

Public Services Charter

Italy America

Chamber of

Commerce of Texas

**Summary of the main services offered to
businesses and administrations and
delivery mode**

INTRODUCTION

▪ **WHAT IS IT?**

The **Services Charter** of the **Italy America Chamber of Commerce of Texas** promotes the establishment of business networking between the Chamber and its members on the basis of transparent and clear standards. The Catalog describes the activities in support of the internationalization of the Italian businesses and territories, determining the principles of management and delivery. Although not thorough, the Catalogue features to the companies and Public Administration a framework of the services offered and their average costs. The costs showed in the Catalogue are to be considered as average values of reference and cannot substitute for a specific quotation, that will be provided when requesting a service.

▪ **ABOUT US**

The Italy-America Chamber of Commerce of Texas (IACC), was founded in Houston in 1992, is a no profit organization that promotes commercial relations between Italy and United States and promotes the development of Italian businesses in Texas.

The associated business community works in the Texas economy, which is in second place after the California among the fastest growing economies in the United States.

Houston, beyond being the world capital of oil & gas (here are located the most important multinational companies related to the oil), has the highest concentration of medical centers and scientific research institutes in the world. The NASA Johnson Space center completes the portrait of a metropolis to vast international reach with a strong and rapid economy growth.

The Head Office of the IACC is located in Houston, there are two more representative offices in Dallas and Austin, the capital of Texas and a recent branch in New Orleans, Louisiana.

The IACC is a member of Assocamerestero, the Association of Italian Chambers of Commerce Abroad (CCIE), created to promote the activities of the Chambers and to spread the knowledge of the network of CCIE Italian and international institutions and business organizations.

- **HOW WE OPERATE**

To achieve our goals, we work with our members and with Italian and local businesses, as well as all relevant public and private companies, which acting in an organized manner to support the internationalization of enterprises, in particular: Regions, Chambers of Commerce, trade associations, exhibitions, consortia, cooperatives, enterprise networks, industrial districts, banks, land development and economic government departments, International organizations.

- **OUR GOALS**

Assist the customers through free and paid services, ranging from initial guidance information on the individual market to specific support, positioning and strategies of consolidation of Italian firms in foreign markets, as well as those locals who want to collaborate with Italian small and middle size enterprises.

Create match-making events and activities to give companies the chance to meet foreign counterparts whom introduce productive collaboration, technological, commercial proposals.

Promote and enhance the excellence of Italian territory, by spreading the peculiarities and the know-how also by carrying out delegations of Italian companies, abroad, or incoming mission of US companies and foreign operators directly on the territories where Italian companies operate.

Provide expertise on how to operate in the Country, through targeted training interventions to individual companies and/or professionals; or through internships in collaboration with major Italian and foreign Universities.

▪ **OUR PRINCIPLES**

In order to ensure quality services we aim to be regularly:

- competence
- clarity
- courtesy
- confidentiality
- impartiality

The performance of our services is based on:

- satisfaction
- timeliness
- transparency in procedures

▪ **QUALITY STANDARD OF SERVICES**

To ensure and implement the performance on individual services and assist better its customers, the Chamber continuously monitor them and has implemented a customer satisfaction service, with the goal of maximum customer complaints management system.

▪ **NOTE**

- ✓ the costs should be considered as reference values that cannot substitute for a specific quotation that will be provided when requesting service
- ✓ at the time of the formulation of the quote it will be provided details of any applicable legal charges related to the costs quoted
- ✓ services are provided only after acceptance of quotation and delivery of its down payment
- ✓ please note that any service not included in this Catalogue may be requested to the Chamber, which will evaluate its feasibility and conditions

TYPE OF SERVICES

1. INFORMATION SERVICES

1.a General market orientation

- Country/sector market analysis
- dossiers on regulations (customs, taxes, incentives)
- information about local exhibitions and events

1.b Information seminar / Country presentation

1.c Webinar

2. EVENTS AND COMMUNICATION

2.a Events

- gala dinner, networking events
- independent events

2.b Communication

- press conferences, media relations

3. BUSINESS CONTACT

- identifying and selecting partners/counterparts (importers, distributors, suppliers and strategic partners) with/without scheduled appointments
- organizing missions incoming-outgoing: workshop with B2B
- attending international exhibitions

4. SUPPORT AND CONSULTING SERVICES

- legal assistance (contracts, trademarks and patents, etc.), accountancy, tax, customs regulations
- interpreting / translation
- Tools related to settlement in Texas (representative offices, project office, branch office and subsidiaries owned)

