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## What's New?

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What's New

Our Role

Client Management

Client Policies

Services to businesses

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Additional Services

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### New Guideline:

**All requests for foreign Customs Duties received by Posts should now be directed to the Tariffs and Market Access Division**

### News on Mission Agreement and Services to Partners:

**Have a look at the draft Trade Mission Agreement and at the Proposed List of Services to Partners. We welcome your comments.**

Welcome to Horizons, the Web site that offers Post Support on line ! The Trade Commissioner Service is changing. But how? What services do all posts now have to offer? How have we redefined our clients? And what's the best way to implement this new approach to helping businesses? Horizons was designed to help you deliver the quality services that our clients expect from us.

#### 1. Guidelines:

The latest guidelines and policies issued under the Performance Measurement Initiative are posted on Horizons. These guidelines and policies define:

- Our clients: Who has access to our services and who should be referred to other organizations?
- Our services to businesses: What are the six core services offered by all posts, and how can we make sure we are delivering them effectively?
- Our additional services: What are the additional services, and under what conditions are they offered?

#### 2. Resources:

Horizons gives a clear description of the resources in Canada that can help you. It explains how the following agencies operate and how they can support you:

- the Post Support Unit
- the International Business Opportunities Centre
- the Team Canada Market Research Centre
- the Tariffs and Market Access Division (EAT)
- the Canada Business Service Centres

#### 3. Tools:

Horizons also offers practical tools that you can use to implement the guidelines and policies, including:

- standard letters for replies to different types of requests, such as those addressed to several posts at once, unclear requests, incomplete