



the dti

Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA

PROGRAMME GUIDELINES

EXPORT MARKETING AND INVESTMENT ASSISTANCE PRIMARY MARKET RESEARCH

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1. DEFINITION OF EMIA SCHEME

The purpose of assistance under the EMIA scheme is to partially compensate exporters for costs incurred in respect of activities aimed at developing export markets for South African products & services and to recruit new foreign direct investment into South Africa.

The programme comprises the following **Individual Participation Incentive Schemes**:

- 1.1 Individual Exhibition **(IE)** and In-Store Promotions **(IP)**
- 1.2 Primary Market Research **(PMR)** and Foreign Direct Investment **(FDI)**
- 1.3 Individual Inward Mission **(IIM)**

The programme comprises the following **Group Participation Incentive Schemes**

- 1.4 Group Inward Buying Missions **(IBM)** Group Inward Investment mission **(IIM)**
- 1.5 National Pavilions **(NP)**
- 1.6 Outward Selling Mission Assistance **(OSM)** and Outward Investment Mission Assistance **(OIM)**

2. QUALIFYING ENTITIES

- 2.1 South African manufacturers of products.
- 2.2 South African export trading houses representing at least three SMME's or HDI's owned enterprises.
- 2.3 South African commission agents representing at least three SMME's or HDI owned enterprises.
- 2.4 South African Export Councils, Industry Associations and Joint Action Groups.
- 2.5 Entities that outsource their manufacturing process.
- 2.6 Entities in the following service oriented companies prioritised by **the dti**
 - 2.6.1 Capital equipment
 - 2.6.2 Built environment professions
 - 2.6.3 Film and television
 - 2.6.4 Pre-qualified tourism
 - 2.6.5 Electro-technical
 - 2.6.6 Business process outsourcing
 - 2.6.7 Music (cultural industries)
 - 2.6.8 Biofuels

- 2.6.9 Oil and Gas
- 2.6.10 Green and energy industries
- 2.6.11 Boatbuilding
- 2.6.12 Forestry, paper, pulp and furniture
- 2.6.13 Cultural industries
- 2.6.14 Nuclear
- 2.6.15 Advanced materials

3. GENERIC QUALIFYING CRITERIA

- 3.1 Export readiness of applicant.
- 3.2 Export/production performance of the applicant.
- 3.3 Export/marketing competence of person visiting the foreign country.
- 3.4 Potential available/accessible production/export product capacity.
- 3.5 Extent of export marketing planning.
- 3.6 Type of product for export and local sales performance.
- 3.7 Level of labour absorption, location and technological requirements.
- 3.8 Industry in which the venture operates or is planned.
- 3.9 Submission of general and specific qualifying documentation and adherence to general and specific criteria as stipulated per each EMIA offering.

4. MANDATORY CONDITIONS

- 4.1 All entities should have traded for more than one financial year.
- 4.2 The entity must be a registered legal entity in South Africa in terms of the Companies Act, 1973 (as amended), or the Close Corporations Act, 1984 (as amended) or Co-operatives Act, 1981 (as amended) except in case of a sole proprietor and partnerships.
- 4.3 The applicant must be a taxpayer in good standing and provide a valid tax clearance certificate before EMIA incentive is disbursed.
- 4.4 Completed applications should reach **the dti** two months before the commencement date of the event.
- 4.5 Applications cannot be considered earlier than six months prior to the commencement date of the event.
- 4.6 Applications submitted on the last day will be allowed 5 working days to submit outstanding information.
- 4.7 Entities applying for EMIA financial assistance might be subject to a site visit being conducted.

- 4.8 Any material changes related to the application must be notified in writing to EMIA before the commencement of the event and the changes must be approved by the Adjudication Committee/Senior Manager.

