

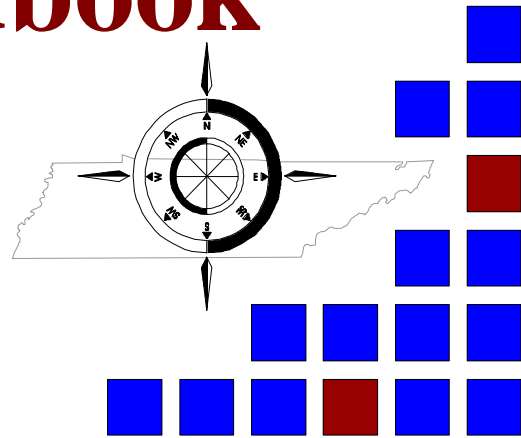


Department of Agricultural
Economics & Rural
Sociology

Agricultural Marketing & Agribusiness Studies, SP98-05

Export Handbook

for



Tennessee Agribusiness

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University of Tennessee, Agricultural Experiment Station

In Cooperation with the

Market Development and Promotions Group

Tennessee Department of Agriculture
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Introduction

Today's marketplace is an increasingly global one, where boundaries are not defined by national borders, but by buyer needs. Many overseas market opportunities, as well as challenges, exist for agribusiness. World trade in high-value and consumer agricultural products has shown strong growth during the past decade. Agricultural exports play an important role in the U.S. trade balance, with a trade surplus in agricultural products. Not only are agricultural exports important to the trade balance of the U.S., but they are also critical to Tennessee's export base. In fact, agricultural and forest products lead Tennessee's exports in dollar value. Without exports, an estimated average loss of 22 percent in cash receipts to Tennessee farmers could occur (based upon 1996 cash receipts and value of exports for crop and livestock commodities, *Tennessee Agriculture*). Important destinations for Tennessee's exports are Canada, Mexico, Japan, China, and the United Kingdom.

Tennessee's Top 5 Exports:

		<u>1996</u> (\$million)
1. Agricultural and Forest Products	\$	3033.7*
2. Chemicals and Allied Products		1362.7
3. Transportation Equipment		1296.4
4. Non-electric Machinery		992.2
5. Electronic/Electrical Products		897.5

* Agricultural and livestock products, lumber and wood products, paper products, and food products.

Tennessee's Top 5 Export Destinations:

		<u>1996</u> (\$million)
1. Canada	\$	2199.9
2. Mexico		913.6
3. China		872.5
4. Japan		727.7
5. United Kingdom		395.5

(Source: Tennessee Department of Agriculture)

While overseas market opportunities exist, many agribusinesses know very little about exporting or believe exporting is too complicated and risky for them to consider. Although exporting can be more complicated than conducting domestic business, exporting can also be an extremely

profitable venture. However, the potential for exporting to be profitable is greatly increased for those firms that are knowledgeable about exporting and have developed well-organized and detailed export marketing plans. The foundation for a good export marketing plan is information. The inexperienced exporter should fully research the benefits and costs of exporting prior to making the export decision and should not be afraid to seek export counseling and assistance in making this decision. A variety of sources for export counseling

and other services are available through state and federal offices, export groups, and private firms. In particular, agribusinesses have access to federal and state export assistance services that are specially tailored to their needs. The purpose of this export handbook is to provide the agribusiness that is interested in exporting with guidelines regarding some of the basic steps for exporting and to direct them to possible sources of assistance as they encounter each step.

How to use the handbook

This handbook is organized according to the basic steps of exporting. In Part 1, the basic steps are presented along with a short description regarding activities involved in each step. For more detailed discussion of these steps, please see the text, guides, and other information referenced in Part 2, Section VI at the end of the handbook. In parentheses following each step is a list of the sections in Part 2 of this handbook with possible contacts who specialize in activities or assistance associated with that step.

Sources used in compiling the services listed at the end of this handbook include the telephone directories of the metropolitan areas of Memphis, Nashville, Chattanooga, and Knoxville, information supplied by the Tennessee Department of Agriculture, and information obtained through on-line access on the Internet (Internet sites for federal and state assistance sources). We would also like to thank the many firms who supplied information regarding complete addresses, Fax numbers, and services provided. Because the sources used likely do not encompass all firms offering export services, other sources of assistance not listed in this handbook may be available in your area. Inclusion in this handbook does not constitute an endorsement of services, rather information regarding services is provided for convenience of the handbook user.

Part 1. Basic Steps for Exporting

1. Weigh the positives and negatives of your firm exporting.

Substantial time and resource commitments by the firm are required for successful exporting. The decision to export must be considered as part of the firm's overall mission, its objectives, and the market strategies it uses to meet these objectives. Along with export market conditions, availability of adequate production/processing capacity and trained personnel, lender attitudes, and management styles will impact the exporting decision.

(TDA, p.7; FAS/TAPO, p. 8; IDG, p. 15; ITA, p.15; ITC, p. 17; COC, p.19 ; WTC, p.20 ;
UT ADC, p.32; References, p.33)

2. Conduct research and analysis of foreign markets.

Once an interest in exporting is established, potential export markets must be identified. Market research is used to filter out countries and markets that are unlikely to be profitable export destinations. The overall economic health of a market, cultural factors, and political conditions within a market should be examined. Market information must then be used to determine the potential for your particular product. Develop an understanding of the buyer's needs within the market. Product formulation, specifications, packaging, and labeling may need to be modified for the overseas market. These requirements and costs associated with them should be investigated prior to exporting.

(SUSTA, p.7; FAS Trade Leads, p.8; FAS Foreign Buyer Lists, p.9; FAS Reports, p.10; FAS Export/Import Data, p. 12; ERS, p.12 ; AMS, p.14; IDG,p.15; ITA, p.15; ITC, p.17; WTC, p.20; WT Councils, p. 20; UT AERS, p.32 ; References, p.33)

3. Develop an export plan.

Before exporting, a detailed export plan should be formulated. A detailed plan will provide guidance for the firm as it proceeds through the decisions associated with exporting. A plan will also provide lenders with evidence of a firm's organization and preparation, as the lenders evaluate viability of a firm exporting. An export plan should entail several activities, including:

- a) setting goals and objectives for exporting
- b) planning for product/packaging modifications for export market
- c) planning for advertising/promotion tailored for export market

- d) developing pricing strategies
- e) selecting a means of transportation
- f) making sales and costs projections for export markets
- g) considering legal requirements

- h) considering alternative terms of payment and planning for export financing
- i) planning for follow-up customer service

(TDA, p.7; FAS/TAPO, p. 8; IDG, p. 15 ; ITA, p. 15; ITC, p. 17; Banks, p.21; Freight Forwarders, p.22; Customs Brokers, p. 25; Exporter or Export Management Companies, p.28; References, p.33)

4. Evaluate methods of entry (direct or indirect exporting).

Entry into export markets may be by direct or indirect methods. If an exporter chooses to export directly, then the exporter holds responsibility for shipping the product and may have direct responsibility for sales negotiations with the final customer. If exporting is done indirectly through an intermediary, then the international sales contract, negotiations, and product delivery are the responsibility of an intermediary within the U.S. While direct exporting can provide the firm with more control over the logistics and marketing involved in exporting, it may also subject the firm to a higher degree of market risk than indirect exporting. Indirect exporting may provide less direct control, but may expose the firm to less market risk.

