

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ



Харківський державний університет  
харчування та торгівлі

## VOCATIONAL GUIDANCE ENGLISH

Методичні рекомендації та тестові завдання  
для самостійної роботи студентів  
денної та заочної форм навчання  
факультету товарознавства  
та торговельного підприємництва



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## **Передмова**

Читання оригінальної літератури за фахом є необхідною умовою та обов'язковим компонентом комплексного підходу до успішного вивчення іноземної мови у немовному вищому навчальному закладі.

Даний збірник текстів, призначений для студентів факультету товарознавства та торгівельного підприємництва, має на меті вдосконалення вмінь і навичок практичного володіння англійською мовою у сфері професійної діяльності. Під час роботи з аутентичними матеріалами студенти навчаються самостійно обробляти нові джерела, вибирати для себе корисну інформацію та поповнювати свій запас професійної термінологічної лексики. Працюючи з текстами, студенти можуть не тільки поставити до них запитання різних видів або дати відповіді, які стосуються змісту, а й узагальнювати прочитане, пропонуючи, наприклад, власні заголовки, самостійно продукувати свої висловлювання з позиції спеціаліста, аналізувати, інтерпретувати та адаптувати інформацію відповідно до сучасних даних.

Неадаптовані тексти, що мають важливу професійну спрямованість, та контрольні завдання сприяють інтенсифікації навчальної діяльності з метою підвищення якості підготовки висококваліфікованих фахівців з вищою освітою.

## TEXT 1

### **MY SPECIALITY (MERCANDISE EXPERTISING)**

Trade plays an important role in satisfying potential desires of consumers in a market economy.

There are always two parties in the process of trade, namely, the owner of material values (the seller) and the owner of money (the buyer). The level of trade development is conditioned by the level and rate of goods production.

Consumers determine the needs for products. They accept or reject products based on price, quality and their availability. The experts of commodities help to solve all complicated problems in trade and catering.

I am happy to take an active part in the activity of trading in my future work.

I study at the Kharkiv State University of Food Technology and Trade at the Merchandise Expertising faculty and my speciality is commodity expert (or expert on merchandise).



Experts on merchandise are trained to solve problems related to practical organization of trade, delivery, storage and realization of goods; to make contracts on goods supply; to supervise the fulfillment of obligations by suppliers; to control the quality of merchandise at all levels of their delivery; to find additional sources of goods supply, etc.

So, it is quite clear that the faculty graduates have to be proficient in a number of subjects.

Students study the following subjects:

– humanitarian: philosophy, history, economics, politology, foreign languages, sociology;

– general: mathematics, physics, chemistry, informatics, statistics, standardization;

– special: organization of trading technology, management, food products study and classification, technology of foodstuffs, economics, commercial activities, marketing, book-keeping, price formation, refrigerating equipment.

Taking into consideration the high level of professional training and reputation of our University the specialists with faculty's diplomas have many employment opportunities in food industry. Graduates of Merchandise Expertising faculty can work for food processing companies or allied industries such as food ingredient, food equipment and packaging companies or government agencies. Commodity experts perform as quality assurance supervisors, production managers, marketing representatives and food/flavor chemists. They also conduct new product research and development including sensory evaluation. There are also positions in food safety and quality inspection.



**TASK 1. Answer the questions:**

1. What conditioned your choice of speciality?
2. What excites you most about being a commodity expert?
3. What personal and professional qualities should you acquire as a future specialist?

**TASK 2. Are these sentences true or false?**

1. Experts on merchandise are trained to control the quality of commodities at all levels of their delivery.
2. The level of goods production is conditioned by the level and rate of trade development.
3. Specialists with faculty's diplomas have very few employment opportunities

in food industry.

4. Commodity experts conduct sensory evaluation of new product.

5. In a market economy trade plays an important role in dissatisfying potential desires of consumers.

**TASK 3. Complete the sentences with the appropriate word:**

1. Consumers accept or \_\_\_\_\_ products based on price, quality and their availability.

- a) respect
- b) promote
- c) reject

2. Graduates of Merchandise Expertising faculty can work for \_\_\_\_\_ processing companies or allied industries.

- d) good
- e) food
- f) merchandise

3. Commodity experts perform as quality assurance \_\_\_\_\_, production managers, marketing representatives and food/flavor chemists.

- a) supermen
- b) supervisors
- c) superintendents

4. There are always two parties in the process of trade, namely, the owner of material \_\_\_\_\_ (the seller) and the owner of money (the buyer).

- a) values
- b) stuff
- c) goods

5. The faculty graduates have to be \_\_\_\_\_ in a number of subjects..

- a) qualified
- b) specialists
- c) proficient

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Беручи до уваги; випускники факультету; зберігання та збут продуктів; власник матеріальних цінностей; торговельні представники; працювати в якості контролера з гарантії якості; можливості працевлаштування; виконання зобов'язань; вирішувати складні проблеми; задоволення потенційних бажань споживачів.

**TASK 5. Match the term and the definition.**

trade	a person or company that provides goods
commodity expert	the act of taking goods to the people they have been sent to
delivery	goods bought and sold in commerce
supplier	a person specializing in merchandise
merchandise	the business of distribution, selling and exchange

## TEXT 2

### CLASSIFICATION OF PRODUCTS

What is product? The question is more complex than it seems. Product is everything that one receives in an exchange, including tangible and intangible attributes and expected benefits. The basic product may be a good, a service, or an idea.



A good is a real, physical thing that we can touch.

Different classes of products are directed at particular target markets. A product's classification largely determines what kinds of distribution, promotion, and pricing are appropriate in marketing the product.

Products can be grouped into two general categories – consumer and industrial. Products purchased to satisfy personal and family needs are consumer products. Those bought for use in a firm's operations or to make other products are industrial products. The buyers intent – or the ultimate use of the product – determines the classification of an item. Note that a single item can be both a consumer product and an industrial product. For example, a broom is a consumer product if it is used in someone's home. However, the same broom is an industrial product if it is used in the maintenance of a business. After a product is classified as a consumer product or an industrial product, it can be categorized further as a particular type of consumer or industrial product.

### *Consumer Product Classifications*

The traditional and most widely accepted system of classifying consumer products consists of three categories: convenience products, shopping products, and specialty products. These groupings are based primarily on characteristics of buyers' purchasing behavior.

Convenience products are relatively inexpensive, frequently purchased items for which buyers want to exert only minimal effort. Examples include bread, newspapers, soft drinks, and chewing gum. The buyer spends little time in either planning the purchase of a convenience item or comparing available brands or sellers.

Shopping products are items for which buyers are willing to expend considerable effort on planning and making purchase. Buyers allocate ample time for comparing stores and brands with respect to prices, product features, qualities, and perhaps warranties. Appliances, furniture, bicycles, cars are examples of shopping products.

Specialty products possess one or more unique characteristics, and a significant group of buyers is willing to expend considerable purchasing effort to obtain them. Buyers actually plan the purchase of a specialty product; they know exactly what they want and will not accept a substitute.

### *Industrial Product Classifications*

Based on their characteristics and intended uses, industrial products can be



classified into the following categories: raw materials, major equipment, accessory equipment, component parts, process materials, supplies and services.

Raw materials are basic materials that actually become part of a physical product and usually come from mines, forests, oceans.

**TASK 1. Answer the questions:**

1. What does a product's classification determine?
2. What are consumer / industrial products?
3. Why do buyers exert only minimal effort while buying convenience products?
4. Can you give examples of shopping products?
5. What categories are industrial products classified into?

**TASK 2. Are these sentences true or false?**

- Products purchased for use in a firm's operations are consumer products.
- A single item can't be both a consumer product and an industrial product.
- The traditional system of classifying consumer products consists of two categories: convenience products and specialty products.
- Many buyers are willing to expend considerable purchasing effort to obtain specialty products.
- Many organizations use intangible products in their operations.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) quality;	c) purchased;	e) including;
b) brand;	d) substitute;	f) are classified.

1. A \_\_\_\_\_ is a name, term, symbol, design or any combination of these that identifies seller's products and distinguishes them from competitors' products.

2. Brands \_\_\_\_\_ according to who owns them: manufacturers or

stores.

3. On my way home with a newly \_\_\_\_\_ raincoat I passed by a shop-window with a nice display of shoes.

4. People say you can buy anything in Harrod's, \_\_\_\_\_ wild animals – they even have a zoo which will sell you lion cubs as well as more common pets such as dogs, cats.

5. Some buyers consider a higher price to be an indicator of higher \_\_\_\_\_.

6. Buyers actually plan the purchase of a specialty product; they know exactly what they want and will not accept a \_\_\_\_\_ .

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Очікуваний прибуток; цільовий ринок; розповсюдження; просування; задовольняти особисті та сімейні потреби; споживчі та промислові товари; можна охарактеризувати як; напружувати зусилля; сировина; обладнання; допоміжні товари; полегшувати виробництво; юридичні послуги.

### TEXT 3

#### SOME KINDS OF NON-FOOD STUFFS



The traditional and most widely accepted system of classifying non-food stuffs consists of some categories: clothing, footwear, haberdashery, perfumery, sporting goods, textiles, crockery and glassware, household goods, electric appliances, jewellery, stationary, toys, etc.



Traditionally clothing may be divided into ready-made clothes, hosiery, knitwear, hats, linen. But according to the sex and age of a person clothing may be divided into: men's wear, women's wear and children's wear. But nowadays women's wear is gradually becoming identical in many cases with men's wear. The names of many articles of clothes are the same in men's and women's wear; for example, heavy-weight coats, light weight coats, raincoats, anoraks, cloaks, cardigans, pullovers, sweaters, shirts, etc. The name "trousers" may include slacks, pants, jeans, cords.

The dressing of children moves now towards the miniaturization of adult fashion, including cords, velour skirts, jeans, dresses and suits.

Most people try to have in their wardrobes clothes in natural colours and made of natural materials. The prices on such clothes are rather high, but it would be probably explained by the fact that consumers are looking for durability, value and quality and are prepared to make a purchase which will cost them more but which is expected to last them longer.

Speaking about clothing it's impossible not to mention footwear. Footwear is used not only for completing costumes. It has much more important functions, such as to protect the sole of the foot from the heat, cold, dampness, dirt of the ground; to assist the foot to perform some abnormal task in sport, dancing. In the department stores you can buy many varieties of footwear: fur-lined boots, bootees, dressy courts, bare footed shoes, slippers and so on.

Textiles are divided into cotton, silk, wool, velvet, cotton velvet, chamois and so on.

Besides clothing and footwear we need household utensils: crockery, china, electric appliances, cutlery, pots and pans, "vacuum-cleaners, washing machines, cameras, radio and television sets, computers, stereo cassette recorders and many other things.

Haberdashery goods are handbags, combs, wallets and purses, pins and needles, thread, handkerchiefs, umbrellas, watches, clocks, belts, gloves.

**TASK 1. Answer the questions:**

1. What categories does the traditional system of classifying non-food stuffs consist of?
2. How can clothing be divided?
3. What functions does footwear have?
4. What textiles do you know?
5. What do they sell at haberdashery department?

**TASK 2. Are these sentences true or false?**

1. The traditional and most widely accepted system of classifying non-food stuffs consists of men's wear, women's wear and children's wear.
2. Women's wear and men's wear are identical in many cases.
3. Nowadays children are dressed in accordance with adult fashion.
4. The most important function of footwear is to protect the sole of the foot from cold, heat, dirt.
5. Such things as pins and needles, thread, umbrellas, and handbags are sold at the department called "household utensils".

**TASK 3. Fill in the gaps with the words and collocations below.**

a) fashion;	c) articles of clothes;	e) clothes;
b) appliances;	d) jewellery;	f) stationary department.

1. Most of the people were wandering from one department to another looking at various \_\_\_\_\_ on the counters and rails.
2. Then I bought a raincoat which fitted me perfectly and was very much in the latest \_\_\_\_\_.
3. We did some shopping at the \_\_\_\_\_ where the salesman wrapped up some pencils and a bottle of ink for us.

4. Such \_\_\_\_\_ as refrigerators, washing-machines, sewing-machines, vacuum-cleaners may be bought by hire-purchase, it means that the buyer does not pay the whole price at once.

5. I'd like to look at the beautiful \_\_\_\_\_ exhibited in the window. Isn't this brooch magnificent?

6. Bond Street in London has nearly 200 shops to choose from, selling everything from fine china, glass, antiques to exquisite \_\_\_\_\_ and shoes.

**TASK 4. Find the equivalents of the following words and expressions in the text:**



Загальноприйнята система; непродуктивні товари; взуття; галантерея; спортивні товари; фарфор та скло; електричні прилади; робити покупку; коштувати більше; хутряні чобітки; босоніжки; тканини; замша; голки, нитки; носові хусточки; парасольки.

#### TEXT 4

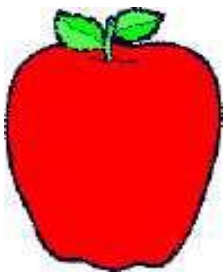
### KINDS OF FOOD PRODUCTS

Food is the source of energy for the maintenance of life. That's why there are many kinds of foodstuffs in the world. We get food from animals and birds, plants and fish.



A large number of people in the world have to depend on plants because they give them fruits,

vegetables and cereals. Fruits and vegetables play a very important role in the human diet. They are important sources of the mineral elements needed by the body, they are rich in calcium and iron, they are valuable sources of vitamins. Vitamins are essential for growth, for reproduction, and for the maintenance of health. Can you imagine how drab our meals would be if we had no gardens? We would miss most of the colour in our meals – the colour of a ripe tomato, a bright orange, the greenness of fresh peas, the rosiness of red apples. We would also miss much flavour in our meals.



The common fruits are: apples, pears, oranges, tangerines, lemons, plums, peaches, apricots, bananas, cherries, strawberries, grapes, gooseberries, raspberries, black and red currants, figs, olives, grapefruits, etc. We also eat various kinds of vegetables: potatoes, cabbages, cauliflower, beetroot, carrots, onions, tomatoes, radishes, cucumbers.



Have you ever thought of all kinds of foods which come from cereals? First think of bread, made from wheat, rye, oats, corn. Then there are the so-called "pasta" like macaroni, spaghetti, vermicelli and many others.

Meats represent one of the most popular sources of protein. We get meat from the cow (beef), from the pig (pork), from the sheep (mutton), from the duck and hen (poultry). Meats also contain fats, water, inorganic salts, carbohydrates, enzymes and pigments. Due to meats we have a great assortment of sausages (blood, liver, saveloys, hard smoked and so on), frankfurters, ham, bacon, rolled beef, smoked pork, shortening and other animal fats, canned meat and by-products. The best change for any meal of the day is fish. There are more than 200 commercial species of fish. Fish takes an important place in food nutrition. A specific taste and aromas of fish meat are due to extractive substances. Fish is a valuable source of protein. The amount of fat in different kinds of fish varies greatly. The flesh of white fish, such as cod, haddock, whiting contains only 1-2 percent of fat. But its amount in fatty fish (herring, mackerel, trout, salmon) varies from 10 percent to more than 20 percent. We

eat also fish caviar: black caviar, pressed caviar, fresh-grain caviar; fish delicacies, tinned fish, quick frozen fish.

