

# Update...

By Victoria Coffin

*The first in a series of articles to keep you informed.*

With the refocus of the TCS and the development of the "New Approach", the WIN Exports team is working hard to support you.

During the summer of 1999, those Mission WIN functions that were affected by SIGNET 2000 – namely WINFax and WordPerfect Merge – were restored, and Mission WIN was made Y2K compliant. Periodic refreshing of Canadian data at the missions has also begun.

Here, we discuss a few other pertinent WIN issues: accuracy of data, local contact management, and training on WIN Online.

## Data Quality

The team in Canada has been working hard to clean up WIN data.

Duplicate entries for over 2,000 companies and 22,000 contacts have been deleted. The data team at HQ and across Canada ensures that now, on average, company profiles are less than 12 months old.

In addition, rather than deleting client companies without explanation, we are now including the note: "Please contact Post Support Unit" if there is an issue

with an organization of which you should be aware.

## Local Contact Management

We recognize that posts have been having difficulties with the management of their local contacts, and so are committed to developing a solution tailored to the needs of our overseas trade officers.

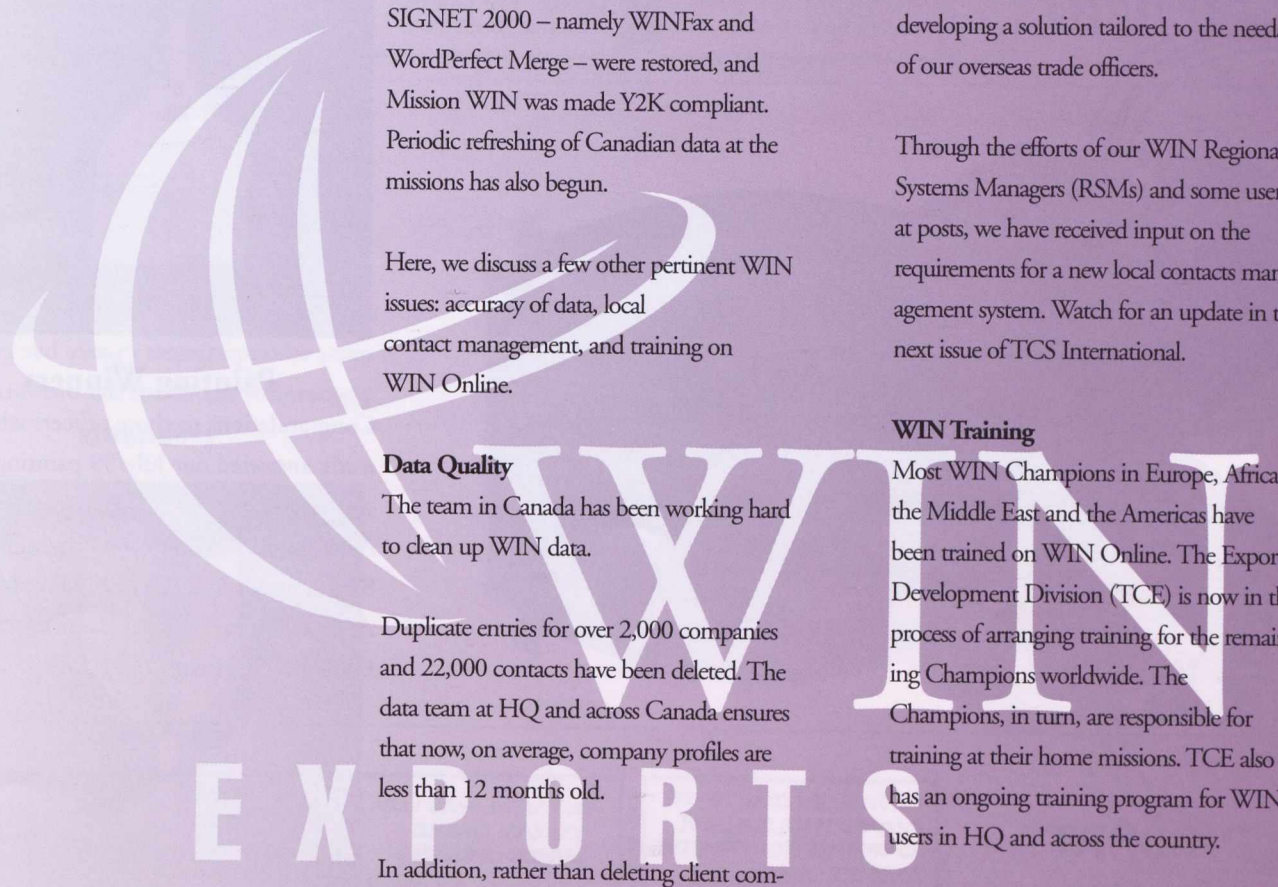
Through the efforts of our WIN Regional Systems Managers (RSMs) and some users at posts, we have received input on the requirements for a new local contacts management system. Watch for an update in the next issue of TCS International.

## WIN Training

Most WIN Champions in Europe, Africa, the Middle East and the Americas have been trained on WIN Online. The Export Development Division (TCE) is now in the process of arranging training for the remaining Champions worldwide. The Champions, in turn, are responsible for training at their home missions. TCE also has an ongoing training program for WIN users in HQ and across the country.

To keep updated, look for the latest edition of WIN Express – it's available on the Intranet and in hard copy.

See you in the next TCS International!



## The Idea Factory

Your forum for dialogue and discussion on topics related to the long-term "directions" that the Trade Commissioner Service will take. Now available on the new Directions Intranet site

<http://intranet.lbp/trade/directions/>

**Grazie**  
and Good Luck

To:  
Louise Levasseur

For:  
All of her hard work  
in TCS Marketing