(TDA, p.7; FAS/TAPO, p.8; AMS, p.14; IDG, p.15; ITA, p.15; ITC, p.17; Banks,p.21; Freight Forwarders, p.22; Customs Brokers, p.25; Exporters or Export Management Companies,p.28; References, p.33)

5. Select an agent or distributor.

An agent acts on behalf of your firm in the export market and payment is based on delivery to the ultimate consumer. The agent does not take possession of the product. A distributor takes possession of the product and payment is based on delivery to the distributor.

(TDA,p.7; SUSTA, p. 7; AMS, p. 14; ITA, p. 15; Freight Forwarders, p. 22; Customs Brokers, p. 25; Exporters or Export Management Companies, p. 28; References, p. 33)

6. Tailor products and advertising programs for export markets.

Because the preferences of buyers and product specifications may vary greatly across markets, products may need to be tailored for export markets. For example, many countries have specific labeling, content, or packaging requirements. Some countries have foreign language labeling restrictions. Advertising may also need to be tailored for export markets. Acceptance of products may depend greatly on familiarity or knowledge of the exported product and overall attitudes about U.S. products.

(TDA, p. 7; SUSTA, p. 7; FAS/Trade Shows, p. 10; FAS/ Market Access Program, p. 11; FSTS, p. 12; Technical and Other Support, p. 13; IDG, p. 15; ITA, p. 15; ITC, p. 17; TFLI. p. 17; Freight Forwarders, p. 22; Exporters or Export Management Companies, p. 28, Interpreters and Translators, p. 30).

7. Select a transporter.

The appropriate mode of transportation will depend on what type of product you are selling, how it is being sold, and the export destination. The logistics of transportation are best handled by freight forwarders.

(TDA, p. 7; SUSTA, p. 7; SEA, p. 14; ITA, p. 15; Freight Forwarders, p. 22; Customs Brokers, p. 25; Exporters or Export Management Companies, p. 28)

8. Select terms of payment and contractual agreements.

There are several ways in which you may be paid for your goods in an international transaction. The major forms of payment are:

- a) cash- the buyer makes a cash payment to the seller and the seller ships the goods upon receipt of payment in accordance with the terms of their agreement.
- b) letter of credit - buyer obtains a letter of credit from local bank. The letter constitutes a promise by the bank to pay the exporter when documents are presented to the bank. An irrevocable letter of credit means that the terms of sale can not be modified once the letter has been signed.
- c) documentary collection drafts - title to goods is not transferred to buyer until buyer pays value of draft issued against him/her (sight draft) or title is transferred at signing time of draft with promise to pay at a later specified date (time draft).
- d) open account - goods are delivered with an invoice for payment within a specified time frame.
- e) consignment - seller holds title of goods until consignee sells them to a third party.

Each of these types of payments have varying levels of risk. Cash payment and use of an irrevocable letter of credit are the two forms of payment that expose the seller to the least amount of risk. However, a bank with an international banking division should be consulted and used when considering and arranging terms of payment.

(FAS Credit Guarantee Programs, p. 11; ITA, p. 15; SBA, p. 17; EXIMBANK, p. 18; Banks, p. 21; References, p. 33)

9. Obtain appropriate export documentation and insurance.

To facilitate timely payment for products, it is crucial that export documentation be complete and accurate. Because proper export documentation and insurance is required for transportation, the freight forwarder has expertise in export documentation and insurance.

(Technical and Other Support, p. 13; ITA, p. 15; ECD, p. 18; USCS Offices, p. 18; Banks, p. 21; Freight Forwarders, p.22; Customs Brokers, p. 25; Exporters or Export Management Companies, p. 28; References, p. 33)

10. Monitor export sales and provide customer service.

Cultural differences and business customs should be taken into account when providing follow-up customer service. Also, the initial export plan should continuously be re-evaluated by your firm for possible improvements. Advice and consultation with other active exporters is extremely helpful in evaluating success and failure of follow-up methods. (WTC, p. 20; WT Councils. p. 20).

Part 2. Sources of Export Assistance

Section I. Government Offices Providing Export Assistance Tailored for Agricultural Exporters

1. Tennessee Department of Agriculture

The Market Development and Promotions Group of the Department of Agriculture assists in the identification of market opportunities for the export of Tennessee agricultural products. The Market Development and Promotions Group:

- a) hosts buyer visits from abroad
- b) participates in trade shows and sales missions
- c) identifies foreign market import requirements
- d) assists with obtaining documentation
- e) conducts seminars on agricultural exports
- f) offers trade leads to Tennessee companies

Eric Maupin, International Marketing Coordinator
Market Development and Promotions Group
Ellington Agricultural Center
P.O. Box 40627
Nashville, TN 37204
Phone:(615) 837-5160
Fax: (615) 837-5194
<http://www.state.tn.us/agriculture/market.html>
E-mail: emaupin@mail.state.tn.us

2. Southern United States Trade Association (SUSTA)

SUSTA is an association of state departments of agriculture that promotes agricultural exports from the Southern region of the U.S. SUSTA targets overseas markets for individual food producers and suppliers, links domestic producers with foreign buyers and distributors through trade shows, overseas missions, promotional activities, literature, seminars, and direct contacts.

2 Canal St.
Suite 1340
World Trade Center
New Orleans, LA 70130-1208
Phone (504) 568-5986

Fax: (504) 568-6010
<http://www.susta.org/>
E-mail: susta@susta.org

3. Foreign Agricultural Service

The Foreign Agricultural Service (FAS) of the United States Department of Agriculture operates worldwide. A first stop for assistance for agricultural exporters is the Trade Assistance and Promotion Office (Phone: (202)720-7420, Fax:(202)690-4374). This office can direct agricultural exporters to further assistance within FAS, USDA, or other federal agencies. The FAS home page on the WWW is <http://www.fas.usda.gov/>. The FAS offers numerous export assistance services including basic export counseling, market research, trade leads, market publications, and trade shows. Some of the services/publications offered by FAS are:

3a) AgExport Action Kit

The AgExport Action Kit contains information on USDA programs and services that are designed to promote exports of U.S. foods, natural fiber and forest products. U.S. exporters may request a free copy of the AgExport Action Kit by contacting:

AgExport Connections
Ag Box 1052
USDA/FAS/AGX
Washington, DC 20250-1052
Phone: (202) 720-7103
Fax: (202) 690-4374
<http://www.fas.usda.gov/agexport/kit.html>
E-mail: info@fas.usda.gov

3b) Trade Leads

Trade leads offer U.S. exporters information on foreign buyers who are seeking U.S. food and agricultural products. A typical trade lead provides the foreign buyer's name, address, phone and Fax. The trade lead also includes information about specific products and quantities needed, packaging and labeling requirements, type of quotation required, and a bank reference. A searchable index for trade leads is available online.

