Industry Canada   Industrie Canada

Technology Networking for Retailers and Wholesalers

SERVICE INDUSTRIES

Canada

Technology Networking
for
Retailers and Wholesalers

Distribution Services Directorate
Distribution and Construction Industries Branch
Industry Canada
March 1994

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INTRODUCTION

This publication is designed to provide a network of information sources on technology for retailers and wholesalers. Associations, trade shows, conferences and publications covering such topics as bar coding, electronic data interchange and satellite communications have been included.

This publication was prepared with information from many sources. Every effort has been made to ensure the accuracy of the information contained herein as of March 1994. Because changes may be made at any time without notice, Industry Canada is not responsible for any errors. Suggestions for future editions of this publication will be most appreciated.

For additional copies in English or French, contact the nearest Canada Business Service Centre. Should you require further assistance or wish to make comments, please contact:

    Distribution Services Directorate
    Distribution and Construction Industries Branch
    Industry Canada
    235 Queen Street
    OTTAWA, Ont.
    K1A 0H5
    Tel.: (613) 954-2954
    Fax: (613) 952-9054

I. AUTOMATIC IDENTIFICATION AND BAR CODING

Bar Code Quarterly

Bar Code Quarterly is published four times a year as a supplement to *Materials Management & Distribution* magazine. It contains information on new products, company case histories, surveys, upcoming events as well as an annual directory of automatic I.D. equipment and suppliers. *Materials Management & Distribution* is also a source of insight into automatic I.D. applications, computer and materials handling equipment at the firm level as well as within individual industries such as warehousing. A "Calendar of Events" provides information on upcoming seminars, conferences and trade shows in Canada and the United States.

Contact:
Materials Management & Distribution
  Magazine
777 Bay Street
TORONTO, Ont.
M5W 1A7
Tel.: (416) 596-5000
Fax: (416) 596-5554

Product Code Council of Canada

The Product Code Council of Canada conducts educational seminars on bar coding and administers the use of the universal product code (UPC) — the scanner-readable bar code that identifies a consumer package. An application to obtain a UPC identification number can be obtained from the council along with a copy of the *Universal Product Code Guidelines* and the *Universal Product Code Symbol Specification*. Also available are the *Universal Product Code Location Guidelines Manual* and the *U.P.S. Shipping Container Code and Symbol Specification Manual* which describes how the UPC system is used on shipping containers. The latter is also applicable to container assortments of industrial/business products as well as consumer goods.

Contact:
Product Code Council of Canada
Suite 301
885 Don Mills Road
DON MILLS, Ont.
M3C 1V9
Tel.: (416) 510-8024
Fax: (416) 510-8043

Scan-Tech

This annual event is held in a different U.S. city each year. It features seminars and exhibitors for firms interested in implementing automatic identification technologies critical to retailing, distribution and warehousing. Some of the identification technologies covered include bar coding, optical character recognition, radio frequency identification and data communication, magnetic stripe, voice technologies, machine vision, smart cards and electronic data interchange (EDI).

Contact:

Reed Exhibition Companies
999 Summer Street
STAMFORD, Connecticut
U.S.A. 06905
Tel.: (203) 352-8326
Fax: (203) 964-0176

II. COMPUTERS AND SOFTWARE

Canadian Computer Show & Conference

The annual Canadian Computer Show & Conference features the latest in computer products and services and presentations focusing on business applications.

Contact:
Industrial Trade & Consumer Shows, Inc.
20 Butterick Road
TORONTO, Ont.
M8W 3Z8
Tel.: (416) 252-7791
Fax: (416) 252-9848

I.T. Magazine

I.T. Magazine publishes an annual buyers guide as a supplement which features suppliers of computer hardware, software, supplies, services and education; associations serving the computer and data processing community; and a calendar of major computer shows and events in Canada and the United States.

Contact:
I.T. Magazine
777 Bay Street
TORONTO, Ont.
M5W 1A7
Tel.: (416) 596-5981
Fax: (416) 946-9529

Plesman Publications Ltd.

Plesman Publications Ltd. produces a number of newspapers and magazines on information technology which feature articles on specific technologies, upcoming events, trade shows and conferences as well as occasional articles on applications in the retail industry. The publications include:

Computer Dealer News
• the newspaper for Canadian computer resellers

Computing Canada
• the newspaper for information technology management

Direction informatique
• the only French-language newspaper for information technology (IT) professionals/resellers

SI Business
• the magazine for Canadian system integrators and value-added resellers (VARs).

Contact:
Plesman Publications Ltd.
4th Floor, 2005 Sheppard Avenue East
WILLOWDALE, Ont.
M2J 5B1
Tel.: (416) 497-9562
Fax: (416) 497-9427

Software Solutions Show and Conference

The annual Software Solutions Show and
Conference, co-sponsored by *Materials
Management & Distribution* magazine,
features the latest in manufacturing,
distribution, transportation and logistics
software technology. The conference
includes speakers from across North
America, with presentations focusing on
software advancements.

