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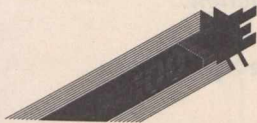
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HELP!

Trade Commissioner is for everyone in the Trade Commissioner Service. To help us reinforce that point, we would like you to help us rename the newsletter. Please forward your suggestions to TOO. Editor



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Trade Commissioner, published quarterly by Trade Development Operations (TOO), is an informal newsletter intended to facilitate discussion of matters of common interest and concern among members of the Trade Commissioner Service. Please forward your comments to TOO via E-Mail, telex or facsimile at (613) 996-8688.

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INFOCENTRE AND ELECTRONIC INFORMATION

By Lewis Coughlin

The InfoCentre, previously InfoExport, has been in the information business for years now, serving the public as the Department's public information resource centre. Clients contact the InfoCentre to receive export counselling, trade and foreign-policy related information and publications, referrals, and to receive general information concerning the Department (DFAIT). Members of the public may submit their enquiries through a 1-800* line, by mail/fax, and in person.

In an effort to make information instantly available 24-hours-a-day, 7-days-a-week, the InfoCentre recently launched a departmental faxback system known as FaxLink. This new service allows clients to obtain information automatically by fax. Clients must call from a fax machine and interact with the system through the

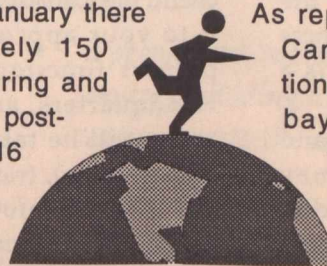
touch-tone keypad on their fax machine. The system will prompt the user for the numbers of one or more documents that he or she may wish to obtain. The selected documents will be faxed to the client at the end of the session. This information service is free; however, long-distance charges apply if calling from outside the Ottawa-Hull region.

To enable FaxLink users to select documents and sub-menus, a master index to the document bank is available from the system. Clients may select the master index on their first call, and after reviewing the index to determine which documents may be of interest to them, they then call back and select the appropriate documents. The entire process takes minutes to execute.

Continued on page 2

Postings: Another busy year!

SPT advises that since January there have been approximately 150 movements. Over the spring and summer, 86 officers were posted, 64 from Canada and 16 were crossposted. Seven officers were seconded in to fill specialist positions.



As reported in *Panorama*, new Canada-based trade positions were approved for Bombay, Beijing, Hong Kong (Guangzhou), Santiago, and Lima.

Hope you are enjoying your new assignments!

Dept. of External Affairs
Min. des Affaires extérieures

OCT 24 1994

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