Milk is widely used by man. For centuries it has been recognized as an indispensable food for mankind. Milk contains all the food constituents required in the human diet. It can serve as a basis for many important foods. Milk is used for producing many dairy products, such as cream, butter, cheese, ice-cream, condensed milk, skim milk and fermented milk. It is a basic product for preparation of some kinds of bread, cakes and sweets.

**TASK 1. Answer the questions:**

1. What do we get food from?
2. What do meats contain?
3. Why are vegetables and fruits important in the human diet?
4. What dairy products do you eat?
5. What fish delicacies are on sale now?

**TASK 2. Are these sentences true or false?**

1. Food and water are the sources of energy for the maintenance of life.
2. Fruit and vegetables are important sources of fats needed by the body.
3. Carbohydrates are essential for growth, for the maintenance of health.
4. Milk contains a few food constituents required in the human diet.
5. Trout, salmon, herring, mackerel are called lean fish.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) carbohydrates; vitamins;	c) fatty;	e) potatoes;
b) foodstuffs;	d) cereals;	f) meat.

1. Buying \_\_\_\_\_ in a modern supermarket can be considered a

sort of art. It is the art of combating a temptation.

2. In foods there are the following types of nutrients: proteins, fats, minerals, \_\_\_\_\_ and \_\_\_\_\_.

3. Herring, salmon, sardines, trout are called \_\_\_\_\_ fish.

4. The English have different words for the \_\_\_\_\_ and the animals it comes from.

5. We grow wheat, oats, maize and other \_\_\_\_\_ in the fields from which we make flour and then bread.

6. Englishmen like fried \_\_\_\_\_ very much, which they call “chips”.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Види продовольчих товарів; харчування людини; багатий на кальцій і залізо; вітаміни, необхідні для росту; макаронні вироби; вироблений з жита; свинина; баранина; яловичина; великий асортимент; ковбаса; специфічний смак; жирна риба; свіжоморожена риба; рибна ікра.

#### TEXT 5

##### THE WORK OF CUSTOMS

For the years Customs has come to mean many things to many people. To the international traveller, Customs is the men and women in blue at the border station, airport, or seaport who examine personal luggage upon return to the country. To the importer, they provide advice, protection, and control of

merchandise shipped into the country. To the smuggler. Customs is the planes,





vessels, vehicles and dedicated people constantly monitoring the nation's perimeters to thwart attempts at illicit entry of merchandise or smuggling.

Customs is all these things and much more. First of all Customs deals with passengers and their luggage.

In nearly every country Customs collects import (and sometimes export) duties, issues export and import licenses and collects import statistics.

To assess duty Customs needs to know:

1. The value of the goods (excluding transport, insurance and other costs).
  - The country of origin. The goods might be duty free or have a lower duty depending on whether the exporting country' has a trading agreement with the importing country.
  - The Harmonized System Nomenclature. It is an international system of classification of goods. Goods in different countries have different names and the Nomenclature tells a Customs officer which class of goods he is dealing with.

Besides collecting duties Customs issues export and import licenses and gathers statistics.

Licenses apply to restricted goods. For instance, some goods can be exported only with a license while the export of others is prohibited.

Statistics is important for the government to know the total value of the goods leaving and entering a country in a given time period. This information gives the Balance of Trade figures (how much the country is selling compared to how much it's buying) and is provided by Customs.

One of the duties of Customs is to counteract smuggling. Smuggled goods can enter the country together with passenger cargo or with means of conveyance.

The unlawful bringing in or taking out of the country such articles as currency, bonds, precious metals and antiques, explosives, drugs, weapons, firearms and ammunition is considered smuggling or contraband.

Customs performs a number of key functions in the area of law enforcement. These

include the policing of licensing restrictions, including those imposed to control strategic goods, and measures aimed at protecting endangered species and animal and plant health; the enforcement of prohibitions against obscene and indecent material, certain categories of firearms and drugs.

Cooperation between Customs services in different countries is an important element in this work.

**TASK 1. Answer the questions:**

1. What does Customs mean?
2. What are the main functions of Customs?
3. What does Customs need to know in order to assess duty?
4. Do licenses apply to all goods?
5. How can smuggled goods enter the country?

**TASK 2. Are these sentences true or false?**

1. The only function of Customs is the assessment and collection of duties on imported goods.
2. Customs needs to know the value of goods including transport, insurance and other costs.
3. The Harmonized System Nomenclature is used because goods have different names in different countries.
4. Customs issues export and import licenses applying to all goods.
5. The Balance of Trade figures are provided by a government of any country.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) depending on;	c) prohibited;	e) through Customs;
b) license;	d) Harmonized System;	f) duty-free.

1. I bought a bottle of wine in the \_\_\_\_\_ shop.

2. The policeman asked me to show him my driving\_\_\_\_\_.
3. Import duty often can be different \_\_\_\_\_ the country of origin of the goods.
4. Import of guns without a license is \_\_\_\_\_ .
5. My friend told me about an incident which had happened to him while going \_\_\_\_\_.
6. The \_\_\_\_\_ provides a systematic and methodological classification of goods based essentially on technological data.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Перевіряти особистий багаж; прикордонний пункт; контрабандист; незаконний ввіз товарів; обкладати товари митом; витрати на транспортування та страхування; торговий договір; мати справу з; торговий баланс; валюта; облігації; коштовні метали; товари стратегічного призначення; заборона; оглядати.

## TEXT 6

### TRAVELING BY AIR. PASSPORT CONTROL. CUSTOMS



Nowadays people who go on business mostly travel by air, as it is the fastest way of traveling.

Here are a few hints on air travel that may be helpful.

Passengers are requested to arrive at the airport two hours before departure time on international flights and an hour on domestic flights as there must be enough time to complete the necessary airport formalities.

Passengers must register their tickets, weigh in and register the luggage. Most

airlines have at least two classes of travel, first class and economy class, which is cheaper.

Each passenger of more than two years of age has a free luggage allowance. Generally this limit is 20 kg for economy class passengers and 30 kg for first class passengers. Excess luggage must be paid for except for some articles that can be carried free of charge. Each passenger is given a boarding pass to be shown at the departure gate and again to the stewardess when boarding the plane.

Landing formalities and customs regulations are more or less the same in all countries.

While still on board the plane the passenger is given an arrival card to fill in.

After the passenger has disembarked, officials will check his passport and visa. In some countries they will check the passenger's certificate of vaccination.

When these formalities have been completed the passenger goes to the customs for an examination of his luggage.



As a rule, personal belongings may be brought in duty-free. If the traveler has nothing to declare he may just go through the 'green' section of the Customs.

In some cases the Customs inspector may ask you to open your bags for inspection. It sometimes happens that a passenger's luggage is carefully gone through in order to prevent smuggling. After you are through with all customs formalities the inspector will put a stamp on each piece of luggage or chalk it off.

### **TASK 1. Answer the questions:**

1. Why do businessmen travel mostly by air?
2. Why are passengers requested to arrive at the airport beforehand?
3. What airport formalities must passengers complete?
4. Do landing formalities and customs regulations vary in different countries?

5. How is the luggage checked at the customs?

**TASK 2. Are these sentences true or false?**

1. Passengers are requested to arrive at the airport eight hours before departure time on international flights.
2. Passengers must register their tickets, weigh in and register the luggage.
3. A free luggage limit is 30 kg for economy class passengers and 35 kg for first class passengers.
4. Landing formalities and customs regulations are different in Ukraine.
5. When formalities have been completed the passenger goes to register the tickets.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) allowance;	c) arrival card;	e) departure gate;
b) disembarked;	d) smuggling;	f) duty-free.

1. It sometimes happens that a passenger's luggage is carefully gone through in order to prevent \_\_\_\_\_.
2. Personal belongings may be brought in \_\_\_\_\_.
3. Each passenger of more than two years of age has a free luggage \_\_\_\_\_.
4. Each passenger is given a boarding pass to be shown at the \_\_\_\_\_ and again to the stewardess when boarding the plane.
5. After the passenger has \_\_\_\_\_, officials will check his passport and visa.
6. While still on board the plane the passenger is given an \_\_\_\_\_ to fill in.

#### **TASK 4. Find the equivalents of the following words and expressions in the**

**text:**



Час відльоту; міжнародні рейси; внутрішні рейси; пройти необхідні формальності в аеропорту; подорожувати першим класом; подорожувати туристичним класом; вказана в квитку кількість багажу, яку пасажир має право провезти безкоштовно; надлишки багажу згідно

квитка; митні правила; формальності, що виконуються пасажиром після приземлення; посадочний талон; ввезти що-небудь безмитно; особисті речі.

#### **TEXT 7**

#### **RED, GREEN AND BLUE CHANNELS**

Customs procedures for arriving passengers at many international airports, and some road crossings, are separated into Red and Green Channels. Passengers with goods to declare (carrying items above the permitted customs limits and/or carrying prohibited items) should go through the Red Channel. Passengers with nothing to declare (carrying goods within the customs limits only and not carrying prohibited items) can go through the Green Channel. Passengers going through the Green Channel are only subject to spot checks and save time. But, if a passenger going through the Green Channel is found to have goods above the customs limits on them or carrying prohibited items, they may be prosecuted for making a false declaration to customs, by virtue of having gone through the Green Channel. Canada and the United States do not operate a red and green channel system; however some airports copy this layout.

Airports within the EU also have a Blue Channel. As the EU is a customs union, travellers between EU countries do not have to pay customs duties. VAT (value

added tax) and Excise duties may be applicable if the goods are subsequently sold, but these are collected when the goods are sold, not at the border. Passengers arriving from other EU countries should go through the Blue Channel, where they may still be subject to checks for prohibited or restricted goods. In addition, limitations exist on various tobacco products being imported from certain newly-joined EU member states and use of the Blue Channel if those limitations are being exceeded would be inappropriate. Luggage tickets for checked in luggage within the EU are green-edged so they may be identified. UK policy is that entry into a particular Channel constitutes a legal declaration.

The customs tariff nomenclature is constantly amended and adjusted in compliance with the harmonized system. In a word, today the customs service is a professional, competent and modern system where intensive efforts are invested into institutional modernization and transformation for the purposes of achieving the best practices in the world.

**TASK 1. Answer the questions:**

1. What is the difference between the Red and the Green Channels?
2. What countries don't use a red and green channel system?
3. What is Blue Channel?
4. Where is it used?
5. When would the use of the Blue Channel be inappropriate?

**TASK 2. Are these sentences true or false?**

1. Passengers with goods to declare (carrying items above the permitted customs limits and/or carrying prohibited items) should go through the Blue Channel.
2. Passengers going through the Green Channel are only subject to spot checks and save time.
3. Some airports in Canada and the United States operate a red and green channel system.

4. As the EU is a customs union, travellers between EU countries have to pay customs duties.

5. Today the customs service is a professional, competent and up-to-date system.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) restricted;	c) compliance;	e) inappropriate;
b) green-edged;	d) prohibited;	f) amended.

1. Passengers with nothing to declare (carrying goods within the customs limits only and not carrying \_\_\_\_\_ items) can go through the Green Channel.

2. Passengers arriving from other EU countries should go through the Blue Channel, where they may still be subject to checks for prohibited or \_\_\_\_\_ goods.

3. Use of the Blue Channel if those limitations are being exceeded would be \_\_\_\_\_.

4. Luggage tickets for checked in luggage within the EU are \_\_\_\_\_ so they may be identified.

5. The customs tariff nomenclature is constantly \_\_\_\_\_ and adjusted in \_\_\_\_\_ with the harmonized system.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Зелений коридор (сектор); червоний коридор (сектор); швидка перевірка; деклароване майно; в рамках митних обмежень; заборонені до провезення предмети; піддаватися переслідуванню в судовому порядку; невірна декларація; акцизний збір; бути предметом перевірки; податок на додану вартість.



## TEXT 8

### **AIRPORT. CUSTOMS AND IMMIGRATION.**

#### **CUSTOMS FORMALITIES**

Travellers to/from Ukraine can benefit from simplified customs procedures – they can decide whether or not they need to declare items. The system of Red and Green channels is used in Ukraine.

#### ***GREEN CHANNEL***

**Residents and non-residents** may go through the «green channel» without filling in a customs declaration form in the following cases:

##### ***1. IF THEY DO NOT CARRY:***

- Currency belonging to a legal entity.
- Precious metals (ingots).
- Weapons, explosives, narcotics, psychotropic, poisonous and dangerous substances or medication.
- Radioactive materials.
- Historic or artistic materials, musical instruments.
- Printed items, audio and audiovisual materials, or other information-carrying media.
- Flora or fauna, their components, or by-products.
- Goods in taxable quantities (get acquainted with taxation rules on the stands in the luggage check room) (*applicable to departures only*).

##### ***2. IF THEY CARRY UP TO:***

- Currency: €10 000 or the equivalent, including Ukrainian currency and traveller's cheques (*arrivals and departures*).
- Alcohol: spirits – 1 litre; wine – 2 litres; beer – 5 litres.
- Tobacco products: 200 cigarettes (or 200 g).
- Food products for personal consumption, not exceeding a value of €50 or equivalent, products of animal origin excluded (*arrivals*).

If you are carrying articles, as specified in item 1 and/ or excess of sums, as specified in item 2, you must pass customs control through the "red channel", after filling in a customs declaration.

***ATTENTION! Violation of declaration is punishable by Ukrainian law.***

***RED CHANNEL***

Residents and non-residents must declare any cash sum to be taken out in excess of the above-mentioned figures. A Customs declaration form must also be filled in if you bring in more than €10,000 or the equivalent in national currency. Sums brought into Ukraine may not exceed the amount of local currency previously taken out of the country. Persons have a right to bring in or take out of Ukraine up to 500 grammas in precious metals (ingots or coins), provided they fill in a declaration form.

Precious metals exceeding 500 grammas may be taken through Ukrainian Customs only when the passenger has a valid individual export license and fills in a declaration form. Any item subject to declaration must be declared on a Customs form. For more details, please visit the official web site of the State Customs Service of Ukraine at [www.customs.gov.ua](http://www.customs.gov.ua).

