements.	
<b>Currency Fluctuations</b>	Use <b>forward contracts</b> or <b>hedging</b> to manage risks.	
Payment Delays	Use secure payment terms like <b>Letters of Credit (LC)</b> .	
Intellectual Property Protection	Register IP (e.g., patents, trademarks) and include protection clauses in contracts.	

#### 8. Conclusion

The **export of services** from India is a vital part of the country's global trade ecosystem. By understanding **GST compliance**, **FEMA regulations**, and **export incentives**, service exporters can

take full advantage of India's robust **digital infrastructure**, **skilled workforce**, and **global market access**. With the right approach, service exporters can maximize profitability and contribute significantly to India's economic growth.

# **Exports Under GST - Deemed Exports, Forms for Refunds**

When we talk of exports under GST, we have to understand the laws and regulations applicable to the import and export of both services and goods.

# Meaning of Import and Export of Goods under GST

Sub-Section 5 of section 2 of IGST Act, 2017 defines – "Export of Goods", with its grammatical variations and cognate expressions, means taking out of India to a place outside India. Sub-Section 10 of section 2 of IGST Act, 2017 defines – "import of the goods" with its grammatical variations and cognate expressions, means bringing goods into India from a place outside India.

#### Meaning of Import and Export of Services under GST

"Import of Services" as defined under sub-section 11 of section of IGST Act, 2017 means the supply of any service, when –

- The place of supply of service is in India;
- The supplier of service is located outside India; and
- The recipient of service is located in India

## Supplies which do not form part of export of goods or services

- Where the place of supply of service is within India but to a person located outside India. For an instance a property located in Delhi rented out to a person residing in New York; agent residing in India and providing service to a person in Dubai exporting goods to China
- Where the consideration for the supply of services is received in Indian currency or in such a currency other than convertible currency. For an instance, supply of service (consultancy service) by a consulting firm in India to an entity outside India, where the payment made by Indian branch of overseas entity is in Indian rupees
- Supply of services to the foreign branch would not be covered as export of services due to specific exclusion as "export of service". This could involve reversing the input credits as such supply of service would be considered as non-taxable and not as zero-rated

The definition of import of service given under GST also excludes services imported from a foreign branch.

#### Deemed Exports under GST

Indian suppliers of services and manufacturers of goods have to quote in competition with foreign suppliers of goods and services. Such Bids evaluation is done without considering the customs duty. Since such supply of goods and services are financed for specific projects (projects financed) with the free foreign exchange, these supplies are considered as 'deemed exports'.

Similarly, supplies made to Export Oriented Units also known as EOUs and services do not leave the country. Suppliers get their payment in Indian currency and not in foreign exchange. "Deemed exports" generally refer to those transactions under which supply of goods do not leave the country, and payment for such supplies is received in Indian Rupees shall be treated as 'deemed exports', provided that goods are manufactured or produced in India. Followings are treated as deemed exports:

- Supplies to EOU / STP / EHTP / BTP
- Supplies against Advance Authorisation/ DFIA
- Supply of goods to mega power projects against International Competitive Bidding
- Supplies to United Nation Agencies
- Supply of goods to nuclear projects through competitive bidding
- Supply of marine freight containers
- Supplies against EPCG authorization
- Supplies to projects against international competitive bidding
- Supplies to projects with zero customs duty

#### **Treatment of Exports under GST**

As per the provisions contained under IGST law, export of goods or services or both are to be regarded as "zero-rated supplies" and a person being a registered taxable person exporting such goods or services or both shall be allowed to claim the refund of the GST paid under one of the following two options:

- Export of goods or services or both under bond or letter of undertaking (LUT) without paying any Integrated Tax and can claim the refund of unutilized input credit.
- Export of goods and service or both on the payment of Integrated Tax and the exporter can claim the refund of the GST paid on such goods and services so exported. The abovementioned refunds will be subject to certain rules, procedures, and safeguards as may be prescribed.