5. LIMITATIONS AND EXCLUSIONS

- 5.1 Individual Participation (Individual Exhibition, Primary Market Research & Foreign Direct Investment and Individual Inward mission of assistance is limited to **four (4) applications** per calendar year.
- 5.2 Any assistance provided by the EMIA scheme is at the discretion of Incentives Development and Administration (IDAD) Adjudication Committee.
- 5.3 No limitation in terms of number of years of assistance for a specific market, each application is considered on merit. Information on export sales and sales leads achieved as a result of previous EMIA Assistance will be required after a three-year period.
- 5.4 Participation in countries, which are members of the South African Customs Union (Botswana, Lesotho, Swaziland, and Namibia) is excluded from EMIA assistance.
- 5.5 Approved entities are required to submit the 6-month report back questionnaires; failure to comply shall entitle **the dti** to exclude the applicant from future participation.
- 5.6 EMIA incentives are not available for events taking place in the period 10 December up to and including 10 January of each year.
- 5.7 Only one representative per business will qualify for support. The representative should be a senior executive, and in authority to conclude contracts on behalf of the firm. The decision maker should be on full-time at the exhibition stand.
- 5.8 Assistance under EMIA will be restricted to exporters or export agents for the export of value-added products that will enhance the export capacity of South Africa. A product must have a local content of at least 35% to qualify for assistance.
- 5.9 EMIA applicants must disclose information on related parties where the one party can exercise 'significant/ insignificant/substantial/ insubstantial influence' over another party in making financial and operating decisions or can exercise control or joint control over the other party. Assistance to these parties is to the sole discretion of the Adjudication committee.

5.10 Participation in private exhibitions is excluded.

5.11 Only projects included in the Export Council's business plan approved by **the dti** TISA division. Motivation should be submitted for projects outside the approved business plan.

6. APPLICATION PROCESS

<p>Application</p> <ul style="list-style-type: none"> • Applicant obtains EMIA application form and guideline from the dti website (www.thedti.gov.za) or from EMIA customer care line. • Applicant may obtain further information telephonically, by e-mail or visit to the dti offices. • The guideline should be read before completing the application form. 	<p>Application Procedure</p> <ul style="list-style-type: none"> • The Applicant e-mail the complete application to: emia@thedti.gov.za. • The completed signed application form with the supporting documents should be forwarded to EMIA by registered mail, courier or hand delivery.
<p>Basic Evaluation</p> <ul style="list-style-type: none"> • The applicant will receive an acknowledgement letter within 48 hours. • A letter will be send within 4 working days requesting outstanding documents. • The applicant will be given 5 working days to submit the documents. 	<p>Adjudication Committee</p> <ul style="list-style-type: none"> • Technical evaluation will be performed for the complete application. • Adjudication Committee convenes bi-weekly. • Complete applications are presented to the Committee • Applications are approved, rejected or referred back for additional information. • The decision of the Adjudication Committee is final. • Letter confirming approval of the application and the claim form will be forwarded to the applicant within 15 working days.

7. RESEARCH IN A FOREIGN MARKET (PMR and FDI)

7.1 General description of the financial assistance

Assistance is provided to partially compensate exporters for costs incurred in developing new export markets and to recruit new foreign direct investment into S.A through personal contact by visiting potential investors in foreign countries.

7.2 Financial Assistance

TYPE OF QUALIFYING ENTITY	DESCRIPTION OF OFFERING	DESCRIPTINCIAL ON OF FINANCIAL ASSISTANCE
HDI & SMME	Economy class return airfare	100% of the costs to a maximum of R17,000
HDI, SMME & Other sized	Subsistence allowance <ul style="list-style-type: none"> A minimum of 2 confirmed appointments per day to a maximum of ten (10) days must be scheduled to qualify for the subsistence allowance. If appointments are missed during the trip, the allowance does not apply. 	<ul style="list-style-type: none"> R 2, 300 per day Subsistence allowance of R 2 500 for enterprises visiting North, East and West Africa
HDI, SMME & Other sized	Transport of samples or Promotional materials <ul style="list-style-type: none"> Maximum amount per trip. 	R 1, 500
HDI, SMME & Other sized	Marketing materials <ul style="list-style-type: none"> Maximum allowed per application Designing and printing of export brochures, promotional videos or CD's 	R3,500