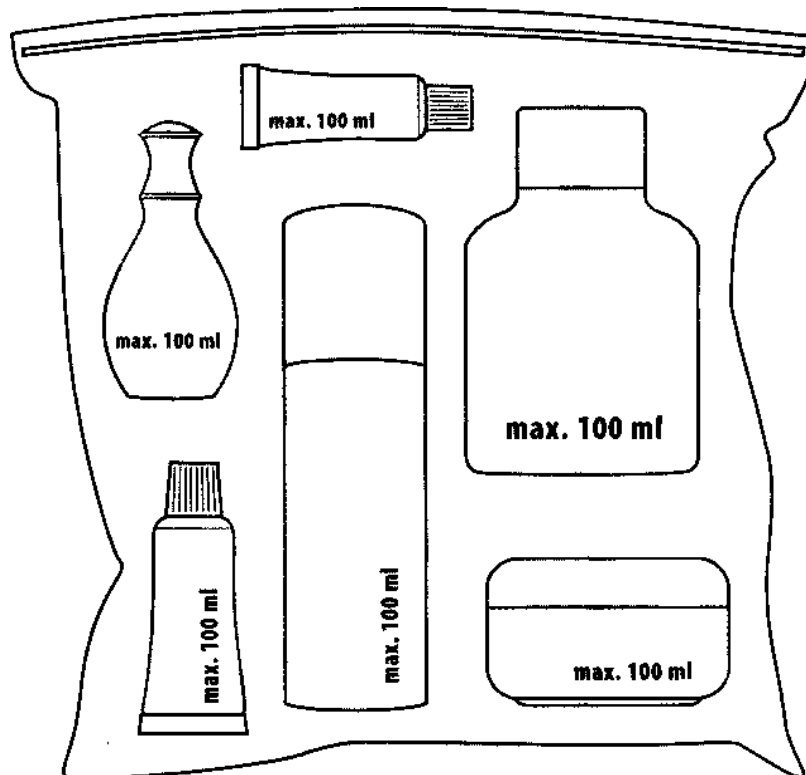


***IMMIGRATION FORMALITIES.*** Citizens of the EU, the Swiss Confederation, the Kingdom of Liechtenstein, the Principality of Andorra, the Principality of Monaco, the Vatican City-State, the Republic of Iceland, the Kingdom of Norway, the Republic of San Marino, the USA, Canada and Japan may enter Ukraine without a visa, if that their stay in the country does not exceed 90 days. (Please make sure you

have a valid passport with you: no other ID document is valid for entry). *All other foreign citizens need a visa to enter Ukraine.*

Upon entering Ukraine, citizens of the Russian Federation with internal passports must fill out immigration cards, available at the Arrivals Hall of the Boryspil Airport ahead of the immigration check points. Present this card with your passport to the immigration officer when going through passport control.

***ATTENTION! Keep your immigration card during your entire stay in Ukraine, as you will be asked to present it upon leaving the country.***



**Look at the picture. What rules and formalities are depicted there?**

## Read and compare.

<b>ПРАВИЛА ЄС ЩОДО БЕЗПЕКИ В АЕРОПОРТАХ</b> ВАЖЛИВА ІНФОРМАЦІЯ ДЛЯ ПАСАЖИРІВ	<b>EU AIRPORT SECURITY RULES</b> A BRIEF GUIDE TO HELP YOU
<p data-bbox="255 448 670 481"><b>ПЕРЕВЕЗЕННЯ РІДИН</b></p> <p data-bbox="143 571 782 929">В аеропортах, розташованих на території країн ЄС, а також Норвегії, Ісландії та Швейцарії, діють обмеження на перевезення рідин, гелів та аерозолів в ручній поклажі авіапасажирів.</p> <p data-bbox="143 1008 782 1489">Проносити на борт рідини, гелі й аерозолі дозволяється за умови, якщо вони запаковані в індивідуальні ємності об'ємом не більш як 100 мл і поміщені у прозорий пластиковий пакет багаторазового склеювання об'ємом не більш як 1 літр на одного пасажира (<i>див. малюнок</i>).</p> <p data-bbox="143 1523 782 2004"><b>Обмеження розповсюджуються на</b> воду та інші напої, супи, сиропи; креми, лосьйони та олії; парфуми; гель, у т.ч. для волосся та душу; туш для вій; речовини в контейнерах, тубах, що зберігаються під тиском, у т.ч. піна для гоління, інші піни, лаки та дезодоранти; пасти, у т.ч. зубна</p>	<p data-bbox="805 448 1332 481"><b>LIQUIDS TRANSPORTATION</b></p> <p data-bbox="805 571 1444 929">The following limitations are applied to the amounts of liquids, gels and sprays, carried in hand baggage of passengers, travelling through the airports of EU countries, as well as Norway, Iceland and Switzerland.</p> <p data-bbox="805 1008 1444 1433">All liquids, gels and sprays in your hand baggage must be in individual containers with a maximum capacity of 100 milliliters each. You must pack these containers in one transparent, re-sealable plastic bag of not more than one litre capacity per passenger (<i>see image</i>).</p> <p data-bbox="805 1512 1444 2004"><b>Restrictions are imposed on</b> water and other drinks, soups, syrups; creams, lotions and oils; perfumes; sprays; gels, including hair and shower gels; pressurized container contents, including; shaving foam, other foams and deodorants; pastes, including toothpaste; liquid-solid mixtures; mascara; any other</p>

паста; суміші рідких і твердих речовин; будь-які інші косметичні та гігієнічні речовини.

**Пасажирам дозволяється:**

- пакувати рідкі речовини в зареєстрований багаж;
- перевозити в ручній поклажі ліки та дієтичні засоби, у т.ч. їжу для малюків для використання під час подорожі;
- купувати рідкі речовини (напої, парфуми) в магазинах безмитної торгівлі в аеропорту, розташованих поза зоною контролю за наявності посадкового талона, або на борту літаків авіакомпаній ЄС. Якщо вони продаються у спеціальному заклеєному пакеті, не відкривайте його до перевірки на пункті контролю з авіаційної безпеки, інакше речовини будуть конфісковані. Усі ці рідкі речовини можна перевозити додатково до тих, що містяться у вашій ручній поклажі (максимальна кількість – 1 літр).

item of similar consistency.

**Passengers still can:**

- pack liquids in checked baggage;
- carry in hand luggage medicines and dietary requirements, including baby foods, for use during the trip;
- buy liquids such as drinks and perfumes either in an EU airport shop when located beyond the point where you show your boarding pass or on board an aircraft operated by an EU airline. If they are sold in a specially sealed bag, do not open it before you are screened – otherwise the contents may be confiscated at the checkpoint. All these liquids are in addition to the quantities in the re-sealable plastic bag mentioned above (1 liter maximum).

## IMPORT

### *Free import is possible in cases:*

- total cost of the imported goods is less than 10 thousand Euros and/or total weight is less than 35 kg.
- allowances are:

1. Alcoholic beverages.	Maximum – 2 liters
2. Beer.	Maximum –5 liters
3. Tobacco products.	50 cigars, 100 cigarillos, 200 cigarettes, 0,25 kg tobacco*
4. Caviar («black»).	Maximum – 250 gram per person

- in case if only one type of tobacco being imported, 100 cigars, 200 cigarillos, 400 cigarettes and 0.5 kg tobacco allowed.

### *Taxes are taken in accordance with following rates:*

For goods, with total price exceeding 10 thousand Euros and/or total weight is more than 35 kg – 30 percent customs duty, but not less than 4 euro per kilogram in the exceeding part.

Refugees, unwilling migrants and permanent immigrants allowed importing goods for personal use without customs fees or taxes, cost or weight limitations.

## EXPORT

1. Exported goods for personal use do not come within customs fees or taxes.
2. Archeological, historical and artistic objects are allowed for export with written permission of Ministry of Cultural Affairs confirming that the exported goods

are either not under governmental accounting or are within the statute "import and export of cultural objects". A photograph of the exported object is needed.

3. For all kind of weapons besides declaration, a special permit from Ministry of Internal Affairs is needed. This permit can be obtained at the relevant police authority.

4. For bow-instruments besides declaration a special permit from Ministry of Cultural Affairs is needed. If the instrument is older than 50 years a special permission from Ministry of Cultural Affairs is needed.

### ***Goods – subject for declaring***

1. Imported goods with total price exceeding 10 thousand Euros and/or total weight is more than 35 kg.

2. Precious metals (gold, silver, platinum family, palladium, iridium, rhodium, ruthenium and osmium) in any appearance when imported temporarily or when exported (except temporary importation of jewelry including those which contain precious metals).

3. Precious stones temporary imported, imported emeralds, rubies, sapphires, alexandrines, natural raw and treated pearls, unique amber formations, diamonds.

4. Cultural valuables.

5. Imported Ukrainian governmental rewards.

6. Plants and animals, their parts, derivatives as well as drawn products from them, which are under the danger of extinction.

7. Weapons (devices and items which are designed for killing human targets or signaling), firearms main parts (barrels, bolts, cylinders, receivers, breech frames), cartridges) and ammunition (shells, gunpowder etc.).

8. Narcotic and psychotropic substances and their precursors.

9. Drastic and poisonous substances.

10. Hf and radio-electronic devices except peripherals.

11. Special technical devices designed for obtaining information secretly.

12. Exported materials which contain National Security Information/State secret.

13. Nuclear materials, special non-nuclear materials and relevant technologies.
14. Exported raw materials, equipment, ski-tech information, results of intellectual activity, which may be used to create weapons of mass-destruction, their delivery means, other types of arms and military hardware.
15. Imported chemicals, which may be used to create chemical warfare.
16. Military purpose products.
17. Vehicles (means of transportations).
18. Goods which are transported unescorted.
19. Goods which are sent for an individual person for private use except goods which are sent in international mail.

**TASK 1. Answer the questions:**

1. Can you import goods duty free? What does it depend on?
2. In what case are you allowed to export historical objects?
3. Where can the permission to export weapons be obtained?
4. How much money can you take with you from Ukraine without declaring it?
5. What is 'green channel' and 'red channel'?

**TASK 2. Are these sentences true or false?**

1. The system of Blue channel is not used in Ukraine.
2. For all kind of declared weapons a special permit from Ministry of Internal Affairs is needed.
3. Refugees, unwilling migrants and permanent immigrants allowed importing goods for personal use without customs fees or taxes, cost or weight limitations.
4. All liquids, gels and sprays in your hand baggage must be in individual containers with a maximum capacity of 10 milliliters each.
5. Citizens of the EU, the USA, Canada and Japan may enter Ukraine without a



visa.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) immigration card;	c) valid individual export license;	e) benefit;
b) taxable quantities;	d) currency;	f) violation.

1. Precious metals exceeding 500 grammas may be taken through Ukrainian Customs only when the passenger has a \_\_\_\_\_ and fills in a declaration form.

2. Travellers to/from Ukraine can \_\_\_\_\_ from simplified customs procedures.

3. Residents and non-residents may go through the «green channel» if they do not carry goods in \_\_\_\_\_.

4. \_\_\_\_\_ of declaration is punishable by Ukrainian law.

5. A Customs declaration form must also be filled in if you bring in more than €10,000 or the equivalent in national \_\_\_\_\_.

6. Present \_\_\_\_\_ with your passport to the immigration officer when going through passport control.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Митний збір; іноземна валюта; ввезення на територію України; біженці; іммігранти; товари, що вивозяться для особистого користування; закон про ввезення і вивезення об'єктів культури; МВС; Міністерство культури; письмова декларація; податки.

## **UKRAINE: IMPORTING AND EXPORTING**

### **Tips for exporters**

- Generally, under exports and imports between a foreign company and a Ukrainian company, the Ukrainian company is responsible for the customs procedures.
- In order to import goods into Ukraine and clear them through customs an importer has to make all customs payments due in accordance with the chosen customs regime and comply with other requirements established by customs legislation (e.g., certification requirements).
- Importation of certain goods (e.g., pharmaceuticals, meat, etc.) requires licenses.
- Ukraine has several special economic zones that offer customs benefits.

### **Customs policy**

Ukraine's customs policy has seen several key areas of development:

- Lowering of customs duty on imports of technical equipment;
- Simplification of the customs clearance process;
- Tighter customs control after customs clearance of goods;
- Further development of customs integration in the Commonwealth of Independent States (CIS).

### **Import restrictions**

Certain imports to Ukraine require permission and certificates (e.g., of conformity, sanitation), licenses and other approvals. They should be submitted to the customs authorities for clearance. Ukraine imposes an anti-dumping duty on certain goods (i.e., metal pipes from Russia).

### **Customs duties. Classification of goods**

The Ukrainian tariff classification system is based on the internationally adopted Harmonized Commodity Description and Coding System.

### **Valuation rules**

The customs valuation procedure is established in line with GATT/ WTO principles and is generally equivalent to Ukrainian border transaction value of the goods concerned.

### **Rates**

Import duty applies to most goods. The majority of customs duty rates in Ukraine are ad valorem (i.e., a percentage of the goods' customs value). There are also specific duties for certain types of imports, calculated by volume, weight or quantity. Some duties have a combined rate incorporating the above two types of duty and, therefore, the tax base may vary.

Base customs duty rates vary widely, from 100% on spirits to 0% for some printed matter and some other priority imports. Zero duty applies, for example, to a wide range of equipment and machinery. On average, duty rates fall between 5% and 20% of goods' customs value. The base rates specified in the legislation apply to countries that have been granted Most Favored Nation status. Some goods from "developing" and "least developed" countries may be imported at 75% of the base rates or zero rates, respectively. However, these are limited to raw materials and handmade goods. Goods originating in other countries will be subject to duty at double the base rates.

The following are exempt from customs duty: transit goods; goods imported by individuals for personal use (worth not more than approximately USD 2,500 and weighing less than 35 kg); cultural valuables; means of transport involved in the international movement of goods and passengers; humanitarian aid and some others.

### **Free trade agreements**

Ukraine has not adopted free trade agreements with countries of the Commonwealth of Independent States (CIS). Goods originating from CIS countries (e.g., Russia) are not exempt from customs duty for import to Ukraine (subject to certain conditions). Russia, Belarus, Moldova, Armenia, Kazakhstan, Kyrgyzstan, Uzbekistan and Tajikistan form a Customs Union, and goods originating from these countries are not subject to customs duty within it.

## **Excise tax**

Certain categories of goods are subject to excise tax for import to Ukraine (e.g., alcoholic beverages, cigarettes, cars, motorcycles with a capacity of over 150 horsepower, etc.). Generally, the excise tax rates are specific (i.e., the rates are based on the volume, weight or other characteristics of goods).

## **Payments**

Customs payments are generally paid before or when submitting customs declarations to customs.

## **Documentation and procedures. Registration of importers and exporters**

There is no established procedure for registering importers/exporters with customs. However, in practice certain documents may be required by customs prior to importation (charter documents, tax registration certificate, etc.).

## **Documentation**

Ukrainian customs regulations establish a comprehensive list of documents required for customs clearance purposes. In practice, the set of documents to be submitted to the customs authorities may vary depending on the character of imported/exported commodities, conditions of the transaction, etc.