**Option 1:** Export of goods or services or both under bond or letter of undertaking (LUT), subject to certain rules, procedures and safeguards as may be prescribed, without payment of integrated tax, and then claim a refund of unutilized input credit.

The registered taxable person (or exporter) is required to file an application for the refund on the common portal either through the facilitation center notified by the GST commissioner or can do so directly. An export manifest is required to be filed under the existing Customs Act before filing an application for refund.

**Option 2:** Any exporter or Embassy or United Nations or other organisations/ bodies/ agencies as specified in section 55 who supplies goods or services, or both, after satisfying all the conditions, rules, procedures and safeguards as may be prescribed; and paying the IGST, can claim the refund of such GST paid on the supplied goods or services, or both. The applicant seeking the refund has to apply for the refund as per the provisions contained U/s 54 of the CGST Act.

An exporter needs to file a shipping bill for the goods being exported to a place outside India. Under this case, the shipping bill so filed is treated as a "deemed application" for the refund of the tax paid. The deemed application shall be deemed to have been filed only if the person in charge of the shipment files the export manifest or report, mentioning the number and date of the shipping bills.

#### **Forms for Refund**

The Goods and Services Tax Network (GSTN) has introduced a utility Table 6A in the Form GSTR-1 used to claim refunds by exporters. This Table 6A of Form GSTR1 lets assessee file export related data for the relevant period that permits processing of the GST refund on the basis of the declaration made under Form GSTR 3B and Table 6A of GSTR-1. An exporter of goods or services or both can claim the refund of Integrated GST paid at the time of export by filling the details of the tax paid GST invoice and shipping bill in his Form GSTR1 in the relevant month.

# **\*** Export Finance: Pre-shipment & Post-shipment Credit in Rupee and Foreign Currency

Export finance is the financial assistance provided to exporters at different stages of the export process. It ensures smooth cash flow, reducing financial constraints and helping exporters fulfill their obligations. It can be categorized into **Pre-shipment Credit** and **Post-shipment Credit**, which are available in both **Rupee** and **Foreign Currency**.

# 1. Pre-shipment Credit

Pre-shipment credit, also known as **Packing Credit**, is provided to exporters to meet working capital requirements before the shipment of goods.

## **Types of Pre-shipment Credit**

## 1. Pre-shipment Credit in Indian Rupees (PCFC-Rupee)

- o Provided in Indian Rupees.
- o Can be used for raw material procurement, labor charges, packaging, etc.
- o Interest rates are regulated by RBI and may vary based on loan tenure.
- o Converted into post-shipment credit upon shipment.

# 2. Pre-shipment Credit in Foreign Currency (PCFC)

- o Provided in foreign currency (USD, EUR, GBP, etc.).
- o Helps exporters avoid exchange rate risk.
- o Interest rates are linked to international benchmark rates like **SOFR**.
- Repaid upon realization of export proceeds.

## **Benefits of Pre-shipment Credit**

- Helps exporters fulfill export orders without financial stress.
- Reduces dependency on working capital.
- Facilitates bulk production and timely shipment.

#### 2. Post-shipment Credit

Post-shipment credit is provided after the shipment of goods to bridge the time gap between shipment and realization of export proceeds.

## **Types of Post-shipment Credit**

## 1. Post-shipment Credit in Indian Rupees (PSC-Rupee)

- o Provided in INR to exporters after shipping goods.
- o Covers the period until the exporter receives payment from the importer.
- o Can be in the form of bill discounting, advance against export bills, etc.

## 2. Post-shipment Credit in Foreign Currency (PSCFC)

- o Provided in foreign currency to avoid exchange rate risk.
- o Interest rates are lower compared to rupee credit.
- Can be availed against export bills (sight/usance).

#### **Forms of Post-shipment Credit**

- **Export Bill Negotiation/Discounting**: Banks provide funds against export bills before payment realization.
- Advance against Export Incentives: Finance against incentives like duty drawback.
- Advance against Undrawn Balances: For deferred payments.
- Advance against Claims from ECGC: When payment is delayed by importers.