- operational support at all stages of the settlement (start up, logistical assistance, personnel selection)
- service of Registered agent
- human resources training
- office space areas (temporary office)

SERVICES DESCRIPTION

1. INFORMATION SERVICES

Country/sector market analysis		
Country/sector market researches, statistical surveys to provide a useful initial guidance to assess the concrete possibility of introduction of Italian production		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ brief note of the Country's economic and financial situation ▪ demand analysis of the field of interest of the Italian company ▪ analysis of the distribution of the Italian product/type of product ▪ analysis by competition ▪ main events and local events in the industry 		
Delivery mode		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within 30 days 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ free quote ▪ service fee calculated on the basis of work days ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	10,15% discount	Junior \$180/ds Senior \$450/ds

Informative files about regulations (customs, financial, incentives)
<i>Market surveys, custom regulations and financial studies, researches looking for special incentives programs</i>

Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ general introduction research ▪ general frame of regulations (translation of regulations not included) ▪ list of Organizations competent in the interested sector 		
Delivery type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within 30 days 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ free quote ▪ service fee calculated on the basis of work days ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	10,15 % discount	Junior \$180/ds Senior \$450/ds

Information about trade shows and exhibitions
<i>Information on the most important local and international trade shows and exhibitions related to a specific sector. This service can be on 1) paid request of the trade show company which want to promote his event or on 2) request of companies interested in having more information about the event.</i>
Service content (unless otherwise agreed with the client)
1) <ul style="list-style-type: none"> ▪ target focus with the trade show organization ▪ mailing to the identified target ▪ recall and follow up 2) <ul style="list-style-type: none"> ▪ short introduction ▪ data of main trade shows and events with description-if possible- on previous editions, instructions on attendance, information about the organizers and technical instructions (total surface of the exhibition, cost of the area and of his setting up, total number of exhibitors (national and foreign), number of exhibitors and visitors of previous edition and their nationality (in case of a previous show)
Delivey type
The request should be sent to info@iacctexas.com ; +1 713 626 9303
Delivery Time

<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within the date agreed with the customer 		
Costs and payment options <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on the number of buyers selected ▪ final balance in 30 days after the invoice issuing date 	Cost CCIE MEMBER 10,15% discount	Cost NO CCIE MEMBER \$600 for each buyer

Information seminar / Country presentation in Italy and Texas		
<i>Organization of seminars and country presentation for companies and other organizations</i>		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ definition of contents with the customer ▪ selection of the speakers ▪ sponsorship searching (optional) ▪ relationship with the press ▪ invitations (<i>mailing-recall</i>) ▪ <i>event logistic planning (facility rent, materials arrangement, hostess and interpreting service, catering)</i> ▪ <i>follow up</i> 		
Delivery Type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within the date agreed with the customer 		
Costs and payment options <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on organization costs, bed and board ▪ expenses refund within 15 days after the invoice issuing date 	Cost CCIE MEMBER travel, bed and board costs refund	Cost NO CCIE MEMBER travel, bed and board costs refund

2. EVENTS AND COMMUNICATION

Gala dinner-networking events		
<i>Organization of events CCIE branded for companies and other organizations to promote networking and developing new business contacts and raise membership. It is possible to arrange the event inside other major exhibitions or in specific periods of the year (Italian or local holiday)</i>		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ definition of contents with the client ▪ selection of the speakers ▪ sponsorship searching (optional) ▪ press relations ▪ PR service ▪ invitations (<i>mailing-recall</i>) ▪ <i>event logistic planning (facility rent, materials arrangement, hostess and interpreting service, catering)</i> ▪ <i>follow up</i> 		
Attendance request		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 5 days and information about attending the gala ▪ delivery of service to the customer when agreed 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ cost per person ▪ final balance in 30 days after the invoice issuing date 	On request	On request

Independent event		
<i>Independent events will be organized to promote a sector/product/ territory</i>		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ explanation of contents with the customer ▪ identification of the type of event (exhibition, show room, tasting etc.) ▪ guest selection ▪ PR service and press relations ▪ Event logistic planning (facility rent, materials arrangement, hostess and interpreting service, catering) ▪ Shipping support and custom clearance ▪ follow up 		

Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within the date agreed with the customer 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ free quote ▪ service fee based work days ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	On request	On request

Press conference, media relations		
<i>Organization of press conference and media relations to promote a company local presence or to be aware of investments activities in the USA</i>		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ explanation of contents with the customer ▪ identification of press and media ▪ definition of a communication strategy (time, methods, instruments) ▪ press conference (contacts and invitations of the media) ▪ event logistic planning (facility rent, materials arrangement, hostess and interpreting service, catering) ▪ press release service 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within the date agreed with the customer 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ free quote ▪ service fee based on organization costs, bed and board ▪ final balance in 30 days after the invoice issuing date 	10,15% discount	Junior \$180/ds Senior \$450/ds

