

DOCS  
CA1  
EA163  
T71  
EXF  
v. 5  
July  
1998

# TCS INTERNATIONAL

*TCS International* is a quarterly newsletter for members of the Trade Commissioner Service (TCS). Its purpose is to facilitate discussion of matters of common interest and concern among members. Please send your contributions and comments to the TCS divisional e-mailbox, or facsimile at (613) 996-1225. The newsletter is also available on the Intranet at <http://folio.lbp/tcs-sdc/tcs.htm>.

Volume 5, No. 3

July  
98

## Table of Contents:

A Message from  
the Editor-in-Chief.....2  
**CONTEST**.....3  
A Must for Every Desktop .....3  
Trade Commissioner/Canada  
Business Service Centre .....4

Best Practice – Snapshot.....5  
A Look at the Competition....8  
Year 2000 Computer  
System Failures.....9  
Messages from the  
Chief Trade Commissioner..10  
Some Best Practices  
from Hong Kong .....11  
Literature Review .....13  
Canada Business  
Service Centres .....14  
Dilbert!.....14

## Trade Officers Speak Out at Globe '98

*TCS International* spoke to Trade Officers who attended Globe '98 in Vancouver this past March. Here are some of their comments on various issues.

*"With reduced resources, Ottawa can support us in the field with concrete back-up like taking care of letters that get sent to all posts, or advising us where to refer companies in Canada for domestic services."*

John Rodney, Ankara

*"I always use WIN to find Canadian contacts for Mexican inquiries, but I find it difficult to assess if this or that company fits my needs, even by reading the profile...attending trade shows like Globe '98 is extremely helpful for me. Not only do I meet companies face to face, but I bring their literature back to my office and now have quite an extensive library."*

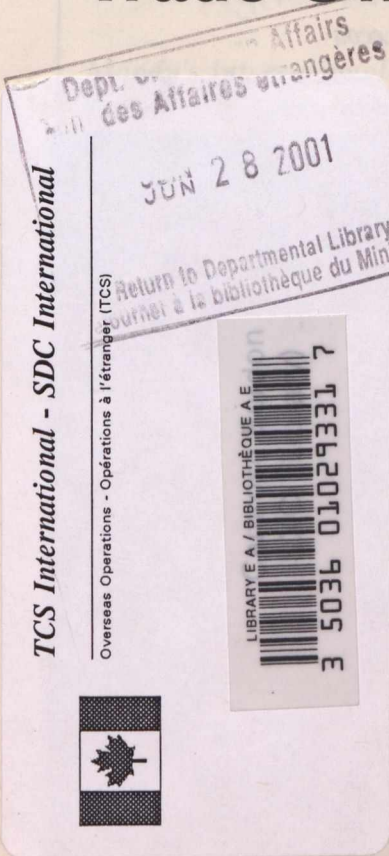
Verónica Fernández, Monterrey

*"At a show like Globe, I know what Thailand is looking for so I can get to the point quickly. I am here with five delegates from the Thai private sector; they are very active and are good potential buyers. This morning, one of them met with an officer from the Canadian Commercial Corporation (CCC). The CCC sent the inquiry back to Ottawa already. The networking is certainly working."*

Viyada Vanichrojanarat, Bangkok

*"In my opinion, the most significant initiative planned under the PMI is to provide a mechanism whereby posts can easily and rightfully refer non-export-ready companies back to headquarters. Now, we spend a considerable amount of time deal-*

CONTINUED ON PAGE 12



TCS International - SDC International

Overseas Operations - Opérations à l'étranger (TCS)



Let us know what you think of the new look of **TCS International!**