## **Benefits of Post-shipment Credit**

- Improves liquidity post-shipment.
- Reduces financial stress due to delayed payment from buyers.
- Ensures working capital is not tied up in pending export payments.

## **Risk Management in Exports**

Managing risk in the export business is all about preparation, insight, and adaptability. Here's a roadmap to help you navigate the uncertainties:

#### 1. Market Risk

This includes changes in demand, preferences, or political shifts in your target country.

- Solution: Diversify your export markets. Don't rely solely on one country.
- Research political and economic stability regularly.

#### 2. Currency/Foreign Exchange Risk

Exchange rate fluctuations can drastically affect profit margins.

- *Solution*: Use forward contracts or options to lock in exchange rates.
- Maintain multi-currency bank accounts for flexibility.

#### 3. Payment Risk

The buyer may delay or default on payment.

- *Solution*: Use letters of credit, advance payments, or export credit insurance.
- Partner with banks that offer trade finance services.

# 4. Legal and Regulatory Risk

Different countries have different laws, tariffs, and trade barriers.

- *Solution*: Work with legal experts who specialize in international trade.
- Stay updated with free trade agreements and compliance requirements.

## 5. Transport and Logistics Risk

Goods might be delayed, damaged, or lost in transit.

- *Solution*: Choose reliable freight partners.
- Insure your shipments and track them in real-time.

#### 6. Cultural and Communication Risk

Misunderstandings can cause friction or lost deals.

- *Solution*: Learn about the local culture and business etiquette.
- Employ native speakers or professional translators if needed.

Here are a few real-world examples that show how businesses have successfully managed export risks:

# 1. Tata Motors - Currency Risk Hedging

Tata Motors, a major Indian exporter, faced significant foreign exchange risk due to its global operations. To manage this:

- They used **forward contracts** and **currency options** to lock in exchange rates.
- This helped stabilize their earnings despite currency fluctuations, especially during volatile periods like Brexit.

#### 2. Samsung - Diversifying Export Markets

Samsung, heavily reliant on exports, reduced its exposure to geopolitical and market risks by:

- **Expanding into multiple regions** beyond the U.S. and China.
- This diversification helped cushion the impact of trade tensions and regional slowdowns.

# 3. Mahindra & Mahindra - Payment Risk Mitigation

Mahindra, exporting tractors and vehicles, tackled payment risk by:

• Using **letters of credit** and **export credit insurance**.

• Partnering with the **Export Credit Guarantee Corporation of India (ECGC)** to protect against buyer defaults.

# 4. Danish Wind Turbine Exporters - Political Risk Management

Danish companies exporting to emerging markets like Africa and South America:

- Worked with **export credit agencies** to insure against political instability.
- This allowed them to confidently enter high-risk but high-potential markets.

## 5. Small Indian Textile Exporter - Logistics Risk Control

A mid-sized textile exporter from Surat:

- Faced delays and losses due to poor freight handling.
- Switched to a **reliable logistics partner**, implemented **real-time shipment tracking**, and insured all cargo.
- Result: Fewer delays, better customer satisfaction, and reduced losses.

These examples show that **proactive planning, financial tools, and strategic partnerships** can go a long way in managing export risks. Want help crafting a risk management plan tailored to your business? I'd love to help you sketch one out.

# Incoterms (International Commercial Terms)

**Incoterms** (International Commercial Terms) are standardized trade terms published by the International Chamber of Commerce (ICC). They define the *responsibilities of buyers and sellers* in international transactions, particularly around **delivery**, **risk**, **and costs**. They're crucial for avoiding misunderstandings in global trade.

