

How can I find the data regarding my product?

Enter the name or the code of the product into the search prompt and then select the product from the relevant options available.

What do the numbers mean under the product name and how do they relate to my product?

The products in the system are identified in such a way that each product is assigned codes; the system then receives data from various statistical accounting systems. When selecting a product for reference, the name of the statistical classifier and the product code in each classifier are displayed: this allows you to track the source of the data and which data to verify to ensure that the data is accurately represented in the system.

What is an HS code and why do I need to select a product using this code?

Products in the system are identified using an HS (Harmonized system) classifier, which is an international commodity classificatory developed by The World Customs Organization (WCO). The system covers about 5,000 commodity groups, each identified by a six-digit code. Within this classificatory, all commodities are classified into groups, which are then detailed up to product level; each group has a unique code assigned, called 'HS Code'. More than 179 countries use that system. All the countries using this system collect and process international trade data in this product classification system; this data can then be compiled and used to analyse global markets. The products in the system are defined according to the HS 2012 6-digit code, to guarantee data compatibility and statistical series integrity. In addition, more general 4-digit code products are also considered in some cases.

How can I find my product if I don't know the correct HS code or any other classifier codes?

The product search function allows you to search not only by HS code, but also by product name together with various codes.

Are there any products in the database that are not in the list of HS codes?

There are some products in the database that use a combination of several HS codes and there are also complex products, which consist of several product types – these products are not in the official list of UN HS codes.

How can I open and process the downloaded data?

The data is downloaded in CSV (comma separated text) format. This is a text document format that can be edited in any text editor and even in Notepad. This format can also be imported into a table editor (e.g. MS Excel) or a data analysis package (e.g. IBM SPSS).

How can I obtain a finished report on my product?

Click .DOCX or .XLSX in the 'Report Writing' tab, under the left-hand contents menu and then wait until the server generates the report file or a data spreadsheet; the download then begins.

How can I load custom data into the system and then obtain a report?

The system accepts custom data via uploading a file according to a strictly defined format.

Download the completed Excel file for the selected product by clicking on the .XLSX button in the first line to generate a template.

1. Change the values in the tables in the template file. The template should not contain any unnecessary fields, values, or formulas.
2. After making the required changes, save the file under the same name, as the system uses the file name as parameters. For example, in «0803_0_2007_2017.xlsx», «0803» refers to the product HS code, «0» is the region code, and «2007» and «2017», respectively, represent the beginning and the conclusion of the survey analysis process. Remember not to change the file name!
3. Then click on «.XLSX» in the second line, select the file that then comes up and wait while the system generates the report.

What is normalized data?

Raw data regarding the key indicators for global production and trade, obtained from primary sources, often contains many omissions, inaccuracies and anomalous values. The IB AI platform searches for anomalous values and restores omissions using various sources; it also recalculates indicator values against related factors to obtain the most reliable results. Please refer to the [Metadata and Definitions section for further information](#).

Some data regarding my product fails to match the official statistics; how can this discrepancy be explained?

The possible discrepancy between our 'cleaned' data and the official statistics can be explained by the fact that the system undergoes the process of data normalization to eliminate omissions and inaccurate values. Please also see the comments regarding 'normalized data'.

In the 'Report Writing' tab, the name of my product is incorrect. How can I fix this?

Click on the title bar containing the name of the product and insert the correct name (in the singular) with a capital letter.

I found a mistake in the text or in the uploaded report. How can I correct this?

Contact customer support via the chat box in the lower right-hand corner of the screen. Our experts will try to correct the mistake as quickly as possible.

I think that the graph or figure data is implausible or anomalous. How can I check it?

Use the Download Data section, where data on different indicators, countries and products can be compared. Please also contact our support via the chat function in the lower right-hand corner of the screen.

What should I do if the system does not work properly or gives an error message?

Firstly, try resetting your browser's cache by Ctrl+F5. If this fails to fix the problem, try closing the browser and logging in again. If this doesn't work, please contact our support via the chat at the lower right-hand corner of the screen.