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## West Fargo's Northern Documents Finds NAFTA Export Success

Since 1996, Northern Documents has been manufacturing custom labels and tags for hundreds of customers from their facility in West Fargo, ND. They do business all across the nation and were recently met with a unique challenge - one of their national customers wanted to export to Canada and needed NAFTA Certificates of Origin for all finished goods and materials purchased from Northern Documents.



Northern Documents was unfamiliar with NAFTA documentation requirements, so they reached out to the Small Business Administration (SBA) for help. Al Haut from SBA in Fargo referred Northern Documents to Heather Ranck at the U.S. Commercial Service office in Fargo and both Al and Heather visited Northern Documents to get a better understanding of the company, its products and its immediate and long term export needs. During and after the meeting, Heather advised on how to fill out their Certificate of Origin, and made several calls to research technical questions with suppliers and the U.S. Census Bureau Foreign Trade Division.

After the documentation was completed and sent to the national customer, Northern Documents contacted them to ensure their satisfaction with the documentation. The representative said: "You completed the information better than most of the companies we requested this information from. It looks like you know exactly what you are doing with these certificates and they will become increasingly more important. A lot of money can be saved with this information."

Northern Documents, with the help of the U.S. Commercial Service in North Dakota, was able to utilize the benefits of NAFTA in order to provide the best possible service to their customer. "Thanks for all your very inclusive information," said Northern Documents, "and especially your patience in teaching us the way to obtain and cross-check the information."

With the support of the U.S. Commercial Service, Northern Documents completed the correct international trade documents, gained export documentation preparation skills and built confidence to consider future exporting opportunities as a way to grow their business.

For information on the U.S. Commercial Service, call (701) 239-5080, or visit [www.export.gov/northdakota](http://www.export.gov/northdakota)

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