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TRADE Commissioner SERVICE

i n t e r n a t i o n a l

October 1999

*The quarterly
newsletter for
employees
of the Trade
Commissioner
Service.*

Our e-services on the Web

Did you know you are in the e-service business? Every time you receive and reply to e-mail you are providing a type of e-service to our clients. But often e-mail requests are vague and unstructured and can be difficult to reply to.

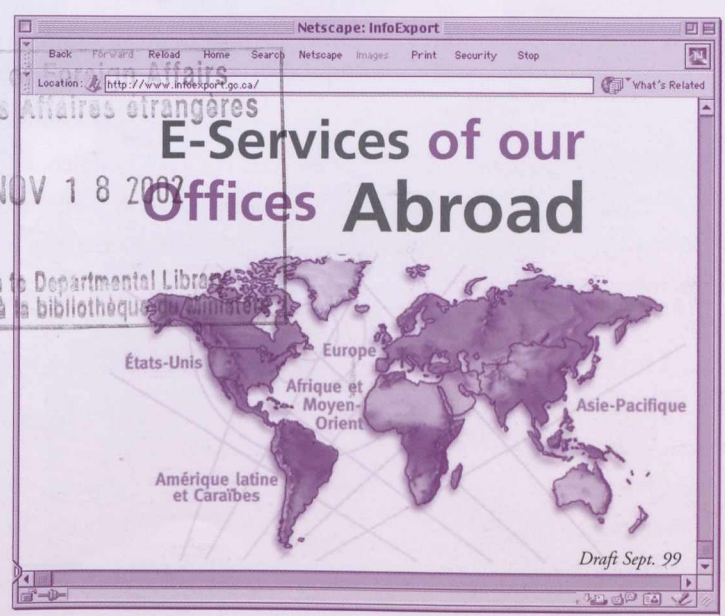
We are definitely moving towards the e-services business.

The Canadian Trade Commissioner Service is online at www.infoexport.gc.ca for Canadian business clients.

**And you thought the fax
revolutionised the way
we did business?**

This is why on October 15, the TCS presence on the Web will be better organised to manage client needs and expectations. Plus, it will reinforce what information clients' e-mail requests should include.

A recent study by the Canadian Federation of Independent Business (1999) tells us that 61% of Canadian business already have access to the Internet.



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Horizons

TCS INTERNATIONAL
Now Available Online
under What's New
<http://intranet.lbp/horizons>