For information regarding trade leads, contact:

AgExport Connections
Ag Box 1052
USDA/FAS/AGX
Washington, DC 20250-1052
Phone: (202) 690-3416
Fax: (202)690-4374
E-mail: info@fas.usda.gov

or for specific products visit the searchable index at
<http://www.fas.usda.gov/agexport/tradeleads.html>

or Fax for specific products:

- Condiments, candy, beverages, and other specialty foods(202) 690-2088
- Grains, grain products, pulses, and animal feeds (202) 690-1753
- Fruits and vegetables (including juices), nuts, meats, poultry, seafood, and dairy products (202) 720-5165
- Oilseeds and products, oils, live animals, animal byproducts, tobacco, cotton, seeds for planting, nursery stock, cut flowers, and lumber products.
(202) 720-8980
- All Trade leads -- (202) 205-2963

3c) Buyer Alert

The Buyer Alert is a bi-weekly newsletter distributed by USDA's overseas offices that introduces food and agricultural products to foreign buyers. The newsletter offers low-cost advertising for U.S. exporters.

AgExport Connections
Ag Box 1052
USDA/FAS/AGX
Washington, DC 20250-1052
Phone:(202) 690-3421
Fax:(202) 690-4374
<http://www.fas.usda.gov/agexport/buyer.html>
E-mail: info@fas.usda.gov

3d) Foreign Buyer Lists

Foreign Buyer Lists offer information on more than 20,000 foreign buyers of food, natural fiber, and wood products in 80 countries. Foreign Buyer Lists include information on each firm such as contact person, address, telephone, Fax, and type of product(s) imported. Foreign Buyer Lists are available by commodity or by country. Foreign Buyer lists are updated annually and are available as printed lists or on mailing labels.

AgExport Connections
Ag Box 1052
USDA/FAS/AGX
Washington, DC 20250-1052
Phone:(202) 720-7103
Fax:(202) 690-4374

<http://www.fas.usda.gov/agexport/forbuy.html>
E-mail: info@fas.usda.gov

3e) U.S. Supplier Lists

U.S. Supplier Lists contain information on approximately 5,000 U.S. exporters of food and agricultural products. U.S. Supplier Lists are available for more than 500 specific product categories, and provide information on each firm such as the contact person, address, telephone, Fax, year started, number of employees, and annual sales.

AgExport Connections
Ag Box 1052
USDA/FAS/AGX
Washington, DC 20250-1052
Phone:(202) 720-7103
Fax:(202) 690-4374
<http://www.fas.usda.gov/agexport/ussupply.html>
E-mail:info@fas.usda.gov

3f) Trade Shows

The Foreign Agricultural Service organizes U.S. pavilions at major international trade shows. To introduce U.S. products in markets without an established international food show, USDA also organizes its own food shows and sales missions. USDA's show and missions target key overseas buyers.

Trade Show Office
Ag Box 1052
USDA/FAS/AGX
Washington, DC 20250-1052
Phone: (202) 690-1182
Fax: (202) 690-4374
<http://www.fas.usda.gov/agexport/about-trade.html>
E-mail: info@fas.usda.gov

3g) Reports/Publications For Exporters

The FAS reports and publishes on variety of topics to assist U.S. exporters. Foreign market information reports are one example. These reports (Food Market Overviews and Market Focus Reports) are compiled by FAS overseas staff. These can be viewed online at <http://www.fas.usda.gov/agexport/tapo/market.html>. Other publications include the *FAS Circulars and AgExporter Magazine*. FAS Country Attache Reports (not official USDA data) are also available. To read about available publications visit

<http://www.fas.usda.gov/info/fas-publications.html>.

To subscribe:
National Technical Information Service
5285 Port Royal Road, Springfield, VA 22161
Phone: (703) 487-4630 or TDD (hearing impaired only) (703) 487-4639
Fax: (703) 321-8547
E-mail: @ntis.fedworld.gov

3h) Foreign Market Development and Market Access Programs

Through the Foreign Market Development and Market Access Programs, the FAS works with cooperating nonprofit trade associations and state groups (See Section I.2 regarding SUSTA). These cooperators initiate and conduct market development activities approved and partially funded by FAS.

Marketing Operations Staff
USDA/FAS
AgBox 1042
1400 Independence Ave. SW
Washington, DC 20250-1042
Phone: (202) 720-5521, Fax: (202) 720-0361
E-mail: info@fas.usda.gov
Market Access Program
<http://www.fas.usda.gov/agexport/programs/mapprog.html>
Foreign Market Development Program
<http://www.fas.usda.gov/mos/programs/fmd.html>

The Market Development and Promotions Group of TDA can assist you in preparing your applications for MAP funds (See Section I.1).

3i) Credit Guarantee Programs

USDA will guarantee U.S. bank loans to foreign importers of certain U.S. agricultural products.

CCC Operations Division
USDA/FAS
Room 4538-S
1400 Independence Ave. SW
Washington, DC 20250-1000
Phone: (202) 720-2150
Fax: (202) 720-2949

<http://www.fas.usda.gov/excredits/scgp.html>
E-mail: info@fas.usda.gov

3j) Export/Import Data

The FAS provides online access to export and import statistics for bulk, intermediate, and consumer oriented (BICO), foods and beverages. The searchable data is at http://www.fas.usda.gov/scripts/w/bico/bico_frm.idc

3k) Food Safety and Technical Services

Food Safety and Technical Services (FSTS) offers information regarding food safety regulations and technical issues that may affect exports. A description on the WWW can be found at <http://www.fas.usda.gov/info/factsheets/ofsts.html>.

USDA/FAS
Office of Food Safety and Technical Services
Room 5545-S
1400 Independence Ave. SW
Washington, DC 20250-1000
Phone: (202) 720-1301
Fax: (202)690-0677
E-mail: ofsts@fas.usda.gov

4. Other USDA

4a) Research on Export Markets

USDA's Economic Research Service (ERS) provides economic data and research information on

- Agricultural economies and policies of foreign countries
- Agricultural trade and aid relationships between foreign countries and the United States

For a catalogue of ERS publications, call the ERS-NASS Order Desk at 1-800-999-6779 or write:

ERS-NASS
5285 Port Royal Road
Springfield, VA 22161

E-mail: dhaugan@econ.ag.gov

The WWW home page for ERS is <http://WWW.econ.ag.gov/>

4b) Technical and other Support

i. Inspection Certificates for Food and Agricultural Products

The Animal and Plant Health Inspection Service can provide information regarding health and sanitation standards for animals, plants, and agricultural products exported from the U.S. Information is available online at <http://www.aphis.usda.gov/oa/imexdir.html>. Also, contact the Tennessee Department of Agriculture, Regulatory Services (615) 837-5150.

