



Last updated: December 1st, 1998

## Policies - Global Enquiries

- ▶ [Standard letters](#)
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**Deal only with capable Canadian companies that have already done some research and selected a few target markets.**

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### Questions and Answers:

**Q.** Should I respond to a global enquiry sent to all posts?

**A.** No. When the request clearly shows that many other posts were approached, immediately send the information to the Post Support Unit at the Trade Commissioner Service, Overseas Operations Division, in Ottawa. The Post Support Unit will contact the company directly and respond on behalf of the Department of Foreign Affairs and International Trade ([see related case](#)).

**Q.** Should I respond if I feel it could lead to results?

**A.** Yes. But only if you feel the enquiry could lead to substantial economic benefits for Canada and the company can deliver results.

**Q.** What should I do if the enquiry looks like a global enquiry (i.e., by its generic salutation and/or lack of specific mention of my market) but I have no proof?

**A.** First, check to see if the Post Support Unit has already responded to the enquiry by searching in the WIN Client Management System and on our Intranet site. If you discover that the client has already received a response from the Post Support Unit, you do not need to prepare a response. In all other cases, you should respond to the enquirer, at least to acknowledge receipt of their communication and to refer them to both an attached list of services offered by the Trade Commissioner Service and the post's Web site (use the related [standard letter](#) and see the [related case](#)). Inform the Post Support Unit in all cases so that a co-ordinated response can be prepared if and when needed.

**Q.** What should I do with global enquiries originating from International Trade Centres, headquarters Trade Branch, other government departments, provincial governments, and so on.

**A.** Do not respond to these enquiries. Inform the Post Support Unit immediately.

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