HDI, SMME & Other sized	<p>Registration of a product in a foreign market</p> <ul style="list-style-type: none"> • Such as international patent and quality mark registration. Testing would only be considered if this clearly forms part of the required activities to register a quality mark or patent in foreign market. • Only invoices dated six months prior and twelve months after the date of approval will be considered for reimbursement. • Copy of application for a patent and acknowledgement of receipt (Form P1) • Copy of entry of The International Application under the Patent Cooperation Treaty into SA National Phase and acknowledgement letter (Form 25) • Patent search results • Provisional specification copy 	50% of the actual costs to a maximum of R 300 000 per annum.
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7.3 Scheme Specific Qualifying Criteria

- 7.3.1 Compensation under PMR will be confined to market research aimed at the establishment of new markets.
- 7.3.2. Participation is limited in a particular country to a maximum of three in different regions of the same country.
- 7.3.3 A minimum of two confirmed appointments per day must be scheduled to qualify for a subsistence allowance.
- 7.3.4 A minimum of two meetings but only one appointment per day must be confirmed and scheduled to qualify for the subsistence allowance. Proof of meetings to be confirmed by **the dti** Foreign Economic Representative and motivation of non-compliance must be submitted with the claim.
- 7.3.5 Entities may attend a relevant exhibition under PMR in the same market. The assistance is limited to two (2) days towards attending an exhibition.
- 7.3.6 Two confirmed appointments per day will still be required for a minimum of two days; these appointments should be scheduled outside the exhibition.
- 7.3.6 Assistance is extended towards attending conferences with the aim of lobbying or bidding for international projects or hosting international events.

- 7.3.7 If appointments cannot be verified by EMIA, the entire application will be rejected.
- 7.3.8 Cold calls or door-to-door sales are not accepted.
- 7.3.9 No follow-up visits are allowed.

7.4 Supporting documentation required from all applicants

7.4.1 Exporters registration certificate

A copy of the exporter registration certificate from Customs & Excise excluding service oriented entities, export councils, industry associations and joint action groups.

7.4.2 Proof of registration of the entity

- 7.4.2.1 In the case of a Company, Close Corporation or Co-operatives a certificate of incorporation and certificates in respect of all name changes effected.
- 7.4.2.2 Sole proprietors must submit a certified copy of a South African identity document. Foreigners must submit certified copies of their passports and proof of registration with SARS.
- 7.4.2.3 A copy of the Partnership agreement in the case of a Partnership.
- 7.4.2.4 Articles of Association or other proof in the case of an Industry Association.
- 7.4.2.5 Documentary proof of the establishment of a Trust.

7.4.3 Product Brochure

- 7.4.3.1 A full colour product brochure/ company website printout of the products or services or a download of the website on CD.
- 7.4.3.2 The brochure must be printed on good quality paper; EMIA also accepts a CD ROM format. The brochure must contain the following information: The entity name and logo, International contact details; Carefully edited pictures of the products; Description of products and the international specifications where applicable.
- 7.4.3.3 An export-trading house or commission agent can either submit their own brochure reflecting all products represented or those of the entities represented.

7.4.4 Itinerary

- 7.4.4.1 A detailed confirmed itinerary of companies to be visited.

- 7.4.4.2 Names, address of company to be visited.
- 7.4.4.3 Name of contact persons and their designations in the company.
- 7.4.4.4 Phone and fax numbers and or e-mail address.

7.4.5 Confirmation letters

- 7.4.5.1 Electronic mails (e-mail) or confirmation letters from businesses abroad on the company letterhead confirming two scheduled appointments must be submitted to EMIA at least 14 days prior to the date of departure.
- 7.4.5.2 Only appointments confirmed earlier or 14 days prior to the date of departure will qualify for the assistance.