Contact:
Software Matchmakers Inc.
P.O. Box 159, Station A
WILLOWDALE, Ont.
M2N 5S8
Tel.:   (416) 756-3221
Fax: (416) 756-2099

III. ELECTRONIC DATA INTERCHANGE

**Electronic Data Interchange Council
of Canada**

Electronic data interchange (EDI) is
the computer-to-computer exchange of
business documents (e.g. purchase orders,
invoices, bills of lading) between two or
more companies using a public standard.
It is a key element of electronic commerce
— the use of electronic tools to make you
faster, more efficient, more cost effective
and more responsive to your customers.

The council offers a wide variety of
educational and training programs on
EDI technology as well as an annual
conference, publications and manuals.
The educational and training programs
include seminars for senior executives,
introductory and implementation seminars
for managers and staff, and seminars
linking EDI to related electronic commerce
technologies such as bar coding, electronic
funds transfer, electronic mail (E-mail),
imaging and smart cards. The EDI Council
of Canada also works with other
organizations, trade associations and
colleges in offering educational programs.
A catalogue describing their seminars,
services and publications is also available.

Contact:
Electronic Data Interchange Council
of Canada
Suite 203
5401 Eglinton Avenue West
ETOBICOKE, Ont.
M9C 5K6
Tel.: (416) 621-7160
Fax: (416) 620-9175

Atlantic Regional Office
P.O. Box 962
WOLFVILLE, N.S.
B0P 1X0
Tel.: (902) 542-1113
Fax: (902) 542-1714

Western Regional Office
Suite 450
1122 Mainland Street
VANCOUVER, B.C.
V6B 5L1
Tel.: (604) 689-8220
Fax: (604) 689-0141

EDI Institute
Suite 3280
380 Saint Antoine Street West
MONTREAL, Que.
H2Y 3X7
Tel.: (514) 288-3736
Fax: (514) 288-4199

IV. LOGISTICS AND DISTRIBUTION

Canadian Association of Logistics Management

The Canadian Association of Logistics Management (CALM) is a professional association interested in the improvement of logistics management skills. The component activities of logistics include purchasing, production planning, inventory control, materials handling, warehousing, transportation, order processing and customer service.

In addition to its professional development activities, CALM seeks to recognize and communicate changes in the external environment and technology which provide opportunities for improvement in logistics productivity, and also seeks to provide a forum for exchange of ideas among logistics professionals. The association does this through a newsletter, round-table luncheons, seminars, career programs, regional chapters, book programs and education programs. They also hold an annual conference and trade show that includes suppliers of software and other technologies.

Contact:
Canadian Association of Logistics
  Management
Suite 201
610 Alden Road
MARKHAM, Ont.
L3R 9Z1
Tel.: (416) 513-7300
Fax: (416) 513-0624

Canadian Association of Warehousing and Distribution Services

The Canadian Association of Warehousing and Distribution Services represents third-party warehousing companies that provide distribution services, including storage, to commercial and industrial accounts. Technology has enabled the third-party warehouse to offer such specialized services as inventory control, bar coding, invoicing and electronic data interchange (EDI).

Contact:
Canadian Association of Warehousing
  and Distribution Services
1272 McClure Court
OSHAWA, Ont.
L1H 8H2
Tel.: (416) 436-8801
Fax: (416) 436-0991

LogisTech

This materials handling and distribution show is held annually.

Contact:
Southex Exhibitions
1450 Don Mills Road
DON MILLS, Ont.
M3B 2X7
Tel.: (416) 445-6641
Fax: (416) 442-2207

Wholesale Technology Trends

Deloitte & Touche conducted a study in
1992 of wholesaler-distributors in both
Canada and the United States. The study
focused primarily on this sector's view of
the existing state of technology and future
trends.

Contact:
Deloitte & Touche
BCE Place
Suite 1400
181 Bay Street
TORONTO, Ont.
M5J 2V1
Tel.:   (416) 601-5808
Fax: (416) 601-5700

V. RETAIL AUTOMATION

Canadian Sources

Datapro Reports on Retail Automation

Datapro Reports on Retail Automation
are designed to point out the advantages
and restrictions of retail automation
hardware and software products. An
annual subscription provides one complete
loose-leaf binder, updated bimonthly
with the latest on new systems, product
enhancements, and technical and pricing
changes.
- Feature Reports
- SKU/UPC Marking and Reading
  Equipment
- Integrated PDS Systems
- Electronic Cash Registers
- Retail Software and Services
- Credit and Payment Systems
- Specialized Retail Systems
- Vendors
- Newsletters

Contact:
McGraw-Hill Information Systems Co.
 of Canada Ltd.
270 Yorkland Boulevard
NORTH YORK, Ont.
M2J 1R8
Tel.: (416) 496-3131
Fax: (416) 496-3160

Retail Council of Canada

The Retail Council of Canada provides
a range of technology-related services
including an annual trade show featuring
suppliers of retail technology and other
services.

Contact:
Retail Council of Canada
Suite 600
210 Dundas Street West
TORONTO, Ont.
M5G 2E8
Tel.: (416) 598-4684
Fax: (416) 598-3707

Retailing in Canada

The *Retailing in Canada* textbook
describes many of the key technologies
used in retailing.