Animals: For more information on foreign requirements governing exports of animals call (301) 734-8383 and animal products call phone (301) 734-4401. The local office of Veterinary Services is: Jennings Bldg.

440 Hogan Rd
Nashville, TN 37220
Phone: (615)781-5310
Fax: (615)781-5309

Plants: For information on phytosanitary certificates and regulations governing exports of plants and plant products, phone (301) 734-8537 or e-mail a348OSPOH@attmail.com. Phytosanitary certificates can be obtained from the following Tennessee Department of Agriculture offices:

Regulatory Services
Plant Certification
Box 715
McMinville, TN 37110
(931) 473-4145

Regulatory Services
Plant Certification
605 Airways Blvd.
Jackson, TN 38301
(901) 423-5467

Regulatory Services
Plant Certification
3211 Alcoa Highway
Knoxville, TN 37920
(423) 594-6098

Regulatory Services
Plant Certification
777 Walnut Grove
Memphis, TN 38120
(901) 543-6982

or from the following USDA offices:

USDA, APHIS, PPQ
3385 Airways Blvd., S-217
Memphis, TN 38118
Phone: (901) 544-4212
Fax: (901) 346-2766

USDA, APHIS, PPQ
322 Knapp Blvd. Suite 101
Nashville, TN 37217
Phone: (615) 781-5476
Fax: (615) 399-3026

USDA, APHIS, PPQ
10411 Lovell Center Drive, S-101
Knoxville, TN 37922
Phone: (423) 531-8960
Fax: (423) 539-2885

Grains: The Federal Grain Inspection Service administers mandatory inspections on all exported grains (rice, peas, beans, lentils, all grains, and grain-based processed products).

Phone: (202)720-0219
Fax: (202)205-9237
E-mail: dstewart@tgisdc.usda.gov
The WWW address for FGIS is <http://www.usda.gov/gipsa/>

Foods: The Food Safety and Inspection Service ensures that meat and poultry products are properly inspected, approved, and labeled.

Phone: (202) 690-3752
Fax: (202)690-4633.

The AMS Voluntary Food Quality Certification Service offers official grading/inspection for quality of manufactured dairy products, poultry/eggs, meats, and fresh/processed fruits and vegetables. Grading is according to US. grade standards by the USDA.

Phone: (202)720-4276
Fax: (202) 720-8477
E-mail: Kenneth_C_Clayton@usda.gov
<http://www.ams.usda.gov/>

ii. Transportation and logistics

Through the Office of Shipper and Exporter Assistance (SEA), the Agricultural Marketing Service of USDA offers assistance with use of transportation and logistics for export.

Phone: (202) 690-1304
Fax: (202) 690-1340
E-mail: James_Caron_@USDA.gov
<http://www.ams.usda.gov/>

iii. Certificates of Free Sale

Certificates of free sale, required for export documentation for many countries can be obtained through:

Rick Heinrich, Food and Dairy Administrator
Division of Regulatory Services
Tennessee Department of Agriculture
P.O. Box 40627
Nashville, TN 37204
Phone: (615) 837-5177
Fax: (615) 837-0335

Section II. Government Offices Offering General Export Assistance(All firms)

1. International Development Group, Tennessee Department of Economic and Community Development

The International Development Group (IDG) fosters and facilitates global business connections for Tennessee. The IDG conducts market-focused trade promotions and trade missions. The IDG serves as a clearinghouse for trade opportunities and resources.

Leigh Wieland, Director
International Development Group
Tennessee Department of Economic and Community Development
320 Sixth Avenue North
8th Floor, Rachael Jackson Bldg.
Nashville, TN 37243-0405
Phone:(615) 741-5870
Fax: (615) 741 5829
In-state: 1-800-342-8470
Out-of-state: 1-800-251-8594
<http://www.state.tn.us.ecd>

2. International Trade Administration, U.S. Department of Commerce

The ITA offers individual export counseling and export assistance services to businesses. Services offered include:

- a) working with businesses to provide detailed research reports on potential export markets.
- b) promoting U.S. products in *Commercial News USA*.
- c) hosting trade missions and industry seminars
- d) providing lists of overseas buyers, agents, and distributors, with contact available upon request.
- e) providing assistance with access to the **National Trade Data Bank***

A description of the services offered by the ITA can be found on the WWW at <http://www.ita.doc.gov/>. A initial stop for companies seeking general export assistance is the Trade Information Center, which can be reached at 1-800-USA-TRAD (1-800-872-8723)

Local offices of the ITA:

Memphis

Ree Russell, Manager
Memphis Branch Office
Suite 200
22 North Front St.
Memphis, TN 38103
Phone: (901)544-4137
Fax:(901)544-3646
E-mail: Omemphis@doc.gov

Knoxville

Thomas McGinty, Manager
Knoxville Branch Office
301 E. Church Ave.
Knoxville, TN 37915
Phone: (423)-545-4637
Fax: (423)545-4435
E-mail: Oknoxville@doc.gov

Nashville

Michael Speck, Director
Nashville District Office
Suite 114, Parkway Towers
404 James Robertson Parkway
Phone: (615)736-5161
Fax: (615) 736-2454
E-mail:Onashville@doc.gov

*The National Trade Data Bank is a comprehensive source of world trade data containing more than 190,000 documents from more than 20 Federal Sources. Access to the NTDB is available through ITA offices, by subscription on CD-ROM from STAT-USA (call (202)482-1986 or 1-800-STAT-USA or fax:(202)482-2164 or order through the WWW at <http://www.stat-usa.gov/BEN/subject/trade.html>), or through your local federal depository library. A test drive of NTDB can be taken on the Internet at <http://www.stat-usa.gov/testdrive.html>.

3. International Trade Center, Tennessee Small Business Development Center

The International Trade Center (ITC) offers counseling on market opportunities, export procedures, and export readiness for small businesses. The ITC also sponsors continuing education seminars throughout the state. Information about Tennessee's Small Business Development Centers is available on the Internet at <http://www.tsdbc.memphis.edu/itc.htm>. Information regarding the International Trade Center at the University of Memphis is available on the Internet at <http://www.tsdbc.memphis.edu/location.HTM>.

Memphis

Gene Odom
International Trade Center
South Campus, Bldg. 1
University of Memphis
Memphis, TN 38152
Phone:(901) 678-4174
Fax: (901) 678-4072
E-mail: godom@latte.memphis.edu

Knoxville

Dick Vogler
International Trade Center
301 E. Church Street
Knoxville, TN 37915
Phone:(423) 637-4283
Fax: (423) 523-2071

4. Small Business Administration

The Small Business Administration (SBA) is a federal agency that assists and counsels small businesses. The SBA offers various credit guarantees and loans to help finance exports by small businesses.

Small Business Administration
David Tiller, Export Counselor
50 Vantage Way, Suite 1202
Nashville, TN 37228-1500
Phone:(615) 736-5881
Fax: (615) 736-7232
<http://www.sba.gov>

5. Tennessee Foreign Language Institute

The Tennessee Foreign Language Institute (TFLI) offers courses in various languages, ranging from beginning to advanced levels.