7.4.6 Conferences

- 7.4.6.1 A copy of the conference program, clearly indicating the nature and the status of the conference, speakers, main and sub-themes must be submitted with the application. The attendee should be the speaker in the conference.

7.4.7 Financial Documentation

- 7.4.7.1 Companies should submit the latest audited financial statements.
- 7.4.7.2 A Close Corporation should submit the latest financial statements signed off by the accounting officer.
- 7.4.7.3 Co-operatives should submit the latest financial statements signed off by the accounting officer.
- 7.4.7.4 The latest financial statements must be prepared and signed off by registered accountants. If the latest financial statements are not available, a letter signed by the Accounting Officer/Auditor confirming the total number of employees, turnover, and the operational assets must be submitted
- 7.4.7.5 Sole proprietor and the Partnership should submit the latest three months bank statements for the last three months.

7.4.8 Air Ticket Quotations

- 7.4.8.1 Customers must obtain three quotations from service providers of choice.
- 7.4.8.2 Only the lowest quotation will be considered from service provider of choice.

7.4.8.3 EMIA will not be responsible for any cancellation fees, or any additional costs, which are incurred due to travel deviations. All additional costs will be borne by the customer.

7.4.8.4 It is the responsibility of the customer to make the arrangements for air-tickets. This includes the booking, issue and delivery stages.

7.4.9 Export Marketing Plan

This is a simple plan to demonstrate the company's export development plan and should indicate how the company intends to generate sustainable export sales in its selected target markets. This information presents a preferred format to be followed in drafting this summarised Export Marketing Plan for EMIA purposes.

7.4.9.1 Executive Summary - This is a brief summary of the marketing plan and will include the following: Role of the company; Significant product or service; Reasons for choice of market; Competitive advantage.

7.4.9.2 Situational / Marketing Analysis - An analysis of the current marketing situation for the product to be covered in the marketing plan: Analysis of the product, price, promotion strategies and distribution channels; Viability of the product, expected competition and trade barriers; SWOT Analysis.

7.4.9.3 Marketing Objectives and Strategies - Sales objectives; Market share objectives; Marketing strategies.

7.4.10 Exhibition Brochure

An exhibition brochure defining the date and nature of the event must accompany applications for Individual Exhibition assistance. A copy of the event brochure or a website printout of the event clearly indicating the following information:

7.4.10.1 The nature of products exhibited by participating businesses.

7.4.10.2 The profile of the buyers & visitors.

7.4.10.3 The size of the event, including the number of participants and the number of visitors.

7.4.10.4 Information on the international status of the exhibition.

7.4.11 Documents specific to Commission Agents and Export Trading Houses

7.4.11.1 If the applicant is a Commission agent, copies of agency agreements from three (3) SMME or HDI to be represented at the event.

7.4.11.2 If the applicant is an Export Trading House, letters confirming permission to represent three SMME or HDI.

7.4.10 Documents for entities that are outsourcing their manufacturing process

Entities that outsource their manufacturing process will only qualify on submission of formal outsourcing agreement/s between the entity and the manufacturer/s or other proof substantiating that the entity is the legal owner of the product /design or patent.

8. CLAIM SUBMISSION

8.1 Permissible Submission date of a claim

8.1.1 The claim form and all supporting documentation, together with the relevant post-event questionnaire must be completed and submitted to EMIA within **three months** after the date of event from the approved business destination.

8.1.2 Incomplete claims and claim items received after the three months **will be rejected without exception**. Customers will forfeit in principle the approval granted to them if they do not submit the claim form and all supporting documentation within three months after the date of event from the approved business destination.

8.1.3 For approvals made after an event has occurred, a claim must be submitted within **one month** of receipt of the approval letter.