## **Declaration of the customs value**

The customs value of imported goods is declared in a Declaration of the Customs Value. The customs value should be properly confirmed by the appropriate documents. The list of such documents may vary depending on the terms of a particular transaction. While the Ukrainian customs regulations set a general list of documents required for confirmation of the customs value, the list is not exhaustive. If the customs authorities disagree with the customs value declared by an importer, they may adjust it.

If the customs authorities disagree with the customs value declared by an importer they may seek to negotiate with the importer an adjustment of the customs value. Should the importer refuse to adjust the customs value, the customs authorities may adjust the customs value themselves.

## **Warehousing and storage**

Goods which are subject to customs control (e.g., imported goods which have not yet cleared through customs) can be temporarily stored at special warehouses before they are released by customs. The period for storage should not exceed two months, but an importer can ask the customs authorities to extend it to up to four months.

Warehouses for temporary storage are usually located near customs offices.

### **TASK 1. Answer the questions:**

1. What does the importer have to do to import goods into Ukraine?
2. Are there some customs benefits for importation of goods into Ukraine?
3. What is the Ukrainian tariff classification system based on?
4. How do base customs duties vary?
5. What countries does Ukraine have free trade agreements with?
6. What countries form Customs Union?
7. What categories of goods are subject to excise tax for import to Ukraine?
8. What is the procedure for registering importers in Ukraine?
9. How can one declare the customs value of imported goods?
10. What is warehousing?

### **TASK 2. Are these sentences true or false?**

1. In order to import goods into Ukraine and clear them through customs a customer has to make all customs payments due in accordance with the chosen customs regime.

2. In practice charter documents, tax registration certificate may be required by customs prior to importation.

3. The customs authorities may seek to negotiate with the importer an adjustment of the customs value.

4. There is an established procedure for registering importers/exporters with

customs.

5. Ukrainian customs regulations establish a comprehensive list of documents required for customs clearance purposes.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) submitting;	c) legislation;	e) exceed;
b) to adjust;	d) confirmed;	f) warehouses.

1. An importer has to make all customs payments due in accordance with the chosen customs regime and comply with other requirements established by customs \_\_\_\_\_.

2. Goods which are subject to customs control (e.g., imported goods which have not yet cleared through customs) can be temporarily stored at special \_\_\_\_\_ before they are released by customs.

3. Customs payments are generally paid before or when \_\_\_\_\_ customs declarations to customs.

4. The customs value should be properly \_\_\_\_\_ by the appropriate documents.

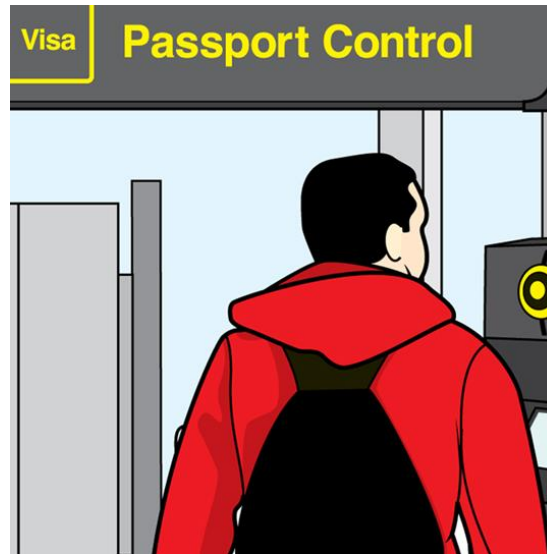
5. Should the importer refuse \_\_\_\_\_ the customs value, the customs authorities may adjust the customs value themselves.

6. The period for storage should not \_\_\_\_\_ two months.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Митні пільги; митні процедури; Співдружність Незалежних Держав; митне законодавство; необхідні митні платежі; угода про вільну торгівлю; митна вартість; предмет митного огляду; склад товарів; сплатити митні збори; особливі економічні зони; оподатковувати митом; відповідний вартості; базовий тариф.

## TEXT 10



### **PASSPORT INFORMATION**

Ukrainian passport regulations greatly depend on governmental agreements and they are subject to change. The most reliable information could be found in Counsels department of Ukrainian Ministry of foreign affairs or Ukrainian Embassies.



Visa control is a subject of transport company duties. Passport control checks the allowance of a person to be on Ukrainian territory and doesn't carry responsibility for allowance to enter any other country.

Ukrainian citizen cannot lose allowance to Ukrainian boundaries. In case if one loses his/her documents outside Ukraine the person should ask any nearest Ukrainian Embassy or Counsels department of Ukraine.

Validity: passports must be valid for the period of intended stay in Ukraine.

### **Visa requirements**

Visa required for all foreign citizens, except for nationals of CIS countries.  
Official invitation required for issuing visa.

### **Additional information**



1. Visas, excluding multiple, are valid for one trip only and should be used according its applicability. Visas and passports with expired date or bearing marks appeared unofficially are considered invalidate.

2. Passenger with tourist visas should have hotel reservation.

3. All foreigners should be registered in Ministry of Internal Affairs or hotels if stay longer than a 3 day

period.

4. It's strongly recommended to have health or tourist insurance, covering all medical expenses.

5. It's strongly recommended to avoid doubtful firms using unofficial ways.

**For all foreign citizens, except citizens of CIS countries, having flights from Belarus through Boryspil airport to third countries, and/or flying from third countries through Boryspil to Belarus.**

Between Ukraine and Belarus there is no visa required. For citizens of no-CIS countries it causes Ukrainian transit visa requirements if they fly from the territory of Belarus through Boryspil airport to third countries (or from third countries through Boryspil to Belarus). Ukrainian transit visa can be obtained at any Ukrainian Embassy having travel tickets and visa of destination country. Passengers without Ukrainian visa will not be permitted to take connection flight. In such cases, transit visa can be obtained at Boryspil consular before passport control point. The transit visa will be issued and you will be allowed to pass passport control.

**TASK 1. Answer the questions:**



1. Can Ukrainian passport regulations be changed?
2. What does passport control check?
3. What should a person do if he loses his documents outside Ukraine?
4. Who needs visa to enter Ukraine?
5. What passports are considered invalidate?
6. In what case should foreigners be registered in the Ministry of Foreign Affairs?

**TASK 2. Are these sentences true or false?**

1. Ukrainian passport regulations are not subject to change.
2. Ukrainian citizen cannot lose allowance to Ukrainian boundaries.
3. The most reliable information could be found in Counsels department of Ukrainian Ministry of foreign affairs or Ukrainian Embassies.
4. Visa control is a subject of hotel reservation.
5. Passports must be invalid for the period of intended stay in Ukraine.

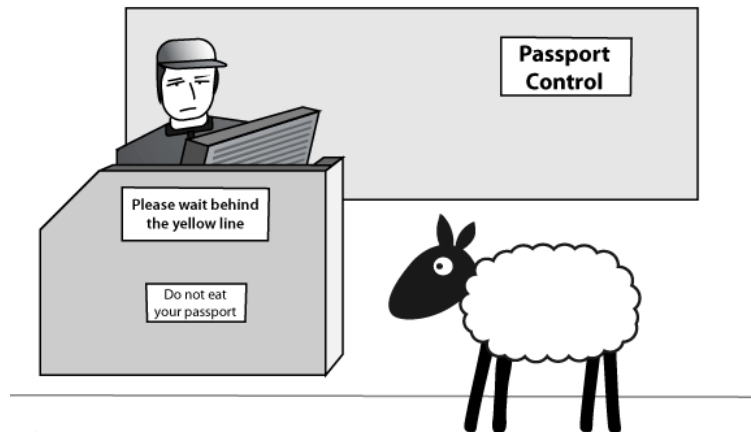
**TASK 3. Fill in the gaps with the words and collocations below.**

a) insurance;	c) issuing;	e) allowance;
b) responsibility;	d) obtained;	f) applicability.

1. Visas, excluding multiple, are valid for one trip only and should be used according its \_\_\_\_\_.
2. It's strongly recommended to have health or tourist \_\_\_\_\_, covering all medical expenses.
3. Passport control checks the \_\_\_\_\_ of a person to be on Ukrainian territory and doesn't carry \_\_\_\_\_ for allowance to enter any other country.
4. Official invitation required for \_\_\_\_\_ visa.
5. Ukrainian transit visa can be \_\_\_\_\_ at any Ukrainian Embassy.

**TASK 4. Find the equivalents of the following words and expressions in the text:**


Візовий контроль; офіційне запрошення; прострочена віза; недійсний паспорт; Українське Посольство; візові вимоги; урядові угоди; іноземні громадяни; сумнівні фірми.



## TEXT 11

### CONSUMER PROTECTION AGENCIES AND ORGANIZATIONS

#### Consumer Groups



Many private organizations help consumers. National organizations such as the Consumer Federation of America and the Consumers Union educate consumers and lobby for passage of consumer protection legislation. Private state and local consumer groups may give advice, investigate complaints, contact sellers, try to arrange settlements, and make legal referrals. To find these organizations, contact a local university, your state attorney general's office, or a member of your city council.

#### Business and Trade Associations

One of the best known consumer help organizations is the Better Business Bureau (BBB). They are supported by private businesses, they are not governmental agencies. While BBBs have no law enforcement power, they do monitor business activity and try to promote high standards of business ethics. In many places the BBB investigates consumer complaints, contacts the company involved, and tries to mediate a settlement. Reasonable complaints can often be settled with the BBB's



help, but BBBs usually act only as mediators and do not force a business to settle.

### **Media**

Many local newspapers as well as radio and television stations have special “action

line” or “consumer affairs” services that help consumers. Publicity is a powerful weapon, and many consumers find that they can settle problems simply by contacting, or even threatening to contact, the media. To use these services, check with your local newspaper, radio and television services.

### **Professional Associations**

Many business and professional people belong to associations that act on behalf of the entire profession or occupation. While such an association may have no legal enforcement powers over its members, a consumer complaint may result in pressure on, or dismissal of, the offending member. For example, if you have a complaint against an attorney, you can contact the American Bar Association or the bar association for your city or state.

### **State and Local Government**

All states and many local governments have consumer protection groups that deal with from regulating public utilities to making sure you get a fair deal when you

have your car repaired. These groups are often located within the state attorney general's office, consumer affairs bureau, consumer protection agency, public advocate's office, or public utilities commission.

**TASK 1. Answer the questions:**

1. What private organizations help consumers?
2. What do Better Business Bureaus do? Are they government agencies? How do they promote high standards of business ethics?
3. Do you agree that publicity is a powerful weapon? Give your examples.
4. In what way can professional association help consumers?
5. Are there any consumer protection agencies and organizations in Ukraine? What do you know about their activities?

**TASK 2. Are these sentences true or false?**

1. Private state and local consumer groups can make legal referrals.
2. Publicity is a powerful weapon, and many consumers find that they can settle problems simply by contacting.
3. Many business and professional people do not want to belong to associations that act on behalf of the entire profession or occupation.
4. If you have a complaint against an attorney, you can contact a member of your city council.
5. Consumer protection groups are often located within the public advocate's office.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) utilities;	c) lobby;	e) legislation;
b) affairs;	d) law enforcement power;	f) mediators.

1. National organizations such as the Consumer Federation of America and the Consumers Union educate consumers and \_\_\_\_\_ for passage of consumer protection \_\_\_\_\_.

2. While BBBs have no \_\_\_\_\_, they do monitor business activity and try to promote high standards of business ethics.

3. BBBs usually act only as \_\_\_\_\_ and do not force a business to settle.

4. All states and many local governments have consumer protection groups that deal with regulating public \_\_\_\_\_.

5. Many local newspapers as well as radio and television stations have special “action line” or “consumer \_\_\_\_\_” services that help consumers.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Захист споживача, врегулювати проблему, розслідувати скарги, стежити за діловою активністю, підтримувати високі стандарти ділової етики, бути посередником, сильна зброя, діяти від імені, комунальні послуги.

TEXT 12

**E-CUSTOMS**

Computer techniques are increasingly used by European Union to support a wide range of customs operations. “E-Customs” was implemented on 1 January 2007, comprising of e-Import, e-Export, e-Manifest, e-Payment, and e-Warehouse. It



provides business operators such as exporters, importers, customs brokers and shipping companies with a paperless environment and a one stop service.

The “e-Customs” system is the comprehensive system developed to facilitate and process all commercial goods imported into EU. It is widely recognized as one of the most sophisticated and integrated business-oriented systems. The e-Customs system significantly cuts costs, and reduces paperwork requirements for both customs and relevant trading community.

### ***Eligibility to connect to e-customs***

First time users who want to connect to the e-Customs system are required to register with customs at the Registration and customs Privileges Sub-Division, customs Procedures and Valuation Standard Bureau or the General Administration Division at every customs offices/houses. In addition, the eligible users must be business operators who, according to customs, are referred to as:

- a) a person processing customs formalities (importers and exporters);
- b) a customs broker;
- c) a person responsible for cargo loading;
- d) representatives of those who provide inbound/outbound vehicle report;
- e) a customs bank;
- f) a Service counter.

### ***Digital certificate***

A digital certificate is an electronic signature of either an individual and/or related entity. The digital certificate exists as a software file and is housed within web-browsers. It creates a unique identifier that can be checked by the receiver of information to provide evidence of the sender's identity and confirm that the document (if signed) has not been altered or interfered with.

Generally, the digital certificate contains two separate certificate parts (each with public and private keys): one for signing (authenticating) and another for encrypting/decrypting electronic messages.

The digital certificate is required by any person who intends to communicate with the e-Customs system.

### ***Connecting the e-customs system***

To connect the e-Customs system and for ease of use the system, business operators should first decide on the method to communicate with customs. EU provides 2 options of communication channels:

1. ***Direct Communication:*** The business operators who intend to communicate with customs with their own digital certificates are required to make the following arrangements:

- installation of software, digital certificate and selection of service provider ,  
The business operators must ensure that their digital certificates are correctly installed prior to using the e-Customs system;
- registration at the offices mentioned above;
- test the accuracy and readiness of message exchange with the customs system;
- once the test is completed, the Communication and Information Technology Bureau will issue registration IDs to the business operators for the future online communication with the e-Customs system.

2. ***Indirect Communication:*** The business operators who do not want to directly communicate with customs by themselves are allowed to use the service provided by either a customs broker or a service counter.

In case where the business operators decide to connect to the e-Customs system using a broker service, they may sign their own digital certificates or authorize the broker to sign the digital certificate on their behalf.

In case where a service counter is an option for the business operators, such business operators are required to provide document of a goods declaration and an

invoice to the service counter. The service counter then keys-in relevant information and submits the standard message of information to the e-Customs system.

**TASK 1. Answer the questions:**

1. What purposes are computer techniques increasingly used for?
2. What does e-Customs mean?
3. In what way can you connect to the e-Customs system?
4. What is a digital certificate?
5. How many options of communication channels does EU provide? Describe them.