Dr. Martin Deschenes, Director
404 James Robertson Parkway, Suite 1620

Nashville, TN 37243-0840
Phone:(615) 741-7579
Fax: (615) 741-7331

6. Customs Service Offices and Bureau of Export Administration

U.S. Customs Service Offices (USCS) check all departing goods for proper documentation. In addition, Customs Offices are sources of information about export regulations. The WWW address is <http://www.customs.ustreas.gov/>.

Memphis

Michael Summers
U.S. Customs Service
3150 Tchulahoma, Suite 1
Memphis, TN 38118
Phone:(901) 766-7668
Fax:(901) 766-7672

Chattanooga

John Juntunen
U.S. Customs Service
5959 Shallowford Road, Suite 4290
Chattanooga, TN 37421
Phone: (423) 855-6625
Fax: (423) 855-6627

Nashville

Ralph Whiteside
U.S. Customs Service
Nashville Int'l Airport
939 Airport Service Road
Nashville, TN 37227-0008
Phone:(615) 736-5861
Fax: (615) 736-5331

Knoxville

James Yonts
U.S. Customs Service
3286 North Park Blvd. , Building A
Alcoa, TN 37701
Phone:(423) 681-2274
Fax: (423) 681-1160

The Export Counseling Division on (ECD) of the Bureau of Export Administration, U.S. Department of Commerce provides export assistance regarding any export licensing requirements.

Export Counseling Division, BXA
U.S. Department of Commerce
Room 1099C
Washington, D.C. 20230
Phone: (202)482-4811
The WWW address is <http://www.bxa.doc.gov>.

7. Export-Import Bank

The EXIMBANK is a U.S. government agency that assists with export financing. Services include loan and working capital guarantees and credit insurance.

EXIMBANK
1880 South Dairy Ashford II, Suite 585
Houston, TX 77077

Phone: (281)721-0465 or 1-800-424-5201 (Export Financing Hotline)
Fax: (281)679-0156
<http://www.exim.gov/>

Section III. Industry Organizations and Trade Groups

1. Chambers of Commerce

Chambers of Commerce (COC) offer programs to help educate local businesses about international opportunities.

Memphis

Memphis Area Chamber of Commerce

Information about Free Trade
Zones and *Memphis Area*
International Trade Directory
22 North Front Street, Suite 200
P.O. Box 224
Memphis, TN 38101
Phone:(901) 575-3500
Fax: (901) 575-3510
[http://www.memphiscoc.com/
index.html](http://www.memphiscoc.com/index.html)

Knoxville

Knoxville Area Chamber of Commerce

301 East Church Street
Knoxville, TN 37915-2572
Phone:(423) 637-4550
<http://www.knoxchamber.org/>

Nashville

Nashville Area Chamber of Commerce

International Business Programs
International Business Council
International Sourcebook of
Middle Tennessee
John Butler, Manager
161 Fourth Avenue North
Nashville, TN 37219
Phone: (615) 259-4754
Fax: (615) 256-3074
<http://nashvillechamber.com/>

2. World Trade Centers

World Trade Centers (WTC) are local organizations, administered by the World Trade Centers Association. WTC's provide trade research and information, WTC Club membership, and access to the WTC Network (a computerized trade-lead and Messaging system). The World Trade Centers Association Internet site is <http://www.wtca.org/>.

Memphis

Alonzo Woods
World Trade Center, Memphis
67 Madison Avenue, Suite 1004
Memphis, TN 38103
Phone:(901) 521-0142
Fax: (901)521-0143

Chattanooga

Terry Robertson
World trade Center, Chattanooga
605 Chestnut Street Suite 210
Chattanooga, TN 37450
Phone:(423) 752-4316
Fax: (423) 265-9751
Email: information@twtc.org
<http://www.twtc.org/>

3. World Trade Councils

World Trade Councils (WT Councils) are community organizations that hold meetings to discuss issues of importance in world trade, such as international business, travel, and political environments.

Memphis

Memphis World Trade Club
P.O. Box 240021
Memphis, TN 38124
Phone: (901) 365-7860

Fax: (615)736-2454

World Affairs Council of Memphis
c/o 3333 Covington Parkway
Memphis, TN 38128
Phone: (901) 385-4312

Nashville

Tennessee Export Council
Suite 114, Parkway Towers
404 James Robertson Parkway
Nashville, TN 37219-1505

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685-1157

Knoxville

East Tennessee International Commerce
Council
301 E. Church Ave.
Knoxville, TN 37915
Phone: (615) 637-4550

Chattanooga

World Trade Council of Chattanooga
605 Chestnut St. Suite 210
Chattanooga TN 37450
Phone: (423) 752-4316
Fax: (423) 265-9751

Section IV. Companies Offering Export Services or Assistance

The following listing contains information regarding private providers of basic export services, including international banking services, freight forwarding, customs brokers, exporting, and translation. Other services of interest to exporters may include trade show services, accounting services, and legal services. Inclusion in this listing is for informational purposes only, and does not constitute an endorsement of services.

1. Banks

Memphis

First Tennessee Bank N.A.
165 Madison Ave.
Memphis, TN 38103
Phone: (800) 489-4040
(901) 523-4430
Fax: (901) 523-4438

National Bank of Commerce
One Commerce Square
Memphis, TN 38150
Phone: (901) 523-3122
Fax: (901)523-3047

Union Planters National Bank
6200 Poplar Ave.
Memphis, TN 38103
Phone: (901)580-5928
Fax: (901) 580-5926

Nashville

First American National Bank
First American Center
Nashville, TN 37237
Phone: (800) 342-8240
(615)748-2941
Fax: (615)748-2485

Nations
Bank
One
Nation's
Place
Nashville,
TN 37219
Phone:
(615)
749-3056
Fax:
(615)
749-4640

Chattanooga

AmSouth Bank
601 Market Center
Chattanooga, TN 37402
Phone: (423) 634-4000
Fax: (423) 752-1569

First Tennessee Bank N.A.
701 Market Street
Chattanooga, TN 37402
Phone: (423) 757-4289
Fax: (423) 757-4024

Regions
Bank
315
Union St.
Nashville,
TN
37201
Phone:
(615)244-
4292
Fax:
(615)
254-0616

Suntrust
P.O. Box
305110
201 4th
Ave.
North
Nashville,
TN
37230
Phone:
(615)
748-4832
Fax:
(615)
748-4414

Suntrust	Other
736	
Market	WORLD BANK
Street	World Bank
Chattanooga, TN	International Trade Division
37402	1818 H Street NW
Phone:	Room R-2033
(423)	Washington, DC 20433
757-3657	Phone: (202) 473-3845
Fax:	Fax: (202) 676-1341
(423)	WWW home page
757-3437	http://WWW.Worldbank.org/html/Welcome.html