8.1.4 Claims, in respect of which claim items/documentation are outstanding after three months, will be cancelled.

8.1.5 Rejected/Appeals on any decision of EMIA must be lodged in writing to TEO within **three months** from the date of communication to the claimant.

9. CLAIM PROCESS

<p>Claim</p> <ul style="list-style-type: none"> • A claim form will accompany the letter of approval. The claimant obtains a claim form from the dti website (www.thedti.gov.za) or from EMIA customer care line. • Claimant may obtain further information telephonically, by e-mail from the Claim Advisors or visit to the dti offices. 	<p>Claim Procedure</p> <ul style="list-style-type: none"> • The claimant completes the claim, sign, and attaches the supporting documentation as per the check list. • Incomplete claims delays payment. • The completed signed claim form with the supporting documents should be forwarded to EMIA by registered mail, courier or hand delivery.
<p>Technical Evaluation</p> <ul style="list-style-type: none"> • The applicant will receive an acknowledgement within 48 hours. • The letter will be send within 4 working days requesting outstanding documents. • The claimant will be given a date to submit the documents. 	<p>Payment Process</p> <ul style="list-style-type: none"> • Complete claim will be evaluated within twenty working days. • Payment advice will be send to Finance for payment. • The claim will be paid by the dti Finance within ten (10) working days.

10. CLAIM SUPPORTING DOCUMENTS

10.1 Air ticket

- 10.1.1 Original or certified copies of the business/economy class air tickets, which must be accompanied by an invoice and proof of payment.
- 10.1.2 EMIA clients will not be reimbursed for air tickets where Voyager miles were utilised.
- 10.1.3 Fax copy of the electronic air ticket or e-mail from the travel or issuing agent specifying the routes, dates, name, time, agent and the value.
- 10.1.4 Proof of payment must be in the name of the approved entity
- 10.1.5 No invoice is required where an e-ticket was issued.

- 10.1.6 If the ticket was changed for whatever reason, all tickets issued must be submitted and the reasons thereof.

10.2 Passport

Certified copy of the passport clearly showing:

- 10.2.1 Personal Particulars (Passport Photo)
- 10.2.2 Departure date stamp from S.A
- 10.2.3 Re-entry date stamp into S.A
- 10.2.4 In a case where the passport was scanned, the claimant will have to submit boarding passes as proof of entry/exit into or out of South Africa.
- 10.2.5 All boarding passes must be kept as it might be required for verification purposes.

10.3 Research costs

- 10.3.1 All invoices must be made in the name of the approved entity.
- 10.3.2 Invoices without verifiable VAT registration numbers, company registration numbers, telephone and fax numbers, and without addresses will not be considered for the claim as they cannot be authenticated.
- 10.3.3 Only invoices in English or invoices in foreign languages translated into English and certified by a sworn translator will be considered for reimbursement.
- 10.3.4 In the case of participation in an exhibition under the Individual Exhibition Assistance Scheme, full details of deposit refunds and a cost statement for materials purchased for the exhibition and their subsequent disposal must be provided.

10.4 Brochures

- 10.4.1 In the case of invoices for promotional materials, please note that only those dated 3 months or a shorter period prior to the event will be considered for reimbursement.
- 10.4.2 Certified copy of the invoice.

10.5 Documents for transport of samples

- 10.5.1 Copy of the electronic print-out of the excess baggage ticket
- 10.5.2 Proof of payment

10.6 Proof of payment

- 10.6.1 Costs incurred should be accompanied by a proof of payment.

- 10.6.2 Original or certified copy of the bank statement, credit card statement and cheque.
- 10.6.3 Proof of payment must be made out in the name of the approved entity.
- 10.6.4 Copy of the customer advise or the bank draft will be required if the currency paid or the beneficiary does not reflect in the bank statement.
- 10.6.5 Bank statements printed from the Internet will not be accepted as proof of payment.