3. BUSINESS CONTACT

Partner selection (importers, distributors, suppliers, strategic partners) and meeting agenda		
<i>Business and strategic partner scouting to support investments, JV, technology transfers</i>		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ explanation of contents with the customer ▪ creation of a counterparts list (representatives, dealers, wholesalers/distributors) by sector ▪ list sharing with the customer and counterpart selection ▪ contact with the counterparts and creation of the meeting agenda (on request) 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ meeting agenda sent 5 days before the event ▪ service completed within the date agreed with the customer 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ free quote ▪ service fee based on meetings number and out-of-pocket cost ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	10,15% discount	\$700 for each meeting

Incoming-outgoing missions: B2B workshop		
<i>Incoming/outgoing mission and B2B meeting between the customer and counterpart to develop business relations, investments, JV, etc. a workshop can be used to engage more operators</i>		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ explanation of contents with the customer ▪ counterparts selection ▪ contacts with counterparts and pre-confirmation ▪ B2B meeting (venue selection, agenda schedule, interpreting support) ▪ workshop (venue and moderator selection, interpreting support) ▪ follow up 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ meeting agenda sent 5 days before the event 		

<ul style="list-style-type: none"> ▪ service completed within the date agreed with the customer 		
Costs and payment options <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on meetings number and out-of-pocket cost ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	Cost MEMBER CCIE 10,15% discount	Cost NO CCIE MEMBER \$700 for each meeting

Attendance/representation of Italian companies at overseas trade shows or Attendance/representation of foreign companies at Italian trade shows		
<i>Organizing, for single or group of Italian or foreign companies, the attendance to Italian or foreign fair exhibitions. Attendance at trade shows with a Chamber desk representing Italian or local companies</i>		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ selection of the exhibition with the customer (type of participation - single desk, shared desk or B2B schedule) ▪ contact with the exhibition organization and enrollment ▪ desk rental and exhibition stand, shipping and custom clearance of promotional materials, B2B meeting schedule, catalogue registration, promotional materials, interpreting support ▪ support for incoming – outgoing missions (flying tickets, transportation, accommodation, visa service) ▪ shared desk representing Italian or local companies: collection of information about the represented companies ▪ follow up 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ meeting agenda sent 5 days before the event ▪ service completed within the date agreed with the customer 		
Costs and payment options <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on organization costs, bed and board ▪ final balance in 30 days after the invoice issuing date 	Cost CCIE MEMBER 10,15% discount	Cost NO CCIE MEMBER Junior \$180/ds Senior \$450/ds

4. SUPPORT AND CONSULTING SERVICES

- legal assistance (contracts, trademarks and patents, etc.), accountancy, tax, customs assistance
- interpreting / translation
- tools related to settlement in Texas (representative offices, project office, branch office and subsidiaries)
- operational support at all stages of the settlement (start up, logistical assistance, personnel selection)
- service of Registered agent
- human resources training
- office space areas

SERVICES:		
<ul style="list-style-type: none"> - legal assistance (contracts, visa, tax system, debt collection procedures etc.) - administrative and tax assistance - custom assistance 		
SHORT DESCRIPTION: problems linked to marketing and products sales, branch opening, incorporate an American company, information about taxation in Texas. Custom information.		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ topic introduction ▪ overall information about the issue ▪ selection of local professionals 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 3 days ▪ service completed within the date agreed with the customer 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ free quote ▪ service fee based on work days and out-of-pocket expenses ▪ final balance at the meeting 	Free for members	\$100

Interpreting/translation services		
SHORT DESCRIPTION: interpreting service for business meetings, assistance for trade shows and exhibitions. Meeting assistance and interpreting. Certificate and legal documents translations. Web sites Italian-English translations.		
Service contents (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ identification of customer requirements ▪ selection of professional interpreters ▪ translation activity and notarization 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 1 day ▪ a quote sent to the customer within 2 days ▪ service completed within the date agreed with the customer 		
Costs and payment options	Cost CCIE MEMBER	Cost NO CCIE MEMBER
<ul style="list-style-type: none"> ▪ free quote ▪ service fee based on work days and number of pages translated ▪ down payment of 30% upon acceptance of the quote if higher than \$300 ▪ final balance at the delivery 	10,15 % discount on interpreting service 20% discount on translations	Interpreting \$180/ds \$450/ds translations \$50 each page