Knoxville

Suntrust
 Bank, E.
 Tennessee
 , N.A.
 700 Hill
 Ave.
 Knoxville,
 TN
 37915
 Phone:
 (423)
 544-2106
 1-
 800-225-
 0913

2. Freight Forwarders

Memphis

AIT/MEM
 3089 Directors Row
 Memphis, TN 38131

Phone: (901)398-8200
 Fax: (901)398-4323

Alexander International
 4294 Swinnea Road

Memphis, TN
38130
Phone:
(901)367-9400
Fax:(901)
370-4288

V.
Alexander
& Co.,
Inc.
2871
Business
Park Dr.
Memphis,
TN 38118
Phone:
(901)795-7761
Fax:
(901)794-7906

C.H.
Robinson
Co.
7700
Poplar
Ave.,
Suite 204
Germantown, TN
38138
Phone:
(901)753-0001
Fax:
(901)753-2918
E-mail:
immovin

@chrobinson.com

Circle International Inc.
4400 S. Mendenhall Rd., Suite 10
Memphis, TN 38141
Phone: (901)362-2600
Fax: (901)362-5577

Expeditors International
5156 E. Raines Rd.
Memphis, TN 38118
Phone: (901)362-9771
Fax: (901)362-1210

Forward Logistic Group
4905 Southridge, Suite 15
Memphis, TN 38141
Phone:(901)360-0292
Fax:(901)360-0656

Fritz Companies, Inc.
4481 Pleasant Hill Rd., Suite 103
Memphis, TN 38118
Phone (901)375-0500
Fax: (901)375-0511

Kuehne & Nagel, Inc.
3717 Miac Rd.
Memphis, TN 38118
Phone: (901)365-7039
Fax: (901)365-7091

LEP Profit International
LEP GEO Logistics
4161 Senator St.
Memphis, TN 38118
Phone: (901) 795-2233
Fax: (901)795-5002

MCS Inc.
618 Oak Leaf Office Ln.
Memphis, TN 38117
Phone:(901)684-5000
Fax: (901)684-5068

M.G. Maher and Co., Inc.
3003 Airways Blvd.
Memphis, TN 38131
Phone: (901)345-2878
Fax: (901)345-2980

Nippon Express USA Inc.
3140 Tchulahoma Rd., Suite 7
Memphis, TN 38118
Phone: (901)367-2266
Fax: (901)367-0023

Panalpina, Inc.
2855 Business Park Dr.
Memphis, TN 38118
Phone: (901)363-0501
Fax: (901)363-4594

Panzas
3895 S. Perkins, Suite 7
Memphis, TN 38118
Phone: (901)365-1300
Fax: (901)365-2530

Seko
Internatio
nal
3674
Ching Rd.
Memphis,
TN 38118
Phone:
(901)797-
9590
Fax:
(901)368-
3099

Union Transport
3359 Winbrook Dr.
Memphis, TN 38116
Phone: (901)332-6666
Fax: (901)332-7677

Yaffe Harvey Associates
3441 Holman Place
Memphis, TN 38118
Phone: (901)365-7700
Fax: (901)365-7840

Nashville

Southern
States
Forwardin
g, Inc.
5269
Brandtfor
d
Memphis,
TN 38120
Phone:
(901)763-
0805
Fax:
(901)763-
1999

V. Alexander & Co.
15 Century Blvd.
Nashville, TN 37214
Phone: (615)885-0020
Fax: (615)885-1460

BAX Global
361 Airfreight Blvd.
Nashville, TN 37217
Phone: (615) 361-0590
Fax: (615)366-6459

Team Air
Express
5639 E.
Shelby
Dr.
Memphis,
TN 38141
Phone:
(901)365-
8126
Fax:
(901)365-
8129

Circle
Internatio
nal
5000
Linbar
Dr., Suite
210
Nashville,
TN 37211
Phone:
(615)837-
0552
Fax:
(615)837-
9107
E-mail:
brooksw
@mindspr
ing.com

Fritz
Companie
s, Inc.
558
Rundle
Ave.
Nashville,
TN 37210
Phone:
(615)259-
9302
Phone:
(615)259-
2550
Fax:
(615)256-
3450

Kuehne &
Nagel
2601
Elmhill

Pike
Suite O
Nashville, TN 37214
Phone: (615)883-8383
Fax: (615)883-8585

LEP Profit/LEP Geologistics
730 Fesslers Ln.
Nashville, TN 37210
Phone: (615)256-4794
Fax: (615)256-6945

Nippon Express USA, Inc.
1413 Donelson Pk.
Nashville, TN 37217
Phone: (615)361-4330
Fax: (615)361-1016

Panalpina
15th Century Blvd.
Two Lakeview Place, Suite 401
Nashville, TN 37214
Phone: (615)883-8120
Fax: (615)889-3143

Pilot Airfreight
510 Airpark Center Dr.
Nashville, TN 37217
Phone: (615)399-2191
Fax: (615)399-2154

Team Air Express
1451 Elm Hill Pk.
Suite 108
Nashville, TN 37210
Phone: (615)360-7333
Fax: (615)399-3888

Unistar Air Cargo
1420 Donelson Pke.
Suite A21
Nashville, TN 37217
Phone: (615)361-9272
Fax: (615)361-9573

Chattanooga

Southern Export Services
1627 Fernwood Circle
Chattanooga, Tn 37421
Phone: (423)892-9488
Fax: (423)855-9730

Knoxville

AEI
McGhee Tyson Airport
2361 Airport Highway
Alcoa, TN 37701
Phone: (423) 970-2166
Fax: (423) 970-2158

BAX Global
McGhee Tyson Airport
Alcoa, TN 37701
Phone: (423)970-2995
Fax: (423)970-9779

John S. James Co
3286 N Park Blvd
Building A, Suite C
Alcoa, TN 37701
Phone: (423) 970-3367

Fax:
(423)
970-3857

C. H. Robinson Co.
9050 Executive Park Dr.
Knoxville, TN 37923
Phone:(423)539-1500
Fax:(423)690-4968

V.
Alexander
& Co.
Inc.
3286
Northpar
k Blvd.
Alcoa ,
TN
37701
Phone:
(423)970-
7461
Fax:
(423)970-
7490

3. Customs Brokers

Customs Brokers can prepare goods to clear through customs and arrange for delivery to a buyer or freight carrier.

