



## Frequently Asked Questions (FAQs) about the Partnership Opportunity with ICTTM

### 1. What is the purpose of the MOU with ICTTM?

The Memorandum of Understanding (MOU) with the International Centre for Trade Transparency (ICTTM) aims to formalize a partnership to provide Chambers of Commerce and their members with free first-user access and advanced tools for supply chain transparency, legislative compliance, market expansion, and risk mitigation in global trade.

### 2. How can this partnership enhance our Chamber's reputation?

Partnering with ICTTM positions your Chamber as a leader in supporting global trade transparency and compliance, significantly enhancing its reputation among members and the broader business community. It demonstrates a commitment to providing value-added services and staying at the forefront of trade innovation.

### 3. What costs are involved in partnering with ICTTM?

There are no costs involved in becoming a partner with ICTTM. Our partnership model is designed to be accessible and beneficial without imposing financial commitments on Chambers of Commerce or their members.

### 4. Are there any obligations for Chambers or their members?

No, there are no binding obligations for Chambers or their members when entering an MOU with ICTTM. The partnership is structured to offer benefits and support without mandatory commitments, ensuring flexibility and mutual convenience.

### 5. How can this partnership benefit our Chamber and its members?

This partnership gives Chambers and their members access to ICTTM's advanced tools and resources, including data analytics, risk analysis tools, company lookups, market price and forecasting tools, market insights, and detailed GDPR regulated contacts. It empowers businesses to navigate global trade more effectively, providing a competitive edge in compliance, market expansion, and risk management.

6. How does supply chain transparency affect businesses?

Supply chain transparency allows businesses to understand and monitor their entire supply chain, leading to improved compliance with regulations, enhanced risk management, greater efficiency, and the identification of new opportunities. It's critical for maintaining competitive advantage in today's global market.

7. Can small businesses also benefit from this partnership?

Absolutely. The tools and resources provided through this partnership are designed to support businesses of all sizes, including small enterprises. The access to market data, compliance resources, and networking opportunities can be particularly beneficial for small businesses looking to expand and compete on a global scale.

8. How do we sign up for the MOU with ICTTM?

To initiate the MOU process, please contact James York via email at [james.york@icttm.org](mailto:james.york@icttm.org). We will provide you with the MOU draft and further information on how to proceed. Our team is ready to assist you through every step to ensure a smooth and beneficial partnership setup.

9. What kind of support does ICTTM offer to its partners?

ICTTM offers comprehensive support to its partners, including a dedicated point of contact, and access to a secure partner portal with co-branded materials, educational resources, webinars, and a committed back-office team to facilitate inquiries and provide assistance as needed.

10. Will our Chamber have access to ICTTM's full range of tools and resources?

Yes, partnering Chambers of Commerce will have access to ICTTM's full suite of tools and resources, designed to support the diverse needs of businesses engaged in global trade. This includes exclusive early access to our data analytics platform, ADAMftd, among other resources.

11. What types of businesses will benefit the most from this partnership?

Businesses engaged in manufacturing, importing, exporting, service providers supporting international trade, those looking to expand into new markets, as well as any company seeking to locate potential new customers either locally, nationally, or internationally.

12. How does the ICTTM ensure the data provided is up-to-date and reliable?

ICTTM employs advanced technology and a dedicated team of experts to continuously update and verify the data provided. We collaborate with governments and reputable third-party sources and leverage real-time analytics to ensure the accuracy and reliability of our information.

13. Is technical support available for using ICTTM's tools and resources?

Yes, ICTTM provides comprehensive technical support for all our tools and resources. Our dedicated support team is available to assist with any technical queries or challenges partners or their members may encounter.

14. How does the partnership help in risk mitigation?

The partnership offers access to ICTTM's risk analysis tools, including sanctioned entity matching and sanctions avoidance detection. These tools help businesses identify potential risks in their supply chains and markets, enabling proactive measures to mitigate these risks effectively.