**TASK 2. Are these sentences true or false?**

1. The business operators who intend to communicate with customs with their own digital certificates are required to test the accuracy and readiness of message exchange with the customs system.
2. The digital certificate contains four separate certificate parts (each with public and private keys).
3. “E-Customs” provides business operators such as exporters, importers, customs brokers and shipping companies with a paper environment.
4. It is not necessary for the business operators to ensure that their digital certificates are correctly installed prior to using the e-Customs system.
5. First time users who want to connect to the e-Customs system are called customs brokers.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) relevant;	c) invoice;	e) service counter;
b) software;	d) comprehensive;	f) eligible.

1. The “E-Customs” system is the \_\_\_\_\_ system developed to



facilitate and process all commercial goods imported into EU.

2. The e-Customs system significantly cuts costs, and reduces paperwork requirements for both customs and \_\_\_\_\_ trading community.

3. The \_\_\_\_\_ users must be business operators.

4. The digital certificate exists as a \_\_\_\_\_ file and is housed within web-browsers.

5. The \_\_\_\_\_ keys-in relevant information and submits the standard message of information to the e-Customs system.

6. Business operators are required to provide document of a goods declaration and an \_\_\_\_\_ to the service counter.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Підтримувати широкий діапазон митних дій; система, що розвивається; значно скорочувати витрати; цифровий сертифікат; файл програмного забезпечення; пряме спілкування; уповноважити брокера; представляти стандартне повідомлення; накладна; від чийогось імені; підтвердження; митні формальності.

#### TEXT 13



#### GATT VALUATION

The customs value of imported goods is determined mainly for the purposes of applying taxes duties. It constitutes the taxable basis for customs duties. It is also an essential element for compiling trade statistics, monitoring quantitative restrictions, and collecting national taxes.

Today, almost all customs administrations of the current WTO members' value imported goods in terms of the provisions of the WTO Agreement on customs Valuation. This Agreement establishes a customs valuation system that primarily bases the customs value on the transaction value of imported goods, which is the price actually paid or payable for the goods when sold for export to the country of importation, plus, certain adjustments of costs and charges.

### ***Customs Valuation***

Similar to all WTO members, the current valuation system is based on the GATT Valuation System that came into effect on 1 January 2000. Before the implementation of the GATT Valuation System, the valuation system of EU was based on the notional concept of "true market value". "True Market Value" or "Value" of any goods means the wholesale cash price (exclusive of duty in the case of imports), for which goods of the like kind and quality would be sold without loss at the time and place of importation or exportation, as the case may be, without any deduction or abatement.

### ***Valuation Methods***

The ministerial regulation provides six methods for the valuation of imports. The primary basis for valuation is the "Transaction Value" which means the price actually paid or payable for the goods when sold for export.

The price actually paid or payable should be adjusted to include all the costs and services such as royalties, license fees, commission and brokerage, cost of container and packing, tool, mold, engineering and design work, made as a condition of sale of the imported goods by the buyer to the seller or by the buyer to a third party to satisfy an obligation of the seller. Since the assessment is on a CIF basis, the invoice value should be suitably adjusted to include the freight, insurance and handling charges as well.

Where the transaction value cannot be applied, the following methods are used in sequential order of application:

- **Transaction Value of Identical Goods** – the transaction value of identical goods sold for export
- **Transaction Value of Similar Goods** – the transaction value of similar goods sold for export
- **Deductive Value** – the value is applied to determine the customs value based on the deduction process of sale price of goods, general expenses and profits as well as all import taxes and national taxes after shipment of imported goods
- **Computed Value** – the value is applied to determine the customs value based on the sum of production cost, general expenses and profits in country of origin relating to the imported goods
- **Fall Back Value** – the value is applied to determine customs value based on the reasonable and flexible interpretation of all the previous methods.

In order to enable customs to determine the value by application of the most appropriate method, the importer is required to truthfully declare the full particulars concerning the goods. These include full description and specifications of the goods, basis of valuation applied, relationship with the supplier, conditions and restrictions if any attached with the sale, elements of cost not included in the invoice price, and royalty and license fees payable in relation to the imported goods. These details are to be declared in a special Valuation Declaration Form designed for this purpose in addition to the Import Declaration.

### ***Valuation appeals***

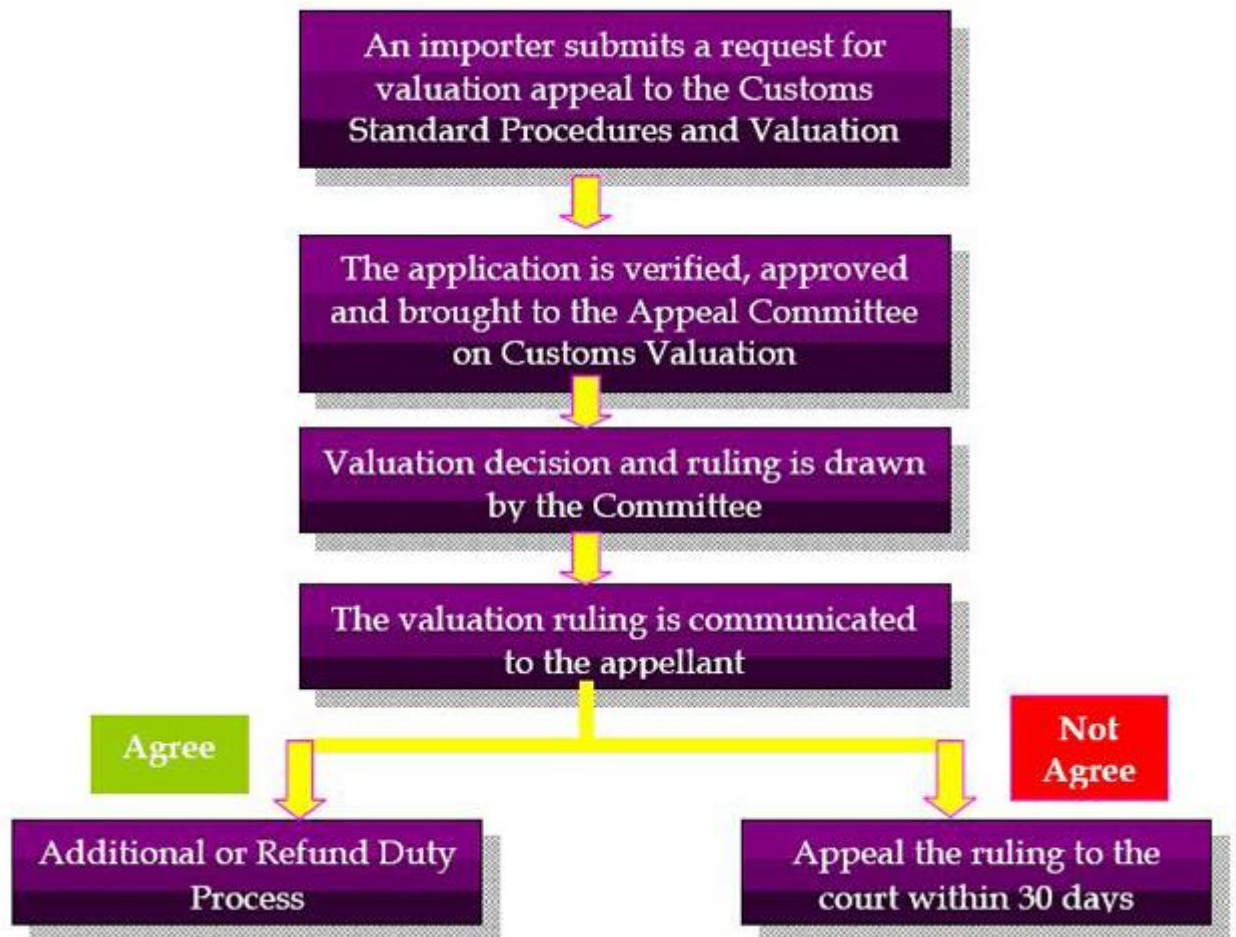
To provide a fair system for related parties in determining the value of goods, EU countries have established general procedures for settlement of disputes and appeals arising from valuation. Generally, the disputes arising from valuation are resolved between the importers and the Customs Department.

To dispute the determination of customs value of any imports, the importers may first discuss the matter with the customs officers who have made the decision in the Customs House at the ports of entry/exit. If the valuation decision is still disputed and the importers want the cargo to be released from customs custody, a cash

guarantee or other form of security covering the maximum amount of taxes and duties must be placed with customs. The determination of customs value is then re-considered in details, based on the 6 valuation methods under the WTO valuation system.



## *Appeal procedures*



### **TASK 1. Answer the questions:**

1. What does WTO agreement on customs valuation establish?
2. How do valuation appeals provide a fair system for related parties?
3. What is the primary basis for valuation?
4. When is deductive value applied?
5. What are general procedures for settlement of disputes and appeals arising from valuation?

### **TASK 2. Are these sentences true or false?**

1. Generally, the disputes arising from valuation are not resolved.

2. Fall back value is applied to determine the customs value based on the sum of production cost, general expenses and profits in country of origin relating to the imported goods.

3. The GATT Valuation System means the wholesale cash price.

4. Unfortunately, the ministerial regulation provides no method for the valuation of imports.

5. "Transaction Value" means the price actually paid or payable for the goods when sold for import.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) applying taxes duties;	c) application;	e) adjusted;
b) handling charges;	d) transaction value;	f) settlement.

1. EU countries have established general procedures for \_\_\_\_\_ of disputes and appeals arising from valuation.

2. In order to enable customs to determine the value by \_\_\_\_\_ of the most appropriate method, the importer is required to truthfully declare the full particulars concerning the goods.

3. The price actually paid or payable should be \_\_\_\_\_ to include all the costs and services.

4. The invoice value should be suitably adjusted to include the freight, insurance and \_\_\_\_\_ as well.

5. The customs value of imported goods is determined mainly for the purposes of \_\_\_\_\_.

6. This agreement establishes a customs valuation system that primarily bases the customs value on the \_\_\_\_\_ of imported goods.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Митні збори; моніторинг кількісних обмежень; положення угоди СОТ; система митної оцінки; платоспроможний; набирати чинності; ринкова вартість; оптова ціна; первинна основа; авторський гонорар; вартість упаковки; зобов'язання; сума собівартості; гнучка інтерпретація; детальні відомості; опис товарів; врегулювати суперечки; апеляція.

#### TEXT 14

### **HARMONIZED SYSTEM (HS)**

The Harmonized Commodity Description and Coding Systems generally referred to as "Harmonized System" or simply "HS" is a multipurpose international product nomenclature developed by the World Customs Organization (WCO).



**WORLD CUSTOMS ORGANIZATION  
ORGANISATION MONDIALE DES DOUANES**

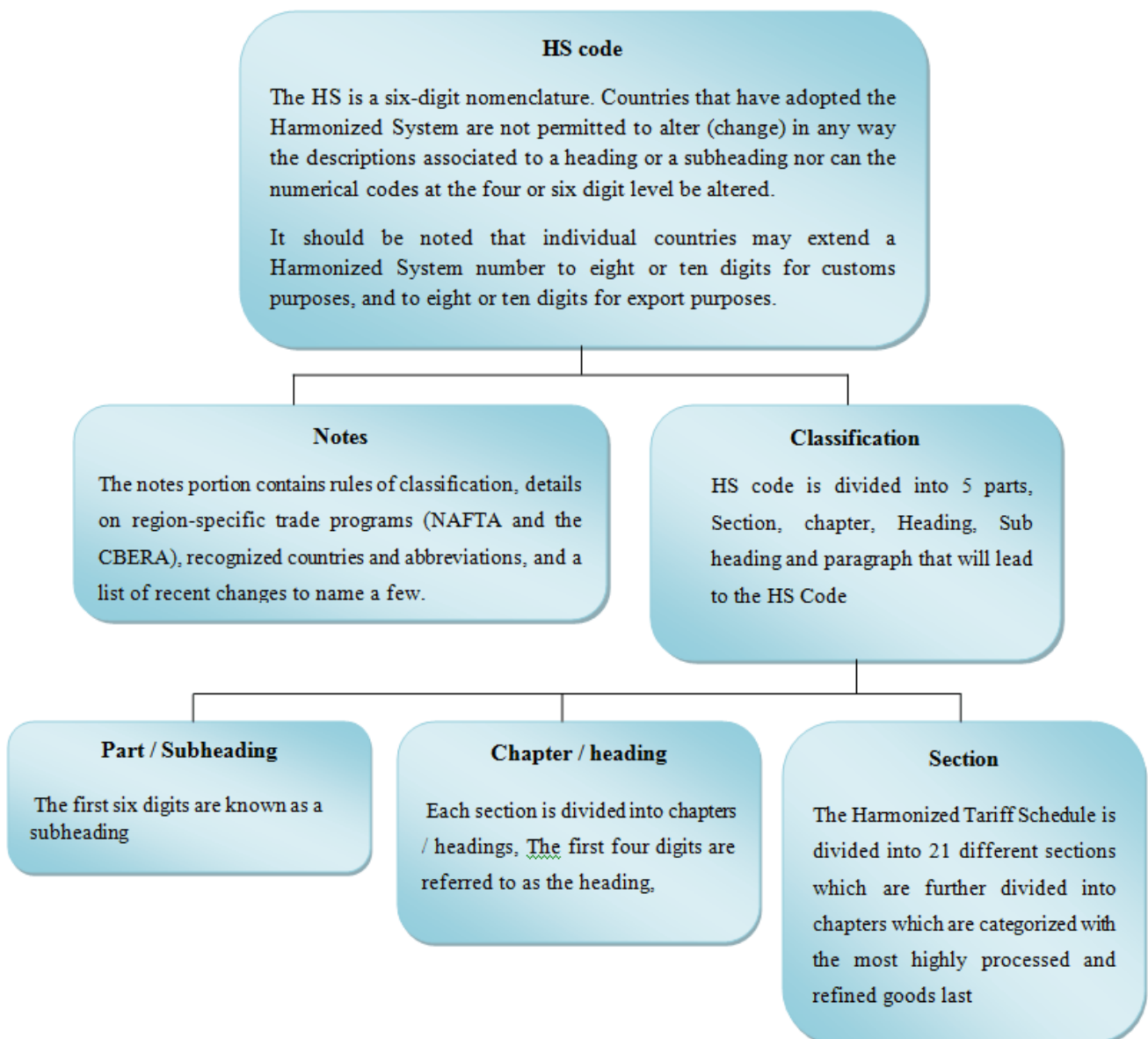
It comprises about 5,000 commodity groups; each identified by a six digit code, arranged in a legal and logical structure and is supported by well-defined rules to achieve uniform classification. The system is used by more than 200 countries and economies as a basis for their customs tariffs and for the collection of

international trade statistics. Over 98 % of the merchandise in international trade is classified in terms of HS.