10.7 The only acceptable means of payment:

- 10.7.1 Cheque
- 10.7.2 Bank draft
- 10.7.3 Electronic banking transfer

10.8 The following forms of payment will not be considered for reimbursement:

- 10.8.1 Cash payments
- 10.8.2 Offset payments
- 10.8.3 Book entries
- 10.8.4 Travellers cheques
- 10.8.5 Credit notes

10.9 Tax Clearance Certificate

- 10.9.1 An original valid Tax Clearance Certificate must accompany all claims for EMIA assistance under all EMIA programmes.
- 10.9.2 Only the original and valid tax clearance certificate will be acceptable.
- 10.9.3 In instance where the company cannot submit a tax clearance certificate due To outstanding taxes, an IT88 form may be submitted with the claim.

10.10 Documentation confirming bank details

- 10.10.1 A fully completed original suppliers maintenance form with a bank stamp.
- 11.10.2 A copy of a cancelled cheque or a bank statement on the bank's letterhead.

10.11 Other claim requirements

- 10.11.1 Faxed copies of the claim or documentation relating to the claim will not be accepted.

10.11.2 A commissioner of oaths must certify all document copies submitted as true.

10.11.3 EMIA can at any time request additional documentation/information regarding the processing of a claim. Such documents can include copies of bank statements, cheques, delivery notes, order notes, bank deposit slips and other documents regarded as being material for claim purposes.

10.11.4 A copy of the notification of approval must accompany all future correspondence and/or submissions of further documentation to EMIA. Should EMIA receive further correspondence/documentation accompanied with this notification of approval, EMIA will not be held responsible for the loss or misplacement of these documents, which could delay or hamper the administrative process.

10.11.5 No claim will be considered unless accompanied by the following documents:

- A copy of the letter of approval for the relevant trip
- Invoices and proofs of payment **in the name of the approved entity** of all the relevant costs incurred during the visit should be provided.
- All copies submitted must be certified as true copies by a commissioner of oaths.

10.12 Exhibitors will be responsible for the following expenses, which cannot be claimed from EMIA:

10.12.1 Insurance expenses in respect of exhibition material

10.12.2 Domestic value added tax

10.12.3 Bank charges

10.12.4 Business cards

10.12.5 Promotional and publicity expenses other than the expenses incurred in connection with the listing in the official exhibition directory

10.12.6 Storage of the transport of samples.

11. VERIFICATION BY the dti

11.1 EMIA reserves the right to carry out inspections on activities of an enterprise approved by the Committee from time to time.

- 11.2 If the Adjudication Committee is satisfied that a grant was based on false information, or that the applicants furnished misleading information, it may disallow the grant and recover the full amount paid to the enterprise. Interest on grant payments not due to applicants shall be levied at the rate prescribed in terms of section 1(2) of the Prescribed Rate of Interest, 1975 (Act No. No.55 of 1975) as from the day the grant was received.
- 11.3 The Adjudication Committee further reserves the right to authorise publication of full details, including names, in cases of grant abuse.
- 11.4 **the dti** has a right, in its sole discretion, to provide rulings on the interpretation of these guidelines, in instances where the guidelines appear not to be specific.

12. MONITORING

- 12.1 In order to evaluate the impact of the programme, **the dti** requires that the applicant submit a six months report back questionnaire after the event.
- 12.2 Failure to comply shall entitle **the dti** to exclude the applicant from participating for two years.

13. DEFINITIONS & TERMINOLOGY

13.1 **Export Trading House** (*representing at least three SMME's*)

A business, which focuses on the promotion of export-trade through the marketing of products from different manufacturers. The principle/manufacturer is not allowed to participate simultaneously with the agent.

13.2 **Commission Agent** (*representing at least three SMME's*)

A commission agent must have an agency agreement with a local manufacturer for the promotion of the manufacturer's products in the export market. The principle/manufacturer is not allowed to participate simultaneously with the agent.