Contact:
Prentice-Hall Canada Inc.
1870 Birchmount Road
SCARBOROUGH, Ont.
M1P 2J7
Tel.: (416) 293-3621
Fax: (416) 293-5646

Western Management Consultants

Western Management Consultants
publishes an annual study of the installed
base and use of point-of-sale electronic
cash registers, and computers with cash
drawers, for large and small retailers
in Canada.

Contact:
Western Management Consultants
Suite 800
65 Queen Street West
TORONTO, Ont.
M5H 2M5
Tel.: (416) 362-6863
Fax: (416) 362-0761

American Sources

Chain Store Age Executive

Each issue of *Chain Store Age Executive* contains a major section on retail technology including new products, major reports on specific technologies, case histories, and special features such as the "Annual Survey of Retail Information Technology Expenses and Trends."

Contact:
Chain Store Age Executive
425 Park Avenue
NEW YORK, New York
U.S.A. 10022
Tel.:   (212) 756-5252
Fax: (212) 756-5270

Retail Information Systems Conference & Exhibition

The annual Retail Information Systems Conference & Exhibition is held in a different U.S. city each year. It features panel presentations by retailers and suppliers on the latest retail technology developments and implementation issues of interest to both large and small retailers. The trade show features a wide range of companies displaying information systems, hardware, software and allied technology.

Contact:
National Retail Federation
100 West 31st Street
NEW YORK, New York
U.S.A. 10001-3401
Tel.:   (212) 563-5113
Fax: (212) 594-0487

Retail Information Systems News

The *Retail Information Systems News* focuses on retail automation and features information on such items as new equipment, technology trends, company case histories, vendors, trade shows and standards. An annual directory identifying suppliers of hardware, software and services is also available.

Contact:
Retail Information Systems News
Suite 107
1 West Hanover Avenue
RANDOLPH, New Jersey
U.S.A. 07869
Tel.:   (201) 895-3300
Fax: (201) 895-7711

VI. SATELLITE COMMUNICATIONS

Canadian Satellite Users Conference and Trade Show

The Canadian Satellite Users Conference and Trade Show, held every spring in Toronto, is aimed at demonstrating the accessibility and competitiveness of satellite technology for broadcasters and telecommunications users. The conference includes topics on key technologies, applications and public policy issues, and the trade show features suppliers of satellite-based services and equipment.

Contact:
Canadian Satellite Users Association
Suite 409
1 Eva Road
ETOBICOKE, Ont.
M9C 4Z5
Tel.: (416) 620-5391
Fax: (416) 620-5392

Telesat Training Services

Telesat Training Services offers a range of consulting and other services on satellite communications, including:

Seminars
Four separate, but complementary, seminars given include:

* Introduction to Satellite Communications
* Satellite System Technical Design
* VSAT Technology and Applications
* Mobile Communications Via Satellite.

Private in-house versions of these seminars are also available.

Reference Book
Satellite Communications in Canada covers all aspects of satellite communications in Canada including detailed information on products and services available from Canadian suppliers.

Contact:
Telesat Canada
1601 Telesat Court
GLOUCESTER, Ont.
K1B 5P4
Tel.: (613) 748-8785
Fax: (613) 748-8784

VI. TRADE ASSOCIATIONS

The following Canadian trade associations are potential sources of information on technology in the retail and wholesale industries.

Automotive Industries Association
of Canada
Tel.: (613) 728-5821
Fax: (613) 728-6021

Canadian Association of Equipment
Distributors
Tel.: (613) 722-4711
Fax: (613) 722-0099

Canadian Association of Japanese
Automobile Dealers
Tel.: (416) 620-9717
Fax: (416) 620-0392

Canadian Booksellers Association
Tel.: (416) 467-7883
Fax: (416) 467-7886

Canadian Council of Grocery Distributors
Tel.: (514) 982-0267
Fax: (514) 849-3021

Canadian Electrical Distributors
Association
Tel.: (416) 831-2454
Fax: (416) 831-4919

Canadian Federation of Independent
Grocers
Tel.: (416) 449-1976
Fax: (416) 449-7188

Canadian Institute of Plumbing
and Heating
Tel.: (416) 695-0447
Fax: (416) 695-0450

Canadian Office Products Association
Tel.: (416) 239-2737
Fax: (416) 239-1553

Canadian Pharmaceutical Association
Tel.: (613) 523-7877
Fax: (613) 523-0445

Canadian Retail Hardware Association
Tel.: (905) 821-3470
Fax: (905) 821-8946

Canadian Sporting Goods Association
Tel.: (514) 393-1132
Fax: (514) 393-9513

Canadian Wholesale Drug Association
Tel.: (514) 842-8627
Fax: (514) 842-3061

Federation of Automobile Dealer
Associations of Canada
Tel.: (416) 940-4959
Fax: (416) 940-6870

Heating, Refrigerating and Air
Conditioning Institute of Canada
Tel.: (905) 602-4700
Fax: (905) 602-1197

Retail Council of Canada
Tel.: (416) 598-4684
Fax: (416) 598-3707

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