The Harmonized System is governed by "The International Convention on the Harmonized Commodity Description and Coding System" (HS Convention). The official interpretation of HS is given in the Explanatory Notes (5 volumes in English and French) published by WCO. The Explanatory Notes are also available on CD-

ROM, as part of a commodity database giving the HS classification of more than 200,000 commodities actually traded internationally.

The maintenance of HS is a WCO priority. This activity includes measures to secure uniform interpretation of the HS and its periodic updating in light of developments in technology and changes in trade patterns. WCO manages this process through the Harmonized System Committee (representing the Contracting Parties to the HS Convention), which examines policy matters, takes decisions on classification questions, settles disputes and prepares amendments to the Explanatory Notes. The HS Committee also prepares amendments updating HS every 5 – 6 years.





**TASK 1. Answer the questions:**

1. What is "HS"?
2. How many commodity groups does it comprise?
3. What is the percentage of the merchandise classified in terms of HS in international trade?
4. Why the maintenance of HS is a WCO priority?
5. What are the responsibilities of the Harmonized System Committee?

**TASK 2. Are these sentences true or false?**

1. The Explanatory Notes include 5 volumes in English and Japanese.
2. The system is used by more than 200 countries and economies as a basis for their customs tariffs and for the collection of international trade statistics..
3. "HS" is a multipurpose international product nomenclature developed by the World Tourism Organization (WTO).
4. The Explanatory Notes are also available on CD-ROM, as part of a commodity database giving the HS classification of more than 200 commodities actually traded internationally.
5. WTO includes measures to secure uniform interpretation of the HS and its periodic updating in light of developments in technology and changes in trade patterns.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) updated;	c) refer;	e) patterns;
b) support;	d) commodity;	f) available.

1. Each \_\_\_\_\_ group is identified by a six digit code, arranged in a legal and logical structure and is supported by well-defined rules to achieve uniform classification.
2. The introduction of your novel needs to be \_\_\_\_\_.

3. \_\_\_\_\_ to the dictionary when you don't know how to spell a word.
4. The \_\_\_\_\_ of this place is a great export of white wine.
5. In Indochina all previous \_\_\_\_\_ of America's involvement abroad were shattered.
6. The information about changes in trade patterns is \_\_\_\_\_ to anyone.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Комплексна міжнародна номенклатура продукту; законна і логічна структура; чіткі правила; загальноприйнята класифікація; митний тариф; міжнародна торговельна статистика; офіційна інтерпретація; періодичне оновлення.

## TEXT 15

### DUTIES OF A CUSTOMS OFFICER



The work of Customs officers is very important and many-sided.

They deal with passengers, cargoes, transport. The passengers going through customs have to fill in a customs declaration form. They have to declare certain items they are bringing into the country. They also have to open their luggage for inspection. Customs inspectors are trained to recognize the passengers who are carrying things into a country illegally to prevent smuggling. The inspectors know all about hiding smuggled items in bandages, hair, books, toys, etc.

Customs officers also help travellers to fill in their declaration forms. They warn them to write "no" instead of dashes, sign the declaration and put the date. Travellers

are told to declare items they are bringing with them. Usually articles for personal use and wear and also used items and gifts are not liable to duty anywhere. The passengers carrying weapons must have a permit. Occasionally a Customs officer may take some of traveller's things for a more detailed inspection but usually he returns them soon.

Passenger inspection activities have always been an integral part of the total Customs program. The public has a right to demand expeditious Customs processing and Customs officers continually seek ways to improve efficiency in this area. As with merchandise processing, modern computer technology and communications are being used extensively to facilitate the processing of the ever – increasing numbers of travellers entering different countries.

Besides working with passengers, checking imports and exports there are many other types of work done by Customs men. They control payments of various duties, see that appropriate licenses are held, inspect the books and accounts and see that the right amount of tax is paid.

The bonded warehouses where goods on which duty has not been paid are stored, have to be controlled by Customs officers as well.

According to Customs regulations one of the duties of a Customs officer is to prevent drug smuggling. Drug smuggling is a very serious problem nowadays. Drug traffickers use any and every means of transport to smuggle drugs from source area to their market destination.

As the leading drug interdiction agency, Customs has been mandated to perform investigative and tactical enforcement functions which include interdiction and seizure of the illicit drugs smuggled into a country, the arrest of those violators responsible, and the seizure of the conveyances used in the smuggling attempt. To accomplish this mission, Customs relies heavily on its Customs officers. There are many effective ways of detecting cases of drug smuggling but the best tool for drug law enforcement is a well-trained and experienced Customs officer. The majority of the drugs seized resulted from the work of such officers.

**TASK 1. Answer the questions:**

1. What do Customs officers deal with?
2. What documents must passengers fill in?
3. What is an integral part of the total Customs program?
4. Why is drug smuggling a very serious problem nowadays?
5. Do Customs officers seize the illicit drugs smuggled into a country?

**TASK 2. Are these sentences true or false?**

1. The traveller has to declare all items he is bringing into the country.
2. The traveller doesn't have to open his luggage for inspection.
3. Customs officers mustn't help travellers to fill in their declaration forms.
4. Sometimes Customs officers are asked to control the bonded warehouses.
5. There are many effective ways of detecting cases of drug smuggling but a well-trained and experienced Customs officer does it best of all.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) regulations;	c) items;	e) are liable to duty;
b) fill in;	d) means of transport;	f) Customs inspection.

1. Some people prefer to travel by plane, especially businessmen, because it's the fastest \_\_\_\_\_.
2. Although some items \_\_\_\_\_, if you carry only a small amount of them, they are duty-free.
3. Do not try to break the Customs \_\_\_\_\_ because you may have a lot of troubles.
4. If you have anything to declare, then you are to \_\_\_\_\_ the declaration form.
5. Could you tell me whether gifts and used \_\_\_\_\_ are liable to duty?

6. \_\_\_\_\_ is the act of closely looking at goods being imported or exported, in order to check that the goods are as described in the Customs declaration and to determine the amount of duty to be paid.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Вантаж; заповнювати декларацію; інспектори митниці; нелегально ввозити речі в країну; речі для особистого вжитку; мати дозвіл; більш ретельна перевірка; склад для зберігання неоплаченого вантажу; порушник; конфіскація транспортних засобів; виявлення випадків контрабанди наркотиків; покладатися на.

## TEXT 16

### PROFESSIONAL ACTIVITIES OF CUSTOMS EXPERTS

*Area of professional activity of experts includes:* customs regulations and customs; to combat crime in the area of customs.

*The objects of professional activity of experts are:* the relationship of professional experts, goods and vehicles across the customs border of the Ukraine, the persons involved in their movement, the system of customs authorities.

*Professional activities of specialists:*

- application of customs procedures, collection of customs payments and customs control;
- law enforcement;
- management;
- informational and analytical;
- research activities.

Specific professional activities, which prepare specialists, defined educational program developed by the institution of higher education, together with interested employers.

***Career tasks of the professionals:***

1. The applications of customs procedures, collections of customs and customs control:

- ensuring the application of customs procedures;
- customs control;
- ensuring compliance with customs regulations;
- use of commodity nomenclature of foreign economic activity;
- definition of country of origin and control of the correctness of its determination;
- identify and control the customs value of goods;
- control of correctness of calculation, completeness and timeliness of payment of customs duties, anti-dumping, special and countervailing duties; calculation and imposition of penalties, interest;
- debt collection, the implementation of the return customs fees and other funds;
- account of customs duties, registration of advance payments and cash collateral accounts of customs authorities;
- ensuring compliance with the established prohibitions and restrictions on goods transported across the customs border; provision within its competence, protection of intellectual property rights;
- implementation within its competence, foreign exchange control transactions involving the movement of goods and vehicles across the customs border;

- maintenance of registers of persons carrying out activities in the field of customs; maintenance of registers of banks and other credit institutions and insurance companies, bank guarantees and insurance contracts that are accepted by customs authorities as customs payments.

## 2. Law enforcement:

- detection and control of administrative violations and crimes in the area of customs;

- ensuring the customs authorities of economic, social and other types of national security;

- protection of state and other secrets protected by law in the implementation of performance management;

- protection of procedural documents and committing the necessary proceedings for the identification of administrative violations and crimes in the area of customs.

## 3. Management:

- management of the customs authorities (analysis, planning, organization, supervision and motivation of the customs authorities);

- quality management, effectiveness, risks in the area of professional activity;

- HR-management in customs;

- an organizational plan calculations to optimize the organizational structure, the creation of (reorganization) of the customs;

- organization collecting information for the selection and justification of operational, technological and organizational solutions;

- research organization, implementation and use of innovation.

## 4. Information-analytical:

- use of information systems, information technology, software and technical means of information protection in customs;

- analysis and management of customs statistics of foreign trade and special customs statistics;

- forecasting export and import flows of goods and services in the region of the customs authority, customs revenue payments to the revenues of the budget;
- information cooperation of customs bodies with public authorities, businesses and nonprofit organizations;
- informing and advising traders on customs affairs;
- analysis of the results of the customs activities;
- forecasting of development (modernization) of the customs.

#### 5. Research:

- monitor the achievement of goals, tasks and targets of customs authorities, forecasting the results of their activities;
- scientific justification for proposals to improve the profession;
- development of methodology and organization of the experiments and tests, analysis of their results;
- develop proposals for the implementation of research findings into practical activities of customs authorities.

### **TASK 1. Answer the questions:**

1. What are the objects of professional activity of experts?
2. Who is interested in specific professional activities of experts?
3. What is the area for forecasting export and import flows of goods and services?
4. What should be done to improve the profession?
5. What does the management of the customs authorities include?

### **TASK 2. Are these sentences true or false?**

1. A professional activity of specialists does not provide law enforcement.
2. There are certain risks in the area of customs experts' professional activity.
3. There is an informational cooperation of customs bodies with public authorities.



4. Specific professional activities, which prepare specialists, defined educational program developed by the institution of higher education.

5. Customs experts ought to use different information systems, information technology, software and technical means of information protection in customs.

**TASK 3. Fill in the gaps with the words and collocations below.**

a) value;	c) affairs;	e) compliance;
b) enforcement;	d) targets;	f) revenue.

1. The doctors want stricter \_\_\_\_\_ of existing laws, such as those banning sales of cigarettes to children.

2. He ensures \_\_\_\_\_ with customs regulations.

3. Crocodiles were \_\_\_\_\_ of vicious hunters who sold overpriced exotic leathers to beautify young fashion women of Paris.

4. He had nothing of \_\_\_\_\_ to say.

5. I am not going to discuss my financial \_\_\_\_\_ with the press.

6. This book about the customs \_\_\_\_\_ payments was the most brilliant work that has ever proceeded from the Cambridge Press.

**TASK 4. Find the equivalents of the following words and expressions in the text:**

Митний експерт; об'єкт професійної діяльності; транспортні засоби; митний кордон; освітня програма; господарська діяльність; своєчасність оплати; у межах компетентності; інтелектуальна власність; кредитні установи; страховий контракт; повноваження; державна безпека; згідно закону; оптимізувати організаційну структуру; нововведення; статистика зовнішньої торгівлі; потоки товарів та послуг; передбачати результат.

# ARTICLES FOR SELF-STUDY

## 1

### **WORLD CUSTOMS ORGANIZATION**

**To fulfill the mission, the WCO:**



- Establishes, maintains, supports and promotes international instruments for the harmonization and uniform application of simplified and effective Customs systems and procedures governing the movement of commodities, people and conveyances across customs frontiers;
- Reinforces Members' efforts to secure compliance with their legislation, by endeavoring to maximize the level of effectiveness of Members' co-operation with each other and with international organizations agencies in order to combat Customs and other transnational offences;
- Assists Members in their efforts to meet the challenges of the modern business environment and adapt to changing circumstances, by promoting communication and co-operation among Members and with other international organizations, and by fostering integrity, human resource development, transparency, improvements in the management and working methods of Customs administrations and the sharing of best practices.

## 2

### **WORLD CUSTOMS JOURNAL**

There is a free online journal and is published twice a year. It was launched at the World Customs Organization's second annual PICARD conference, held in Brussels on 27-28 March 2007.

The World Customs Journal provides a forum for customs professionals, academics, industry researchers, and research students to contribute items of interest and share research and experiences to enhance its readers' understanding of all aspects of the roles and responsibilities of customs. Special issues have covered the topics of Supply chain security and Trade facilitation.

The Journal is published by the University of Canberra, Australia and the University of Münster, Germany on behalf of the International Network of Customs Universities. The International Network of Customs Universities (INCU) is an association that provides the World Customs Organization (WCO) and other organizations with a single point of contact with universities and research institutes that are active in the field of customs research, education and training.



# 3

## **REAFFIRMED COMMITMENT OF THE WCO CAPACITY BUILDING REGIONAL STRUCTURES TO SUPPORT MEMBERS**

*The 9<sup>th</sup> Global Meeting of the Heads of ROCBs, RTCs and Vice Chairs' Offices  
Brussels, 27-28 March 2014*

Back-to-back with the 5<sup>th</sup> Capacity Building Committee (CBC) and the 13<sup>th</sup> Integrity Sub-Committee (ISC), nearly 60 representatives from the Regional Offices for Capacity Building (ROCBs), the Regional Training Centres (RTCs) and the Vice Chairs' offices met on 27 and 28 March 2014 in Brussels for the 9<sup>th</sup> Global Meeting of the Heads of ROCBs, RTCs and Vice Chairs' Offices, to discuss how the regional structures can effectively co-operate with the WCO to deliver support to Members.

A key focus of this year's meeting was to reaffirm commitment of ROCBs and RTCs to Capacity Building delivery, and their roles in fulfilling their responsibilities, in the areas of the WCO annual Capacity Building needs assessment, donor engagement, as well as identification and maintenance of expertise in the region. In order to form a sound basis of discussion, the WCO Secretariat provided food for thought concerning a to-be-developed WCO Training Diagnostic Tool to among others support RTCs in assisting National Training Centres in their region, and concerning the WCO experts' situation. An invitation to contribute to the development of and activities related to further WCO instruments and tools such as the People Development Interactive Map on CLiKC!, the Virtual Customs Orientation Academy and a regional training evaluation mechanism was extended to the ROCBs, RTCs and Vice Chairs' Offices, which was cordially accepted.

The meeting welcomed the analysis made on good practices and challenges of ROCBs and RTCs, which was based on a survey conducted in spring 2013, as a tool to enable regional entities to mutually benefit from each other's practices, with a view to enhancing the role of respective entities. It also paid attention to the latest

development of WCO tools and initiatives from all WCO Directorates and Units that have influence on Capacity Building delivery by regional structures.

Participants to the meeting took this opportunity to discuss issues of common interest within respective regions, with representatives from the Vice Chair's offices, the ROCBs and RTCs all together present at the same place at the same time, and shared views and experiences of the region with participants across six regions. This provided a good opportunity for inspiring each other and enhancing the dialogue to further strengthen the roles played by regional structures.

