



Last updated: December 1st, 1998

What's New

Our Role

Client Management

Client Policies

Services to businesses

Services to Partners

Additional Services

Post Support: People

Post Support: Tools

Discussion

Français

Services to businesses - Troubleshooting

➤ [Standard letters](#)

➤ [Cases](#)

What it is:

- Assistance in response to a request from a Canadian company.
- Clients typically seek help with:
 - [market access](#)
 - unfair business treatment
 - insurance coverage and claims
 - customs clearance
 - contract bidding
 - shipping
 - disputes with agents
 - storage and warehousing
 - overdue accounts receivable.

What it is not:

- Involvement in private disputes
- Acting as a customs broker, sales agent, collection agent or lawyer.

Troubleshooting is the help you provide when a client contacts you with an urgent business or market access problem. Do not enter into private disputes or act as customs brokers, sales agents, collection agents or lawyers. Use the related [standard letter](#) and see the [related case](#).

What you need from the client:

- The facts about the case before you intervene. If you refer the client to a third party, it is the client's responsibility to make his or her own arrangements.
- Up-to-date communications about the client's activities, so you can provide better help on an ongoing basis.

What the client needs from you:

- A willingness to provide help, even if it is only to refer the matter to a third party in a timely manner.
- A clear indication that the post uses discretion, shows no favouritism and demonstrates client confidentiality in all its dealings.

Guidelines:

1. If you intervene, possible measures include telephone calls, letters or