15. What kind of market insights can we expect to gain from ICTTM?

Partners and their members can expect to gain in-depth insights into market trends, pricing analytics, competitor analysis, predictive market behaviors, company registry information, beneficial ownership, company contacts, negative media and more. These insights are invaluable for strategic planning and maintaining competitiveness in the global market.

16. Are there opportunities for networking with other Chambers or businesses through this partnership?

Yes, one of the benefits of this partnership is the opportunity for networking. ICTTM facilitates connections between Chambers, industry associations, and businesses globally, promoting collaboration and the exchange of ideas and opportunities.

17. How often will new tools and resources be made available to partners?

ICTTM is committed to continuous innovation and regularly updates its offerings. New tools and resources are developed and released in response to emerging market needs and regulatory changes, ensuring partners have access to the most current and effective solutions.

18. What steps does ICTTM take to ensure compliance with global regulations?

ICTTM closely monitors global trade regulations and compliance requirements. Our tools and resources are regularly updated to reflect the latest regulatory changes, ensuring that our partners and their members can confidently navigate the complex landscape of international trade compliance.

19. How can our Chamber members provide feedback or suggest improvements to the ICTTM tools and resources?

ICTTM values feedback and encourages partners and their members to share their insights and suggestions. Feedback can be provided through your dedicated point of contact, technical support channel, or directly via our website. We are committed to continuous improvement and actively incorporate user feedback into our development process.

20. How can smaller businesses, without the resources of larger corporations, leverage this partnership?

Smaller businesses stand to gain significantly from this partnership by accessing tools and resources previously out of reach due to cost or complexity. ICTTM levels the playing field, providing smaller enterprises with the data analytics, target customer research, risk management, compliance guidance, and market insights needed to compete effectively.

21. Can service businesses benefit from the ICTTM partnership, even if they're not directly involved in trade?

Absolutely. Service businesses can utilize ICTTM's resources for market analysis, customer sourcing, and compliance with regulations like KYC and AML. This partnership enhances their operational efficiency and opens up new opportunities for growth and collaboration.

22. How can national businesses with no exports or imports use the ICTTM tools to their advantage?

National businesses can benefit from improved supply chain visibility, risk management strategies, and access to a broader network of potential customers and suppliers. Even without engaging in international trade, the insights and tools provided can help optimize operations and explore new market strategies.

23. What type of support can chambers expect in rolling out the ADAMftd product to their members?

Chambers will receive comprehensive support including training sessions, co-branded marketing materials, and a dedicated contact at ICTTM for any queries. Our goal is to ensure a smooth rollout and that members understand and maximize the benefits of the ADAMftd product.

24. How frequently can we expect updates or new features to be added to the ICTTM offerings?

ICTTM is committed to continuous improvement and innovation. We regularly assess the evolving needs of businesses and the global trade landscape to update existing tools and develop new features. Partners and their members will be informed of updates as they occur.

25. Is there a platform where chambers and their members can give feedback or suggest new features for ICTTM tools?

Yes, feedback is crucial for our continuous improvement. As well as our 24x7 support helpdesk, we have a platform called Prodcamp where chambers and members can suggest new features and tools. We also expect to have regular check-ins with our partnership representatives. We welcome suggestions for new features or enhancements.

26. How can businesses with limited knowledge of supply chain management get started with ICTTM tools?

ICTTM provides a range of educational resources, tutorials, and support services designed to help businesses of all knowledge levels get started. Our dedicated team can also offer customized webinars for your members as well as personalized guidance to ensure businesses can effectively use our tools.

27. How does ICTTM ensure the privacy and security of business data?

ICTTM prioritizes the privacy and security of all data. We employ advanced security measures, comply with global data protection regulations, and conduct regular audits to ensure the integrity and confidentiality of the information processed through our tools.

28. What happens if a chamber or its member needs technical support or encounters an issue with one of the tools?

Should any technical issues arise, chambers and their members have access to ICTTM's dedicated support team. Support is available via email, phone, and through a support ticketing system, ensuring timely assistance and resolution of any concerns.