

Canadian companies to be thoroughly professional and their attitude to after sales service to be excellent. Several distributors count Canadian companies among their best prospects for sales business. Only one or two distributors complained that they have experienced problems although several mentioned that Canadian companies do not always follow through with initial contacts. Distributors who have been involved with Canadian machinery spoke highly of Canadian quality and technology levels. Price does not appear to be a major problem.

- One common problem experienced by distributors who do business with Canada is the length of time that paperwork can take to reach California from Canada. One Canadian company has made it a rule to mail important correspondence over the border in the U.S. Canadians would be well advised to investigate express delivery or a courier service as a means of expediting documents.
- Orders and deliveries may be irregular. For this reason distributors suggest that regular trucking services offer the best means of bringing machines to California. One or two distributors utilize consolidating or other specialist freighting services. We were advised that freight costs are not considered a serious problem for specialized machines but may affect low priced general purpose machines.
- Distributors have traditionally expected machines to be invoiced to their clients or themselves F.O.B., the suppliers' plant. Most distributors arrange for machines to be invoiced direct to the purchaser. There could be good reason to consider changing this policy. The matter is discussed in a later section.