



New Approach to Additional Services

There was a time when posts had the time and resources to do lots of things. You organized logistical support for market visits (e.g., airport pick-up and drop-off, car and driver, hotel reservations). You obtained tender documents and attended tender openings. You organized booth space for trade fairs and local market events such as seminars and conferences. But today, given the financial and human resources available to deliver TCS services, the reality is that we will be unable to meet the increase in demand if we don't stop doing everything for everybody.

That's why the New Approach to Additional Services makes your job easier. It frees up your time so you can be more proactive at gathering market intelligence and contacts in support of the six core services. Each post decides how it will handle additional services. Some posts use outside service providers, other posts hire a contractor on behalf of the client to deliver the services on a cost-shared basis. The post then places this information on its InfoExport Web page. Clients can then be easily referred to InfoExport, where they are informed of the post's approach to the delivery of non-core services.

I've just been asked to make hotel reservations for a provincial government representative. Do I do this?

The New Approach to Additional Services applies to both Canadian business clients and institutional clients/partners. This means that we refer our institutional clients/partners to qualified local service providers when requesting additional services such as setting up

individual programs of visits, making hotel reservations and recruiting for trade-related events.

One of my best clients has just informed me that he will be unable to attend a trade show being planned in my market and would like me to represent him. Can I assist this time?

It's best to advise your client that you cannot take the place of the company's representative, however, you can assist by referring him/her to an individual or company who has experience in representing companies at trade shows and events.

I have an urgent request from a Canadian company to purchase bid documents on their behalf. How should I proceed?

Under the New Approach of the Trade Commissioner Service, purchasing bid documents is an additional service. The guidelines on the Horizons intranet site explain additional services, including purchasing bid documents, in detail. You can access this information at intranet.lbp/horizons

In brief, the first option, and the one used in most circumstances, is to refer the Canadian company directly to the organization that has issued the tender where they can purchase the bid documents. The second option is to refer the Canadian company to your list of prequalified local service providers, who can purchase and courier the documents on behalf of the Canadian company for a fee.