13.3 **Small, Medium And Micro-Sized Exporters – SMME's**

SMME's must be privately, independently or co-operatively owned and managed, and must comply with any two of the following quantitative criteria:

- Total annual turnover must be less than R40 million.
- Total assets excluding fixed property must be less than R15 million.
- Less than 200 full time employees.

13.4 Historically Disadvantaged Businesses - HDI's

For a business to qualify as a historically disadvantaged business, it must: be an SMME where at least 51% of the business must be owned by black person(s), women or disabled person(s) of South African nationality.

13.5 Other Businesses

Businesses that do not qualify under the definition of an SMME as stipulated by the EMIA Scheme.

13.6 Registered Exporters

Exporters registered with the Commissioner of Customs & Excise.

13.7 Value-Added Product

A value-added product is a product by which a South African business has increased the value of a product at each stage of its production, **excluding** initial costs such as indirect labour, commissions, and taxes, duties, **including raw materials and packaging**, by 35%

13.8 Subsistence Allowance

The daily subsistence allowance is provided in order to cover **a portion** of the hotel accommodation, meals, taxi fares, telephone calls, etc.

13.9 SIC Code

The Standard Industrial Classification Coding System

13.10 Third Party Payments

For purposes of EMIA, Third Party Payments will be defined as a payment made by an entity other than the approved company or by any person other than the proposed traveller or director of the company. Any invoice or proof of payment made in any other name will be construed as a third party payment.

13.11 Circuit of Events

A circuit of events is where a company participates in more than one EMIA event on a specific trip abroad.

14. HOW TO CONTACT THE EMIA ADMINISTRATORS

Description	Contact Numbers
<p><u>the dti Contact Center</u></p> <ul style="list-style-type: none"> □ For general EMIA information 	<p>0861 843 384</p>
<p><u>General Customer Care Line</u></p> <p>Request for</p> <ul style="list-style-type: none"> □ EMIA Application Form □ EMIA Claim Form □ EMIA Report Back questionnaires 	<p>Helena de Winter 012 394 1031 (Individual Exhibitions, PMR, FDI and Individual Missions) e-mail: sdewinter@thedti.gov.za</p>
<p><u>Applications Customer Care Line</u></p> <ul style="list-style-type: none"> □ Enquiries related to status of applications □ Advise on EMIA programme □ Clarification on EMIA rules 	<p>Marlene Vlok 012 394 1036 Sue Joubert 012 394 1014 (I.E, PMR, FDI and IIM) e-mail: mvlok@thedti.gov.za; sjoubert@thedti.gov.za</p>
<p><u>Claims Customer Care Line</u></p> <ul style="list-style-type: none"> □ Enquiries related to status of claims □ Advise on EMIA programme □ Clarification of EMIA rules 	<p>Khabo Mhlanga 012 394 1906 Bheki Ngubeni 012 394 1526 (I.E, PMR, FDI and IIM) e-mail: kmhlanga@thedti.gov.za; bngubeni@thedti.gov.za</p>
<p>Performance Report (Six month report)</p>	<p>Elize le Roux 012 394 1042 e-mail: emia-ia-sixmonths@thedti.gov.za</p>
<p>Visit our website http://www.thedti.gov.za</p>	

SERVICE PROVIDERS

EMIA Service Centres

For your convenience, further information about EMIA can also be obtained by visiting one of our service centres near you. The offices listed below can assist by providing you with general information about EMIA.

the dti Regional Offices

Cape Town	Tel: 021-480 8060
Durban	Tel: 031-305 3389
Port Elizabeth	Tel: 041-582 1267