Memphis

Alexander International
4294 Swinnea Road
Memphis, TN 38130
Phone: (901)367-9400
Fax:(901)370-4288

V. Alexander & Co., Inc.
2871 Business Park Dr.
Memphis, TN 38118
Phone: (901)795-7761
Fax: (901)794-7906

C.H. Robinson Co.
7700 Poplar Ave., Suite 204
Germantown, TN 38138
Phone: (901)753-0001
Fax: (901)753-2918
E-mail: immovin@chrobinson.com

Circle International Inc.
4400 S. Mendenhall Rd., Suite 10
Memphis, TN 38141
Phone: (901)362-2600
Fax: (901)362-5577

Expeditors
International
5156 E. Raines
Rd.
Memphis,
TN 38118

Fax: (901)375-0511
Global Products LTD
1315 Ridgeway, Suite 104
Memphis, TN 38119
Phone: (901)763-8489
Fax: (901)763-0646
E-mail: Glopro42@aol.com

Phone: (901)362-9771
Fax: (901)362-1210

Kuehne & Nagel, Inc.
3717 Miac Rd.
Memphis, TN 38118
Phone: (901)365-7039
Fax: (901)365-7091

Forward Logistic
Group
4905 Southridge,
Suite 15
Memphis,
TN 38141
Phone:(901)360-0292
Fax:(901)360-0656

LEP Profit International
LEP GEO Logistics
4161 Senator St.
Memphis, TN 38118
Phone: (901) 795-2233
Fax: (901)795-5002

Fritz Companies, Inc.
4481 Pleasant Hill Rd.,
Suite 103
Memphis,
TN 38118
Phone (901)375-0500

MCS Inc. 0023

618 Oak
Leaf
Office Ln.
Memphis,
TN 38117
Phone:(901)684-5000
Fax:
(901)684-5068

M.G.
Maher
and Co.,
Inc.
3003
Airways
Blvd.
Memphis,
TN 38131
Phone:
(901)345-2878
Fax:
(901)345-2980

Nippon
Express
USA Inc.
3140
Tchulahoma Rd.,
Suite 7
Memphis,
TN 38118
Phone:
(901)367-2266
Fax:
(901)367-

Panalpina, Inc.
2855 Business Park Dr.
Memphis, TN 38118
Phone: (901)363-0501
Fax: (901)363-4594

Southern States Forwarding, Inc.
5269 Brandtford
Memphis, TN 38120
Phone: (901)763-0805
Fax: (901)763-1999

Union Transport
3359 Winbrook Dr.
Memphis, TN 38116
Phone: (901)332-6666
Fax: (901)332-7677

Yaffe Harvey Associates
3441 Holman Place
Memphis, TN 38118
Phone: (901)365-7700
Fax: (901)365-7840

Nashville

V. Alexander & Co.
15 Century Blvd.
Nashville, TN 37214
Phone: (615)885-0020
Fax: (615)885-1460

AT & C Corp
277 Wilson Pike Circle, Suite 201
Brentwood, TN 37027
Phone: (615)376-2448
Fax: (615)376-0823
E-mail: ATCCorp@BellSouth.net

Circle International
5000 Linbar Dr., Suite 210
Nashville, TN 37211
Phone: (615)837-0552
Fax: (615)837-9107
E-mail: brooksw@mindspring.com

Fritz Companies, Inc.
558 Rundle Ave.
Nashville, TN 37210
Phone: (615)259-9302
Phone: (615)259-2550
Fax: (615)256-3450

Kuehne & Nagel
2601 Elmhill Pike
Suite O
Nashville, TN 37214
Phone: (615)883-8383
Fax: (615)883-8585

LEP Profit/LEP Geologistics
730 Fesslers Ln.
Nashville, TN 37210
Phone: (615)256-4794
Fax: (615)256-6945

Nippon Express USA, Inc.
1413 Donelson Pk.
Nashville, TN 37217
Phone: (615)361-4330
Fax: (615)361-1016

Panalpina
15th Century Blvd.
Two Lakeview Place, Suite 401
Nashville, TN 37214
Phone: (615)883-8120
Fax: (615)889-3143

Team Air Express
1451 Elm Hill Pk.
Suite 108
Nashville, TN 37210
Phone: (615)360-7333
Fax: (615)399-3888

Unistar Air Cargo
1420 Donelson Pke.
Suite A21
Nashville, TN 37217
Phone: (615)361-9272
Fax: (615)361-9573

Chattanooga

John S. James Co.
5959 Shallowford Rd.
Suite 4310
Chattanooga, TN 37421
Phone: (423)855-0455
Fax: (423)892-8568

Tri-State Delivery
5905 Pinehurst Ave.
Chattanooga, TN 37421
Phone: (423)899-5000
Fax: (423)894-1591

Knoxville

V. Alexander & Co., Inc.
3826 N. Park Blvd.
Alcoa, TN 37701
Phone: (423) 970-7461
Fax:(423) 970-7490

John S. James Co.
3286 N Park Blvd
Alcoa, TN 37701
Phone: (423) 970-3367
Fax:(423) 970-3857

4. Exporters or Export Management Companies

Memphis

Alexander International
4294 Swinnea Road
Memphis, TN 38130
Phone: (901)367-9400
Fax:(901)370-4288

4481 Pleasant Hill Rd., Suite 103
Memphis, TN 38118
Phone (901)375-0500
Fax: (901)375-0511

Allied International Marketing
Service
1255A Lynnfield Rd., Suite 137
Memphis, TN 38119
Phone: (901)761-0400
Fax: (901)767-8982

C.H. Robinson Co.
7700 Poplar Ave., Suite 204
Germantown, TN 38138
Phone: (901)753-0001
Fax: (901)753-2918
E-mail: immovin@chrobinson.com

Circle International Inc.
4400 S. Mendenhall Rd., Suite 10
Memphis, TN 38141
Phone: (901)362-2600
Fax: (901)362-5577

Expediters International
5156 E. Raines Rd.
Memphis, TN 38118
Phone: (901)362-9771
Fax: (901)362-1210

Forward Logistic Group
4905 Southridge, Suite 15
Memphis, TN 38141
Phone:(901)360-0292
Fax:(901)360-0656

Fritz Companies, Inc.

Global Products LTD 1315 Ridgeway , Suite 104 Memphis, TN 38119 Phone: (901)763- 8489 Fax: (901)763- 0646 E-mail: Glopro42 @aol.com	TN 38118 Phone: (901) 795-2233 Fax: (901)795-5002 MCS Inc. 618 Oak Leaf Office Ln. Memphis, TN 38117 Phone:(901)684-5000 Fax: (901)684-5068 Nippon Express USA Inc. 3140 Tchulahoma Rd., Suite 7 Memphis, TN 38118 Phone: (901)367-2266 Fax: (901)367-0023 Panalpina, Inc. 2855 Business Park Dr. Memphis, TN 38118 Phone: (901)363-0501 Fax: (901)363-4594
Kuehne & Nagel, Inc. 3717 Miac Rd. Memphis, TN 38118 Phone: (901)365- 7039 Fax: (901)365- 7091	Union Transport 3359 Winbrook Dr. Memphis, TN 38116 Phone: (901)332-6666 Fax: (901)332-7677
LEP Profit Internatio nal LEP GEO Logistics 4161 Senator St. Memphis,	

Yaffe 0552
Harvey Fax: (615)837-9107
Associate E-mail: brooksw@mindspring.com
s
3441 Fritz Companies, Inc.
Holman 558 Rundle Ave.
Place Nashville, TN 37210
Memphis, Phone: (615)259-9302
TN 38118 Phone: (615)259-2550
Phone: Fax: (615)256-3450
(901)365-
7700 James N. Green Co.
Fax: 2275 S. Mount Pleasant Rd.
(901)365- Phone: (615)385-0642
7840 Fax: (615)643-0062