## 4

### **JAPAN REGIONAL CUSTOMS LABORATORIES PROGRAMME**

The WCO/Japan Regional Customs Laboratories Programme is a new initiative, having been launched in 2013 by the WCO in cooperation with Japan Customs. It provides an opportunity for selected candidates from the WCO members to obtain and update their knowledge and skills in chemical analysis of samples for HS classification purposes at the Central Customs Laboratory (CCL) of Japan Customs, and to improve their knowledge about Harmonized System at the WCO.

The program aims to allow participants to:

- obtain and update their knowledge and skills in chemical analysis of samples for HS classification purposes at the CCL of Japan Customs;
- improve their knowledge and skills, especially regarding the implementation of new technologies and techniques as well as the use of sophisticated equipment in the CCL;
- enhance the efficiency of the management of a Customs Laboratory;
- enhance tariff classification abilities, particularly in the field of agricultural and chemical products;
- improve general understanding of the WCO and the International Convention on the Harmonized System (HS) and its amendments;

- know the core fundamentals of the HS, in order to understand the basic rules for classifying goods in the HS 2012 and to legally justify their classification decisions.

- understand how the HS and its instruments and tools, such as the classification infrastructure, operate at international and national level;

Candidates for the Programme must be Customs officials, (i) who are working at a Customs Laboratory as an analyst; or (ii) who would be a candidate to work at a Customs Laboratory in the near future.

Under this Programme, selected Customs officials of an appropriate technical level will be given an opportunity to study one week at the WCO Headquarters and then, about seven weeks at the CCL Japan, to enable them to acquire valuable experience.

## 5

### **WCO SECRETARY GENERAL ATTENDS E-COMMERCE FORUM 2014**

At the invitation of the Director General of the Universal Postal Union (UPU), Mr. Bishar Hussein, the WCO Secretary General, Mr. Kunio Mikuriya, spoke at the opening session of the UPU E-Commerce Forum 2014 held at UPU headquarters in Berne, Switzerland on 26 March 2014. He talked about the opportunities afforded to consumers and businesses by booming e-commerce, especially to micro, small and medium-sized enterprises, as well as the challenges faced by both Customs and Posts in terms of handling the significant increase in the number of parcels.

Secretary General Mikuriya emphasized the need to ensure connectivity at borders while protecting society from illicit trade that poses a threat to security and to the health and safety of citizens. To achieve this goal, it is essential to set up risk-based border procedures through which quality commercial data on consignments and parcels are received in a timely manner. He stressed the importance of the

excellent partnership between the UPU and the WCO, cascading down to national levels and encouraging Customs and Posts to share data for assessing the risks posed by postal parcels, as well as facilitating legitimate trade.

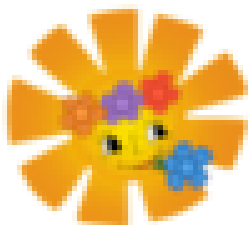
Director General Hussein and Secretary General Mikuriya took this opportunity to discuss matters of common interest and agreed to further enhance cooperation between the two Organizations.



**WORLD CUSTOMS ORGANIZATION  
CELEBRATES INTERNATIONAL WOMEN'S DAY**

*Brussels, 10 March 2014*

**Press Release**



The World Customs Organization (WCO) acknowledges the accomplishments and contributions of all women across the globe on the occasion of International Women's Day 2014 that is celebrated annually by the international community on 8 March.

According to the United Nations (UN), International Women's Day (IWD) is a day when women are recognized for their achievements without regard to divisions, whether national, ethnic, linguistic, cultural, economic or political.

The WCO has actively embraced gender equality, recognizing that women continue to make a large contribution to the rapid progress that is being achieved in Customs, which is in line with this year's UN theme for IWD: 'Equality for women is progress for all'.

"It is vital that the global Customs community uses International Women's Day to underscore the important role of women in international trade and the valuable part they play in the many successes that Customs administrations have attained year on year," said WCO Secretary General Kunio Mikuriya.

In further reference to IWD, the UN states that it is an occasion for looking back on past struggles and accomplishments, and more importantly, for looking ahead to the untapped potential and opportunities that await future generations of women.

"This International Women's Day we are highlighting the importance of achieving equality for women and girls not simply because it is a matter of fairness and fundamental human rights, but because progress in so many other areas depends on it," said UN Secretary-General Ban Ki-moon in his official message.

To raise the profile of gender issues among Customs and its stakeholders, in July 2013 the WCO hosted its first Women in Customs, Trade and Leadership Conference under the broad theme of opening up opportunities for women through Customs reform and modernization.

While stressing the value of harnessing the opportunities created by women's leadership and using it to the benefit of an organization, the Conference outcomes also placed the WCO in a better position to integrate gender equality perspectives into its work.

The WCO Women in Leadership Workshop, which followed the Conference, helped to lay the foundations for the development of the WCO Gender Equality Organizational Assessment Tool that has been designed specifically for Customs, and which will be discussed by the WCO Capacity Building Committee in March/April 2014.

To give further effect to its commitment to gender equality and diversity issues, the WCO's innovative Leadership and Management Development Programme (LMDP) is increasingly targeting women, while integrating additional modules on organizational diversity into the LMDP.



In 1911, the very first IWD was launched on 19 March, but in 1913 it was transferred to 8 March and celebrated ever since on this day, receiving international recognition by the UN in 1975 during International Women's Year.





## **EU TO RELAX TOURIST VISA RULES**

The European Commission put forward a proposal today (1 April) to revise the European Union's visa code for third-country visitors to the Schengen passport-free area. The aim is to shorten and simplify the procedures for those wanting to come to the EU for short stays, with the objective of boosting economic activity and job creation.

"Europe needs a smarter visa policy," said Cecilia Malmström, European commissioner for home affairs. "We need to attract more tourists, business people, researchers, students, artists and culture professionals to our shores. Now, we want to boost our economy and create new jobs by underlining the economic dimension in our visa policy, while keeping a high level of security at our borders."

A recent study conducted for the Commission showed that in 2012 6.6 million potential travellers from China, India, Russia, Saudi Arabia, South Africa and Ukraine – six of the countries with the most travellers – were 'lost' due to cumbersome visa procedures. It also showed that more flexible and accessible visa rules could lead to a 30%-60% increase in trips to the Schengen area from these six countries.

Visitors from countries such as the United States, Canada and Australia do not need to obtain tourist visas prior to travelling to Europe.

The changes would reduce the deadline from 15 to 10 days for processing and taking a decision. It would be possible to lodge visa applications in other EU countries' consulates if the member state competent for processing the visa application is not present. Frequent travellers would be able to obtain multiple entry visas valid for three years. The application form would be simplified and put online.

The reform would also create a new type of visa, the touring-visa. It would allow legitimate travellers to circulate in the Schengen area for up to 1 year, as long as they don't stay in one member state for more than 90 days in any 180-day period.

The Schengen area is made up of 22 EU member states plus Switzerland, Norway, Iceland and Liechtenstein. There is one single visitor visa for the entire

Schengen area. Bulgaria, Romania, Cyprus and Croatia are waiting to be given approval to join. The UK has refused to participate in the Schengen area. Ireland would like to join but cannot as long as the UK is not in it, because it would force the country to set up a politically untenable border control with Northern Ireland. Visitors must obtain separate visas for these countries.

European tourism associations welcomed the proposal, saying it is badly needed. “A smarter visa policy will boost the cruise industry and help us to contribute even more to Europe's economy, while maintaining a high level of security and control in ships, ports and destinations,” said Pierfrancesco Vago, Europe chairman of the Cruise Lines International Association. “It will remove red tape for millions of would-be tourists and will facilitate short-stay passengers from emerging economies to maintain a better, positive passenger destination experience.”

There is particular hope that the simplification will encourage middle class visitors from emerging economies to choose to holiday in Europe rather than the United States, which has seen increasingly onerous and expensive entry procedures over the past ten years, even for countries with visa-waiver agreements.

The proposals must now be approved by member states and the European Parliament. Because the current parliamentary term ends next month, approval is not expected until 2015.

## 8

### **TRAINING MANUAL FOR CUSTOMS OFFICERS**



Environmental crime is big business – a multi-billion dollar global enterprise. Crime syndicates worldwide earn billions of dollars annually from dumping hazardous waste, smuggling proscribed hazardous materials, and exploiting and trafficking protected natural resources. Illegal international trade in “environmentally-sensitive” commodities such as ozone depleting chemicals is an international problem that threatens our common

environment, results in revenue loss for governments, and strengthens criminal organizations. Such illegal trade also undermines the effectiveness of international environmental treaties that have trade components, such as the Montreal Protocol on Substances that Deplete the Ozone Layer.

The criminals who engage in smuggling of controlled ozone depleting chemicals operate in every region, trying to circumvent a country's border controls. This illicit trafficking undermines the substantial hard work, financial resources and time invested by government, companies and individuals to implement this treaty. As part of their compliance with the Montreal Protocol, each nation who is a Party to the treaty has set the necessary policies to regulate trade in these chemicals and established a monitoring and control system at the borders to enforce them. The Customs officers, which this publication is aimed at, are the people who make this import-export control system work. They are the front line of defense.

The United Nations Environment Program recognizes this critical role Customs men and women play in each country's "compliance and enforcement chain", and we know that without their vigilance and active participation, the rest of the chain will be less effective. Empowering, building skills and equipping Customs staff are vital if the Montreal Protocol is to be ultimately successful. This is why UNEP, as part of its work under the Multilateral Fund for the Implementation of the Montreal Protocol, has developed this training manual and the course methodology. Using this material, the Ozone Action Branch of UNEP's Division on Technology, Industry and Economics and its partners have already built the capacity of nearly 1700 Customs officers from 89 countries to control trade in these chemicals.

Systematic monitoring of all ports of entry into a country helps to control legal imports and to prevent illegal imports of ODS through mislabeling or other false documentation. Inspection of imports by dealers known to import ODS for sale or their own use should be mandatory in order to verify compliance with regulations. The environmental agency, licensing agency and Customs administration should aim for compliance by monitoring imports and exports of controlled substances through

border and document checks.

As enforcement officers of the borders and all points of entry for cargo, Customs officials are responsible for examining documents and cargo. This initial examination is the simplest way to identify shipments of ODS and to distinguish between legal and illegal shipments of ODS. The following tasks are usually undertaken by Customs officers:

- ✓ Verify paperwork. Paperwork can be verified with a supervisor and the environmental protection agency. Customs officers should contact the NOU or appropriate national office when illegal imports are suspected. A checklist for Customs officers is a helpful tool in checking for ODS.

- ✓ Verify allowances. Customs officers should ask importers to verify possession of sufficient allowances of imported quantities of the ozone-depleting substances in question and to confirm that the specific shipment has been authorized through an import permit.

- ✓ Consult the Register of Allowances and Permits. If the Customs officer has no direct online access to the register of import allowances and import permits granted as well as the actual imports of each importer, the officer must contact the NOU or the licensing agency to check the data. Importers must have sufficient allowances granted and valid import permits for specific shipments of ODS.

- ✓ Check for mislabeling. Officers should inspect and analyze the goods in question if the shipment papers are suspect or incomplete, if the ozone-depleting substance is labeled as recycled refrigerant, or if there is any other indication of mislabeling.

- ✓ Undertake chemical analysis. If chemical analysis in an accredited laboratory is required – for example, to prepare court cases – a specially trained and authorized technical expert from the government laboratory should be consulted. Smaller refrigerant cylinders can be transported directly to the laboratory. Mass spectroscopy and gas chromatography are common methods or techniques of analysis.

## A SHORT COURSE IN ECO – SPEAK



A growing number of products are being wrapped in "composites" – packages containing several layers of materials and adhesives, such as aseptic juice boxes, which contain layers of polyethylene, paperboard and aluminium. Squeezable ketchup and mustard, made of up to seven layers of plastics and adhesives, are another example. The amount of air and water pollution created during the package's manufacture, the amount of energy required to transport it to market, the need to keep it refrigerated or frozen – all are factors in determining which materials comprise the best types of packaging. Dyes, solders and other additives are under scrutiny for their possible environmental impact. Definitive information about all these issues is elusive.

Here are some definitions and terms you should be aware of:

### **“Degradable”, “Biodegradable”, Photodegradable”:**

Technically, everything degrades eventually, even if it takes thousands of years. But in a landfill, which is where most of our trash ends up, few things degrade. Landfills tend to preserve trash better than they dispose of it. These terms aren't any more meaningful when referring to cleaning products. There is little agreement among scientists about how quickly or how thoroughly an ingredient must break down in water before it can be called “biodegradable”.

### **“Green”:**

This means nothing by itself. As we've pointed out, it is a relative term that can have many, many meanings. When used as a marketing or labeling term, it has no more meaning than any other color of the rainbow.

### **“Natural”:**

This is a widely overused and abused phrase that has little meaning. There are many “natural” ingredients – lead, for example – that are extremely poisonous.

### **“Nontoxic”:**

Again, there is no legal definition of this term. Substances that are not poisonous to people may be poisonous to plants, animals, insects or bacteria in the soil.

**“Ozone – friendly “ or “Won’t Harm the Ozone Layer”:**

This usually indicates that a product is made without ozone-destroying chlorofluorocarbons. But that doesn’t make a product environmentally benign. Foam coffee cups, for example, may no longer be made with CFCs, but they are still wasteful. Most aerosol products don’t use CFCs either, but have other environmentally harmful ingredients.

**“Recyclable”:**

Lots of things can be recycled, but not everyone can recycle them. Something “recyclable” only if you can – and will – recycle it in your community. If you don’t have the ability to recycle something (or if you simply don’t bother) a “recyclable” package or product is no better than an “unrecyclable” one. See also “Recycled” below.

**“Recycled”:**

Some “recycled” paper contains only 5 or 10 percent recycled content, while other products have 100 percent recycled content. There is also a difference between “post-consumer” waste (thrown away by consumers after use) and “pre-consumer” or “post-industrial” waste (products manufactured but never sold, or scraps swept off the factory floor, for example). So, “recycled” itself needs additional information to be meaningful. See also “Recyclable” above.