Provincial Investment Promotion Agencies

Centre for Investment and Marketing East Cape	Tel: 043-704 5600
Dept of Economic Affairs – Free State	Tel: 051-403 3613
Dept of Economic Affairs – Northern Cape	Tel: 053-831 4227
Gauteng Economic Development Agency	Tel: 011-833 8750
Invest North West	Tel: 014-594 2570
Mpumalanga Investment Initiative	Tel: 013-752 5384
Trade & Investment KZN	Tel: 031-304 4303
Trade & Investment Limpopo	Tel: 015-295 5171
Wesgro	Tel: 021-402 8600

Business Chambers

Cape Chamber of Commerce:	021 402 4300	SA Chamber of Commerce	011 446 3800
Durban Chamber of Commerce	031 335 1000	Pietermaritzburg Chamber	033 345 2747
JHB Chamber of Commerce	011 726 5300	Lowveld Chamber (Nelspruit)	013 755 2069
PE Regional Chamber	041 484 4430		

EXPORT COUNCILS, INDUSTRY ASSOCIATIONS & JOINT ACTION GROUPS

NAME	TEL. NUMBER	E-MAIL ADDRESS
Aluminum Federation of S.A	(011) 455 5553	afsa@afsa.org.za
Automotive Industry Export Council	(012) 323 2980/1	Norman@naamsa.co.za
Built Environment Professional Export Council	(011) 463 2022	roelofvt@cesa.co.za
SA Capital Equipment Export Council	(011) 849 7388	osiriscon@icon.co.za
SA Clothing Industry Export Council	(021) 761 6421	jack@clothingexports.co.za
Fresh Produce Exporters Forum	(021) 526 0474	stuart@fpep.co.za
Meat Exporters of South Africa	(012) 361 4545	rudivdw@samic.co.za
Plastic Federation of SA	(011) 314 4021	David.hughes@plafed.co.za
Rail Road Association	(011) 761 2434	Jit-rra@mweb.co.za
SA Boat Builders Export Council	(021) 447 6541	veda@sabbex.co.za info@sabbex.co.za
Cosmetics, Toiletry and Fragrance Association Export Council (CTFA)	(011) 795 4272	sally@ctfa.co.za
SA Electro technical Export Council	(011) 315 0209	director@saeec.org.za info@saceec.org.za
SA Equine Trade Council	(031) 314 1926	horsetradesa@mweb.co.za
SA Flower Industry Council (Asso Flowers)	(011) 692 4237	info@saflower.co.za
SA Fruit & Vegetable Canner's Export Council	(021) 871 1308	Arlene@safvca.co.za
SA Footwear and Leather Export Council	(031) 701 4206	paul@safliia.co.za saflec@safliia.co.za
SA International Steel fabricators	(011) 482 9644	director@isf.co.za neels@isf.co.za
SA Iron & Steel Institute (SAISI)	(012) 320 2450	horsetradesa@mweb.co.za
SA Print & Packaging Federation	(011) 794 3810	ekhuhl@pifsa.org
SA Textile Industry Export Council	(021) 702 4140	Satiec.grow@mweb.co.za
SA Wire Business Association	(011) 455 3228	sawa@sawa.co.za
SA Dairy Foundation	(012) 348 5345	Koos.coetzee@mpo.co.za
SA Aerospace Maritime & Defence Industry Association.	(012) 420 1540	info@amd.org.za

NAME	TEL. NUMBER	E-MAIL ADDRESS
SA Stainless Steel Development Association (SASSDA)	(086) 172 7732	Lesley@sassda.co.za
SA Ostrich Business Chamber	(044) 272 3336	akruger@saobc.co.za
Jewellery Council of SA JAG	(011) 544 7958	lornad@jewellery.org.za
SA Vegetables	(012) 332 0696	Marianne@agrijob.co.za
SA Music Exportation (SAMEX)	(011) 789 4373	info@samex.org.za publishing@sheer.co.za
Steel Tube Export Association	(011) 823 2377	astpm@astpm.com
Wines of South Africa	(021) 883 3860	matome@wosa.co.za su@wosa.co.za
Farmed Abalone Export Council	(021) 701 1820	upson@iafrica.com