Nashville Kagiya Trading Co.
4407 Alabama Ave.
Nashville, TN 37209
BAX Phone: (615)298-1220
Global Phone: (615)298-1274
361
Airfreight
Blvd. Kuehne & Nagel
Nashville, 2601 Elmhill Pike
TN 37217 Suite O
Phone: Nashville, TN 37214
(615) Phone: (615)883-8383
361-0590 Fax: (615)883-8585
Fax: (615)366-
6459

Circle
Internatio
nal
5000
Linbar
Dr., Suite
210
Nashville,
TN 37211
Phone:
(615)837-

LEP Profit/LEP Geologistics
730 Fesslers Ln.
Nashville, TN 37210
Phone: (615)256-4794
Fax: (615)256-6945

Multinational Marketing Corp
1415 Murfreesboro Rd.
Suite 319
Nashville, TN 37217
Phone: (615)367-7560
Fax: (615)367-7562
E-mail: MM.corp@Nashville.com

Nippon Express USA, Inc.
1413 Donelson Pk.
Nashville, TN 37217
Phone: (615)361-4330
Fax: (615)361-1016

Panalpina
15th Century Blvd.
Two Lakeview Place, Suite 401
Nashville, TN 37214
Phone: (615)883-8120
Fax: (615)889-3143

Pilot Airfreight
510 Airpark Center Dr.
Nashville, TN 37217
Phone: (615)399-2191
Fax: (615)399-2154

Seacrest Trading Corp.
611 Commerce St.
Suite 2909
Nashville, TN 37203
Phone: (615)376-5375
Fax: (615)376-5374

Team Air Express
1451 Elm Hill Pk.
Suite 108
Nashville, TN 37210
Phone: (615)360-7333
Fax: (615)399-3888

Unistar Air Cargo
1420 Donelson Pke.
Suite A21
Nashville, TN 37217
Phone: (615)361-9272
Fax: (615)361-9573

Knoxville

Helwig International Trading Co.
3350 Lake View Dr.
Knoxville, TN 37919
Phone: (423) 522-4100
Fax: (423) 522-6400

Midpoint International, Inc.
8044 Ray Mears Blvd.
Knoxville, TN 37919
Phone: (423) 691-5657
Fax: (423)690-9799

5. Translators and Interpreters

Memphis

AAA Translators
3030 Elmore Park Rd
Memphis, Tn 38134
Phone: (901) 372-7373
Fax: (901) 372-7020
Email: aaatranslators@usa.net
<http://www.translators.com/>

Translegal International
1922 Exeter Rd
Germantown, Tn 38138
Phone: (901) 755-4649
Fax: (901) 377-1698

Nashville

Behaylo Global
Communications
1016 8th Ave S
Nashville, Tn 37203
Phone: (615) 244-2080
Fax: (615) 244-3966

AAA (615) 831-9079
Translator
s Kristy Spanish Translation &
Nashville, Interpreting Services
Tn 2021 Rose Cliff Dr
Phone: Nashville, Tn 37206
(615) Phone: (615) 228-3861
742-3346 Fax: (615) 228-9900

Berlitz
Language
Centers
and
Translatio
n
2000
Richard
Jones Rd
Suite 103
Nashville,
Tn 37215
Phone:
(615)
297-3300
Fax:
(615)
292-6348
[http://ww
w.Berlitz.
com](http://www.Berlitz.com)

Hispanic
Communi
ty
2608C
Nolensvill
e Rd
Nashville,
Tn 37211
Phone:
(615)
831-9030
Fax:

Language Services
Hickory Blvd
Nashville, Tn 37218
2200 21st Ave S
Phone: (615) 254-0375
Chattanooga
Nashville, Tn 37212
Phone: Chattanooga
(615) Translating Services
292-7916 902 McCallie Ave
Fax: Chattanooga, Tn 37403
(615) Phone: (423) 265-5453
292-7995
Email:
langservices@mindspring.com

NIS
International Services
1321 Murfreesboro Rd.
Suite 610
Nashville, Tn 37217
Phone:
(615) 367-5000
Fax:
(615) 361-6448
<http://www.NISintl.com>

Salinas Interpreting Service
4171 Old

Knoxville

Educational Support Services Inc
1210 Luttrell St
Knoxville, Tn 37917
Phone: (423) 544-0110

Foreign Language Academy
220 S Peters Rd Suite 209
Knoxville, Tn 37923
Phone: (423) 694-8880
Fax: (423) 694-8506
<http://www.esper.com/fla>

Language Services
4515 Owana Dr
Knoxville, Tn 37914
Phone: (423) 522-6278

Section V. University of Tennessee

1. Department of Agricultural Economics and Rural Sociology.

This department of the Institute of Agriculture conducts research in domestic and international marketing of agricultural products. Contact the department for a listing of market research publications.

Department Head
Department of Agricultural Economics and Rural Sociology
302 Morgan Hall
P.O. Box 1071
The University of Tennessee
Knoxville, TN 37996
Phone: (423)974-7231
Fax: (423) 974-4829
<http://web.utk.edu/~agecon/agecon.htm>

2. Agricultural Development Center

This Center of the Institute of Agriculture provides business development assistance to agribusinesses and entrepreneurs.

Director
Agricultural Development Center
307 Morgan Hall
P.O. Box 1071
University of Tennessee
Knoxville, TN 37901
Phone: (423) 974-7415
Fax: (423)974-7448

Section VI. Other Suggested Reference Materials

Tennessee International Trade Database. Online trade database at <http://frank.mtsu.edu/~berc/intl/intlmain.html>. Sponsored by Business and Economic Research Center, College of Business, Middle Tennessee State University.

A Basic Guide to Exporting. 1992. International Trade Administration. Available on-line through the National Trade Data Bank.

Breaking into the Trade Game by the Small Business Administration and AT&T. 1993. Copies are available through the Small Business Administration.

Export Programs Guide: A Business Guide to Federal Export Assistance. Trade Information Center. U.S. Department of Commerce.

International Marketing for Agribusiness edited by Parr Rosson. 1994. Copies are available from the Department of Agricultural Economics, Texas A & M University.

Profitable Exporting by John S. Gordon. 1993. Published by John Wiley and Sons.

Tennessee's Who's Who of International Trade by Rebecca Scott Webster. 1993. Published by the Tennessee Export Council. Copies are available from the Nashville District Office of the International Trade Administration.

Ag Worldwide. *Successful Farming's* Agricultural Online. World agricultural news updates on the Internet at <http://www.agriculture.com/worldwide/index.html>

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USER NOTES

The Studies series are not required to be peer reviewed. Therefore, the findings and views represented in the studies are those of the author(s) and may not necessarily represent those of the Department of Agricultural Economics & Rural Sociology. The Studies series may include works in progress and preliminary findings.

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