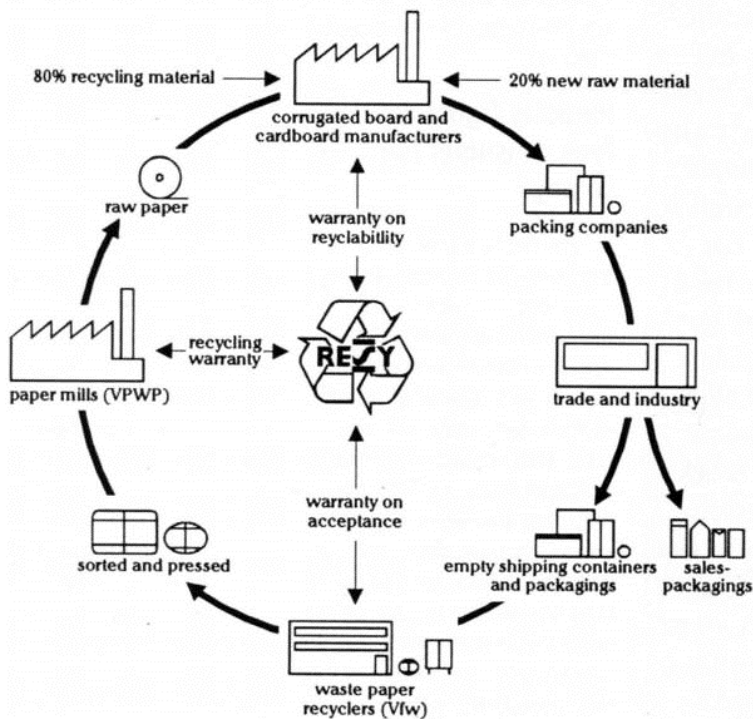
**“Safe for the Environment” or “Environmentally Safe”:**

Nothing is safe for the environment. Everything has some environmental impact. This phrase is simply untrue.



## A SIGN OF RESPONSIBILITY

The Cycle from Waste Material to Raw Material



The German packing ordinance obligates manufacturers and suppliers to reclaim all used shipping containers and to either reuse them, or to transmit them for recycling rather than disposing of them through the normal public waste collection and disposal system.

The RESY symbol stands for recyclable transport packagings made of paper and board which will be 100% recycled.

The work performed by RESY GmbH is financed through a small fee which is paid by RESY symbol licencees. This fee does not include disposal or recycling costs.

The prices for making available collection containers and compacting containers, transporting, sorting, compacting and marketing the transport packaging are negotiated directly between trade/industrie and the recycling company. This precludes the need for an expensive administrative apparatus which centrally bills parties over the entire territory of the Federal Republic of Germany for the recycling costs.

RESY GmbH · Hilpertstraße 22 · 64295 Darmstadt  
Tel: ++49 / 6151 / 92950 · Fax: ++49 / 6151 / 929540

## 10

### WHICH PLASTIC IS IT?

How can you tell the kind of plastic used in a package? It can be very hard to do. In fact, most experts we talked with said that it's nearly impossible to tell without conducting a chemical analysis.

Some help comes from a coding system created by the plastics industry. This voluntary system was created to help recyclers identify which packages could be recycled. If you can recycle plastic in your community, this system will help you identify packages that are recyclable.

The system includes seven codes, one of which is usually stamped on the bottom

of a package inside a recycling logo. Only two of the seven plastics – PET and HDPE – are currently being recycled in any quantities.

**1. Polyethylene terephthalate (PET)** – used mostly in soft-drink bottles, but also found in meat containers, cosmetic packages, and boil-in bags.

**2. High-density polyethylene (HDPE)** – the most common plastic in consumer products, including milk, water jugs, shampoo, and detergent bottles

**3. Polyvinyl chloride (PVC or V)** – used to package floor polishes, shampoos, edible oils, mouthwashes, and liquor.

**4. Low-density polyethylene (LDPE)** – used when squeezability is desired, such as in toiletries and cosmetics.

**5. Polypropylene (PP)** – used to package foods that must be packaged while hot, such as pancake syrup.

**6. Polystyrene (PS)** – used in egg cartons and to package tablets, salves, ointments, and other products not sensitive to oxygen and moisture.

**7. Other plastics** – includes a wide range of substances, including mixed plastics that cannot be recycled.

Plastics' recycling is a growing and controversial process. Researchers have developed processes to shred plastics, primarily from soda bottles, into flakes, which are then washed and separated from residual materials and made into a wide range of materials. But unlike paper, glass and aluminum, at present, plastics can be recycled a limited number of times.

## 11

### **BEST TO WORST**

Here are the basic packaging categories, listed from best to worst. In reviewing this list, keep in mind that a key component is the type of material that can be readily recycled in your community. If you live in a community in which paperboard cereal boxes, for example, or plastic soda bottles can be recycled, your list of «best" and



"worst" will differ from someone who cannot recycle these things.

- BEST**
  - No packaging at all
  
- VERY GOOD**
  - Minimal, recycled, and recyclable packages
  - Concentrated products
  - Endlessly refillable packages
  - Reusable, refillable, and recyclable packagers
  
- GOOD**
  - Packages made of recyclable, but not recycled, material
  - Packages made of recycled, but unrecyclable, material
  
- FAIR**
  - Packages made from partial recycled content
  - Products packaged in multiple layers of recyclable packaging
  
- BAD**
  - Products packaged in multiple layers of unrecyclable packaging
  - Single-serving containers
  - Aseptic packages
  - Aerosol cans
  
- WORST**
  - Packages made of composite materials

Composites are particularly troublesome

Making the "right" packaging choices can be extremely difficult. If you have kids, for example, it may be difficult to give up juice boxes. But do what you can. By starting somewhere, you will be making a small but meaningful contribution to

reducing our overflowing landfills and helping to make the most of our resources.

## 12

### WHO TESTS, WHO DOESN'T

Here is a select list of personal-care products and companies that do not conduct animal testing, and those that do.

#### Companies that Do Not Test on Animals

Almay	Charles of the Ritz	Jean Nate
Aramis	Christian Dior	Kiss My Face
Aveda	Clinique	Max Factor
Avon	Crabtree & Evelyn	Revlon
Bare Essentials	Estee Lauder	Tom's of Maine
Bill Blass	Flex	

#### Companies that Do Test on Animals

Alberto Culver	Helena Rubenstein	Maybelline
Bristol – Myers	Helene Curtis	Mennen
Chanel	Jergens	Neutrogena
Clairol	Jovan	Sea & Ski
Colgate – Palmolive	Lancome	Vidal Sassoon
Gillete	L'Oreal	Wella

# 13

## WHAT TO LOOK FOR

- Choose products that are minimally packaged, and whose packaging can be refilled or recycled in your community.
- Buy products made with organic ingredients, which minimize the use of polluting pesticides and fertilizers.
- Choose nonaerosol products, such as pump sprays, sticks and roll-ons.
- Avoid single-use and disposable products. They are wasteful.
- Buy the largest size of a product you can find to further minimize packaging.



- Avoid products tested on animals. Most are made of ingredients that have been around for some time.
- Choose products from companies that have good environmental records and that don't test on animals.

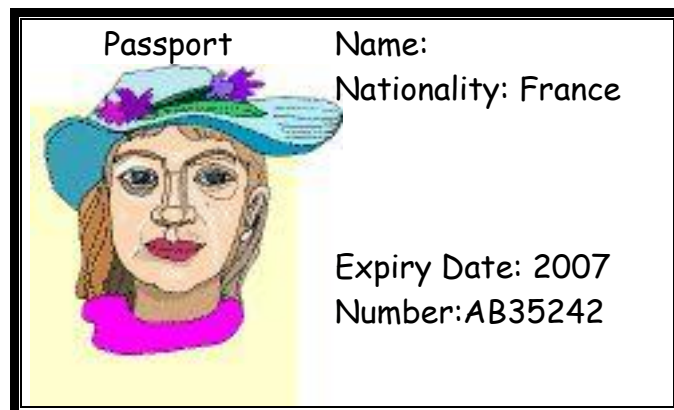


## Role Plays: Character Prompts and Passports

You are a *German* tourist. You have just come from *Brazil*. You want to stay for 3 weeks. You are just sight seeing. You are staying at a hotel.



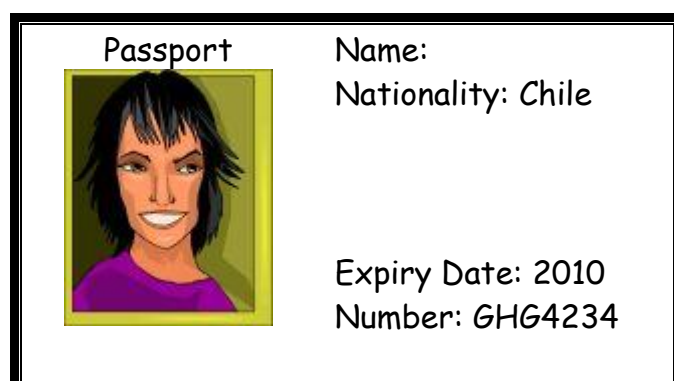
You are visiting your uncle who lives in this country. You will be staying for the summer vacation (2 months). You will be staying at your uncle's house.



You are an exchange student. You will be studying at a language school. You will be staying for 6 months. You will be staying in a dormitory.



You are on a business trip. You are selling wine. You will be staying for 2 week. You will be staying at a hotel.




You are a Brazilian soccer player. You are coming to play a soccer game. You will stay for 3 days at a hotel.

Passport	
	Name: Nationality: Brazil
	Expiry Date: 2009 Number: 213456

You are traveling on business. You are selling baby clothes. You will be staying there until next Wednesday at a hotel.

Passport	
	Name: Nationality: Canada
	Expiry Date: 2007 Number: AB35242

You are going to study at the university. You are a graduate student doing an MA in history. You will be studying there for 2 years. You will be staying in a dormitory.

Passport	
	Name: Nationality: Australia
	Expiry Date: 2008 Number: XY23838

You are visiting your brother. You will be staying until July 20th at your brother's house.

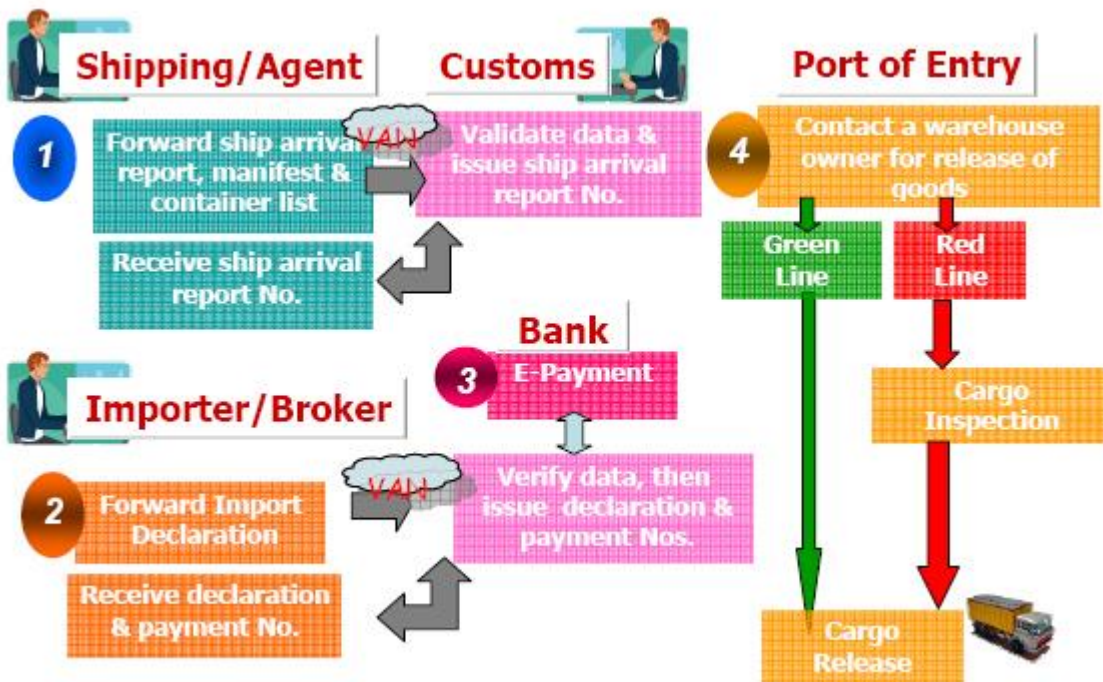
Passport	
	Name: Nationality: Russia
	Expiry Date: 2010 Number: GHG4234



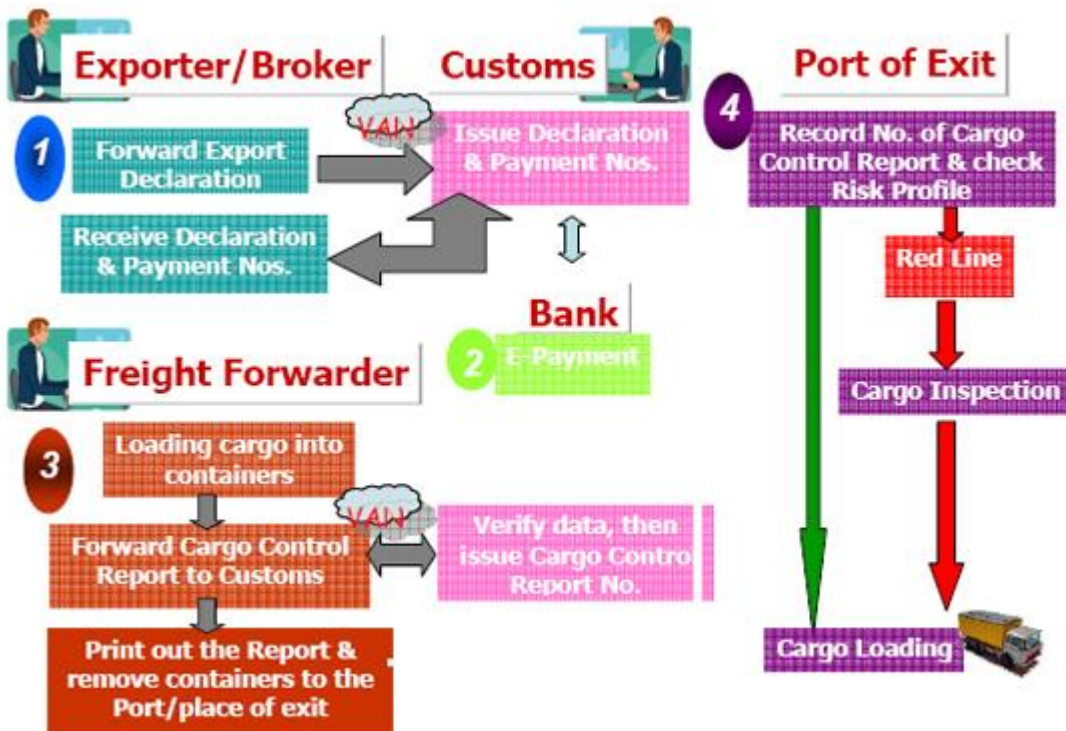


## ДОДАТОК 2

### IMPORT PROCEDURES



### EXPORT PROCEDURES





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Навчальне видання

## VOCATIONAL GUIDANCE ENGLISH

Методичні рекомендації та тестові завдання  
для самостійної роботи студентів  
денної та заочної форм навчання  
факультету товарознавства  
та торговельного підприємництва

Укладачі:

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МУРАВЙОВА Олена Миколаївна

КРУПЕЙ Михайло Іванович

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