

- facsimiles on post letterhead and face-to-face meetings.
2. If you intervene, clearly advise your client that you cannot guarantee a favourable outcome.
 3. To better assess the situation, always get an accurate picture of the other side of the story.
 4. Use caution if more than one Canadian firm could be affected by the outcome or by the intervention itself.
 5. Do not intervene if the client asks you to act as his or her sales agent, collection agent or lawyer.
 6. Contact your geographic division or the Post Support Unit for advice and support as needed.
 7. Canadian firms often notify trade officers about market access irritants they may be encountering. These irritants should be reported to the Tariffs and Market Access Division (EAT). To facilitate impact assessment and to develop trade-policy related negotiation strategies, EAT has set up Trade and Investment Barriers Database for you to report these irritants. The database requires registration. Once registered, the system will send you a username, password and instructions within 24 hours. Please advise EAT, by sending a note to their divisional email, that you have entered data in the system.

Average time you should spend:

Depends on the expected benefits for the company and for Canada, the urgency of the case and your potential contribution to the likelihood of a positive result.