

and trade matters, and give information to those interested as to local trade requirements in the different countries and districts they represent.

Following are the names of Canada's commercial agents and their addresses:

J. S. Larke, The Exchange, Sydney, Australia, agent for New South Wales, Queensland and New Zealand.

D. H. Ross, P.O. Box 140, Melbourne, Australia, agent for Victoria, South Australia, Western Australia and Tasmania.

*James G. Jardine, P.O. Box 1282, Cape Town, Cape Colony, agent for South Africa.

Peter B. Ball, 16 Bennett's Hill, Birmingham, England, agent for Birmingham.

J. B. Jackson, cor. E. Parade and Greek Streets., Leeds, England, agent for Leeds and Hull.

P. B. McNamara, 94 Market Street, Manchester, England, agent for Manchester.

A. Poindron, 101 Rue Reaumur, Paris, France, agent for France.

+Alexander MacLean, Yokohama, Japan, agent for Japan.

G. Eustace Burke, Kingston, Jamaica, agent for Jamaica.

Robert Bryson, St. John, Antigua, agent for Antigua, Montserrat and Dominica.

S. L. Horsford, St. Kitts, agent for St. Kitts, Nevis and Virgin Islands.

Edgar Tripp, Port of Spain, Trinidad, agent for Trinidad and Tobago.

C. E. Sontum, Grubbedg, No. 4, Christiania, Norway, agent for Norway, Sweden and Denmark.

In addition to their other duties, the undermentioned Canadian immigration agents will answer inquiries relative to trade matters, and their services are available in furthering the interest of Canadian trade:

W. L. Griffith, Secretary, Canadian High Commissioner's Office, 17 Victoria Street, London, S. W., England.

W. T. R. Preston, 11 and 12 Charing Cross, London, W.C., England.

Harrison Watson, Curator of Canadian Section Imperial Institute, London, England.

G. H. Mitchell, Newton Chambers, 48 Cannon Street, Birmingham, England.

Alfred Jury, Old Castle Buildings, Preeson's Row, Liverpool, England.

Bruce Walker, 52 St. Enoch's Square, Glasgow, Scotland.

John Webster, 14 Westmoreland St., Dublin, Ireland.

Edward O'Kelly, 13 Queen's Square, Belfast, Ireland.

D. Treau De Cœli, Rue De Souci, Antwerp, Belgium.

H. M. Murray, Western Mail Building, Cardiff, Wales.

Paul Wiallard, 10 Rue de Rome, Paris, France.

The gentlemen whose names are here given are employed by the Dominion Government. It is included in their duties to give prompt and intelligent responses to all enquiries made of them by Canadian exporters and importers, which service is rendered without charge, nor is it necessary for any enquirer to forward his communication in other manner than by a direct address as above given. The routine of a circumlocution office is not popular or necessary in Canada.

We presume that when the Department of Trade and Commerce find that its Commercial Intelligence Bureau is lacking in a greater number of representatives, to be stationed in other trade centres, suitable appointments will be made.

* Mr. Jardine's address for some weeks will be 11 Colborne Street, Toronto, Ont.

+ Mr. MacLean's address, until further notice, will be 910 Bank Street, Ottawa, Ont.

MIND YOUR BUSINESS.

While Canadian manufacturers—many of them—and exporters make laudable efforts to build up trade with other countries, but too often (and unfortunately) the rewards for their efforts are disappointments and financial loss. It is unfortunate that such results occur, but if close examination is made it would be discovered that the causes were to be found either in the factory or the counting-house, perhaps in both.

One object that the Dominion Department of Trade and Commerce has in view in maintaining its corps of commercial agents in different countries is to keep our manufacturers and exporters advised as to the causes of failure of shipments to produce favorable returns; and this service is emphasized in the reports made by these agents.

Mr. J. S. Larke, agent at Sydney, Australia, speaking of defective invoices, defective packing, etc., says:

The complaints against Canadian exporters this month are not numerous, but they are important. The Australian branch of a Canadian firm has had to pay over six hundred dollars, besides costs in customs duties, more than it equitably should have paid, through failure to make out its invoices properly. The duty is levied on the proper price at the factory plus 10 per cent. to cover freight charges. All invoices, therefore, should be made out to give this cost, and the charge for casing, inland freight paid as additional items. In the instance referred to, this was not done, and the customs exacted duty on the price at Vancouver. There is a probability that the extra duty will be refunded when evidence of the proper value is obtained from Canada, but the mistake has entailed the loss of a good deal of time and costs of defending a prosecution for fraud.

Another was defective packing. Cast-iron stove plates were packed in sawdust. The handling on land and shaking on the sea naturally sent the sawdust to one end of the case, resulting in the breakage of the plates. This was a contributory cause which has about put an end to the Canadian gas stove trade.

In another case an agent has received very full replies to his request for information, but the firm designates a special article it wishes to have placed on the market by initial only, and sends no samples. The article is unknown here. Possible business is, therefore, delayed for another three months pending samples and further information. As the sample was inexpensive and could readily have been sent by mail, its omission was an oversight which has frequently been committed.

One of the difficulties in getting good agents to take up such lines (tobacco) is the fear that after they have gone to the expense of building up a trade their Canadian principals enter into an agreement which prevents them from shipping goods to Australia. Two such cases of especial hardship have occurred. United States firms, finding their Australian trade cut into, went to Canada and purchased the rival factories and put an end to Canadian export in these lines. Sometimes the purchase has resulted the other way, goods which once were supplied from the United States are now shipped from the Canadian branches. These movements, whatever the result of the trade of the country, give great concern to commission agents here, and many of them are requiring guarantees that their time and money spent in introducing a line shall not be wholly lost.

I have called attention to the necessity of preserving intact the territory of an agent. An agent commonly sells to a limited number of firms with the understanding that these firms only will receive the goods. The prices on this understanding are fairly maintained and the goods will continue to be ordered because there is a profit in handling them. But if, after orders have been filled by these firms for a quantity such as the market is likely to absorb, a fresh lot of goods unexpectedly appears on the market, then prices are likely to be cut and the original buyers refuse to give repeat orders, because they consider Canadian manufacturers have not kept faith with them.

A case which I am informed is of this kind is creating some disturbance here now. A Canadian firm which has secured a very high reputation for its business methods, being one of the