Here's a quick breakdown of the most commonly used Incoterms:

# **E** Group 1: For Any Mode of Transport

Incoterm	Stands For	Key Responsibility
EXW	Ex Works	Buyer bears all costs from seller's location
FCA	Free Carrier	Seller delivers to carrier or location named by buyer
СРТ	Carriage Paid To	Seller pays transport, risk transfers earlier
CIP	Carriage & Insurance Paid To	Like CPT, but seller also pays insurance
DAP	Delivered at Place	Seller delivers to final destination
DPU	Delivered at Place Unloaded	Seller delivers and unloads at destination
DDP	Delivered Duty Paid	Seller covers everything—including import duties

# ▲ Group 2: For Sea & Inland Waterway Transport

Incoterm	Stands For	Key Responsibility
FAS	Free Alongside Ship	Seller delivers goods alongside the vessel
FOB	Free On Board	Seller loads goods on board—risk transfers there
CFR	Cost and Freight	Seller pays freight, but risk passes at shipment
CIF	Cost, Insurance & Freight	Same as CFR, but seller also pays for insurance

# These terms matter because they:

Incoterms can be deal-makers—or deal-breakers—in international trade negotiations. Here's how they shape the playing field:

# 1. Clarify Responsibilities

By clearly defining who handles costs, risks, insurance, and customs duties at each step, Incoterms help prevent misunderstandings. During negotiations, both parties can agree up front on their responsibilities and avoid costly disputes later.

# 2. Influence Pricing Strategy

The choice of Incoterm affects how a seller calculates the price. For example, under **FOB**, the seller's responsibility ends at the port, whereas with **DDP**, they factor in everything up to the buyer's doorstep—including import duties and taxes. Knowing this helps each side determine a fair price.

#### 3. Impact on Risk Management

Negotiators must carefully decide when and where the risk transfers from seller to buyer. If the buyer wants early control of the goods, they might push for **EXW**. If they prefer the seller to bear more risk, they'll lean toward **CIF** or **DDP**.

## 4. Affect Legal and Insurance Requirements

Some countries require specific Incoterms to align with local laws or insurance needs. Negotiators must ensure the terms they agree upon are **legally viable** and adequately protect their interests in transit.

# **5. Signal Bargaining Power**

The Incoterm a party proposes can reflect their leverage or experience. A seller offering DDP might signal confidence and global logistics strength. Conversely, a buyer insisting on EXW may want full control over shipping and costs.

In short: choosing the right Incoterm during negotiations isn't just about transport—it's about strategy, trust, and risk appetite.

Incoterms aren't one-size-fits-all. Different industries lean toward certain Incoterms based on the *nature of their products, logistics complexities, and risk tolerance*. Here's a glimpse at how they vary across sectors:

## Automotive Industry

- Common Terms: FOB, CFR, DDP
- Why? Automakers often ship large volumes and prefer having tight control over freight and customs. DDP is used when manufacturers want to offer seamless delivery to international dealerships.

#### Pharmaceuticals

- Common Terms: CIP, DAP
- Why? Pharmaceuticals are high-value and sensitive to time and conditions. Sellers often retain responsibility longer (e.g., with CIP—Carriage and Insurance Paid To) to ensure proper handling and compliance.

## Textiles & Apparel

- **Common Terms**: *FOB, EXW*
- **Why?** Apparel buyers often have their own logistics networks and prefer to take over from the port or factory gate. FOB is a favorite for mass-market clothing exports from Asia.

## **\*** Agriculture and Perishables

- Common Terms: CFR, CIF
- Why? Time is of the essence. Exporters often handle shipping to minimize delays, with risk transferred once the goods are loaded. Insurance (CIF) is often crucial due to perishability.

#### **E-commerce and Consumer Goods**

- Common Terms: DDP, DAP
- **Why?** End-to-end convenience is key for international consumers. Sellers prefer DDP to include duties and simplify the buying experience.

#### **™** Machinery and Industrial Equipment

- **Common Terms**: FCA, DAP
- Why? These goods are often bulky and require specialized freight. FCA allows sellers to deliver to freight forwarders, and DAP is used when sellers want to manage delivery to the buyer's site.

In short: **each industry weighs control, cost, and risk differently**. Selecting the right Incoterm becomes a strategic decision tailored to product characteristics and buyer expectations.





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