SERVICE: Operational support at all stages of the settlement (start up, logistical assistance, personnel selection)
SHORT DESCRIPTION: companies' support during first settlement in the Texas market
Service content (unless otherwise agreed with the client)
<ul style="list-style-type: none"> ▪ identification of contents with the customer ▪ different steps to settle in Texas ▪ Selection of professionals

<ul style="list-style-type: none"> ▪ Technical activities coordination ▪ Human resource scouting ▪ relations with governmental organizations 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within the date agreed with the customer 		
Costs and payment options <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on work days and out-of-pocket expenses ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	Cost CCIE MEMBER 10,15 % discount	Cost NO CCIE MEMBER Junior \$180/ds Senior \$450/ds

SERVICE: tools related to the settlement in Texas (representative offices, project office, branch office and subsidiaries)		
SHORT DESCRIPTION: office opening assistance, representation offices, branches		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ identification of contents with the customer ▪ different steps to settle in Texas ▪ location selection ▪ market cost analysis, timing, logistic ▪ selection of professionals ▪ Technical activities coordination 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within the date agreed with the customer 		
Costs and payment options <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on work days and out-of-pocket 	Cost CCIE MEMBER	Cost NO CCIE MEMBER Junior \$180/ds

expenses <ul style="list-style-type: none"> ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	10,15 discount	%	Senior \$450/ds
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SERVICE: Registered agent		
SHORT DESCRIPTION: collection of communication from IRS for an incorporated company		
Service content (unless otherwise agreed with the client)		
<ul style="list-style-type: none"> ▪ coordination with law firms for registered agent service activation ▪ reception and forwarding service (mail or email) of all notices received 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
<ul style="list-style-type: none"> ▪ a feedback within 1 day ▪ a quote sent to the customer within 2 days ▪ service completed within the date agreed with the customer 		
Costs and payment options	Cost CCIE MEMBER \$500 Una tantum	Cost NO CCIE MEMBER Service not available
<ul style="list-style-type: none"> ▪ free quote ▪ final balance upon acceptance of the quote 		

Service: training		
SHORT DESCRIPTION: 1. specialized training for companies or professionals; 2. internships in cooperation with Italian and foreign universities.		
Service content (unless otherwise agreed with the client)		
<ol style="list-style-type: none"> 1. <ul style="list-style-type: none"> ▪ identification of contents of the training activity ▪ organization of a training event ▪ speakers and participants selection ▪ follow up 2. <ul style="list-style-type: none"> ▪ agreements with Italian and American universities ▪ internship selection ▪ training program management ▪ training on the job 		
Attendance type		
The request should be sent to info@iacctexas.com ; +1 713 626 9303		
Delivery Time		
1.		

<ul style="list-style-type: none"> ▪ a feedback within 2 days ▪ a quote sent to the customer within 5 days ▪ service completed within the date agreed with the customer <p>2.</p> <ul style="list-style-type: none"> ▪ feedback within 5 days ▪ telephone interview and Curriculum review within 15 days ▪ service completed within the date agreed with the intern 		
<p>Costs and payment options</p> <p>1.</p> <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on work days and out-of-pocket expenses ▪ down payment of 30% upon acceptance of the quote ▪ final balance in 30 days after the invoice issuing date 	<p>Cost CCIE MEMBER</p> <p>10,15 % discount</p>	<p>Cost NO CCIE MEMBER</p> <p>Junior \$180/ds Senior \$450/ds</p>

<p>SERVICE: office space areas (temporary office)</p>		
<p>SHORT DESCRIPTION: work places, open spaces or private offices, conference room, switchboard service, mail management, internet connection, shared use of office devices (printers, fax ,phones)</p>		
<p>Service content (unless otherwise agreed with the client)</p> <ul style="list-style-type: none"> ▪ identification of customer requirements ▪ selection of office areas and services needed ▪ contract 		
<p>Attendance type</p> <p>The request should be sent to info@iacctexas.com ; +1 713 626 9303</p>		
<p>Delivery Time</p> <ul style="list-style-type: none"> ▪ a feedback within 5 days ▪ a quote sent to the customer within 15 days ▪ service completed within the date agreed with the customer 		
<p>Costs and payment options</p> <ul style="list-style-type: none"> ▪ free quote ▪ service fee based on square footage and services requested ▪ 3 months deposit upon acceptance of the quote ▪ final balance the first day of each month 	<p>Cost CCIE MEMBER</p> <p>From \$650 to \$800</p>	<p>Cost NO CCIE MEMBER</p> <p>Service not available</p>