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Canada Business Service Centres (CBSCs)

Requested Federal Business Information
(BIS) Documents

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Federal BIS Documents (Programs, Regulatory Requirements, Services)

Top 100 Federal BIS Documents (Officer-Assisted Transactions)

	Department/Agency	Number of Transactions	Rank (out of 100)
Programs			
Canada Small Business Financing Program	Industry Canada	24 753	1
Sources of Financing	Industry Canada	8 284	3
Micro Business Program	Business Development Bank of Canada	7 019	4
Young Entrepreneur Financing Program	Business Development Bank of Canada	4 091	9
Ontario Community Futures	Industry Canada	2 982	11
Program for Export Market Development	Department of Foreign Affairs and International Trade	2 825	12
Community Futures Program	Western Economic Diversification Canada	2 543	15
Term Financing	Business Development Bank of Canada	2 374	17
Women's Enterprise Centre of Manitoba	Western Economic Diversification Canada	1 440	25
Self-Employment Program	Human Resources Development Canada	1 351	28
Business Development Program	Atlantic Canada Opportunities Agency	996	33
Alberta Women's Enterprise Initiative Association	Western Economic Diversification Canada	897	35
Industrial Research Assistance Program	National Research Council Canada	824	39
Assiniboine Credit Union Micro Loan Fund	Western Economic Diversification Canada	822	40
Targeted Wage Subsidy Program	Human Resources Development Canada	764	43
Community Business Development Corporations	Atlantic Canada Opportunities Agency	708	45
Seed Capital ConneXion Program for Young Entrepreneurs	Atlantic Canada Opportunities Agency	690	46
Capital City Savings Micro Loan Program	Western Economic Diversification Canada	684	47
Venture Capital	Business Development Bank of Canada	599	51
Aboriginal Business Canada	Industry Canada	522	53
Working Capital for Growth	Business Development Bank of Canada	503	56
Farm Credit Canada	Farm Credit Canada	491	58
Opportunities Fund for Persons with Disabilities	Human Resources Development Canada	490	59
Capital Access Loan Program	Non-Governmental Organizations	452	64
IDEA — SME Program	Canada Economic Development for Quebec Regions	440	65
techno.net — Term Financing to Implement E-Commerce	Business Development Bank of Canada	402	71
Federal Youth Hires Program	Canada Customs and Revenue Agency	392	73
Export Receivables Insurance	Export Development Corporation	390	74

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Table 1 (continued)

	Department/Agency	Number of Transactions	Rank (out of 100)
Grants to Artists in Media Arts	Canada Council for the Arts	377	76
Working Capital for Exporters	Business Development Bank of Canada	354	79
ON-SITE	Human Resources Development Canada	337	83
Grants — Visual Arts	Canada Council for the Arts	327	87
Venture Loans	Business Development Bank of Canada	322	88
Student Summer Job Action	Human Resources Development Canada	317	91
Western Youth Entrepreneur Program	Western Economic Diversification Canada	310	95
Grants for Sound Recording	Canada Council for the Arts	287	100
Total		71 359	

Regulatory Requirements

Goods and Services Tax and Harmonized Sales Tax	Canada Customs and Revenue Agency	14 272	2
Federal Business Incorporation — <i>Canada Business Corporations Act</i>	Industry Canada	5 382	5
Business Number	Canada Customs and Revenue Agency	4 760	6
Trade-marks	Industry Canada	2 818	13
Patents	Industry Canada	2 464	16
Export Permits	Department of Foreign Affairs and International Trade	2 090	19
Reporting of Exports	Canada Customs and Revenue Agency	1 889	20
Import Permits	Department of Foreign Affairs and International Trade	1 735	22
Labelling — Textiles	Industry Canada	1 401	26
Labelling — Non-Food	Industry Canada	1 384	27
Copyrights	Industry Canada	1 295	29
Food Labelling	Canadian Food Inspection Agency	1 282	30
Federal Not-For-Profit Incorporation — <i>Canada Corporations Act/Part II</i>	Industry Canada	1 182	31
<i>Competition Act</i> — Misleading Advertising and Deceptive Marketing Practices	Industry Canada	885	36
<i>Investment Canada Act</i>	Industry Canada	854	37
CA Number Registration and Database	Industry Canada	605	50
Information on Charities	Canada Customs and Revenue Agency	589	52
Record of Employment	Human Resources Development Canada	425	67
Tariff Treatment — Certificate of Origin — Exported Goods (NAFTA/CIFTA/CCFTA)	Canada Customs and Revenue Agency	406	69
Income Tax — Payroll Deductions	Canada Customs and Revenue Agency	398	72
Food — Regulation	Health Canada	335	84
Employment Insurance — Payroll Deductions	Canada Customs and Revenue Agency	335	85
Industrial Designs	Industry Canada	315	93
Therapeutic Products	Health Canada	311	94
Canada Pension Plan — Payroll Deductions	Canada Customs and Revenue Agency	303	98
Total		47 715	

	Department/Agency	Number of Transactions	Rank (out of 100)
Services			
Importer/Exporter Account Number	Canada Customs and Revenue Agency	4 418	7
Strategis	Industry Canada	4 393	8
Canadian Company Capabilities	Industry Canada	3 074	10
ExportSource	Team Canada Inc	2 695	14
Automated Customs Information Service	Canada Customs and Revenue Agency	2 162	18
World Information Network (WIN) for Exports	Department of Foreign Affairs and International Trade	1 886	21
InfoExport	Department of Foreign Affairs and International Trade	1 585	23
Trust Accounts Division	Canada Customs and Revenue Agency	1 481	24
Information on the Government of Canada	Communication Canada	1 164	32
Canadian Innovation Centre	Non-Governmental Organizations	949	34
Business Window	Canada Customs and Revenue Agency	830	38
Canadian Patent Database	Industry Canada	794	41
Canadian Business Map	Industry Canada	775	42
Tariffs and Market Access Information	Department of Foreign Affairs and International Trade	750	44
Requirements for Imports and Exports of Prohibited and Controlled Goods: Other Federal Government Departments	Canada Customs and Revenue Agency	632	48
Enquiries Service	Department of Foreign Affairs and International Trade	614	49
Office of the Superintendent of Bankruptcy Canada	Industry Canada	511	54
International Trade Centres	Industry Canada	507	55
Standards Council of Canada	Standards Council of Canada	497	57
<i>Investing and Doing Business in Canada</i>	Department of Foreign Affairs and International Trade	486	60
Canadian Trade-marks Database	Industry Canada	479	61
New Employer Visits	Canada Customs and Revenue Agency	467	62
Tables on Diskette (TOD) — Payroll Deductions	Canada Customs and Revenue Agency	459	63
Canada Pension Plan	Human Resources Development Canada	434	66
Trade Commissioner Service	Department of Foreign Affairs and International Trade	410	68
Agri-Food Trade Service Internet Site	Agriculture and Agri-Food Canada	403	70
<i>Guide for Canadian Small Businesses</i>	Canada Customs and Revenue Agency	381	75
Business Immigration Program	Citizenship and Immigration Canada	367	77
MERX — Electronic Tendering Service	Public Works and Government Services Canada	362	78
Canadian Technology Network — Ontario	National Research Council Canada	349	80
Agri-Food Trade Service	Agriculture and Agri-Food Canada	347	81
Trade Data Online	Industry Canada	345	82
Small Business Customs Library	Canada Customs and Revenue Agency	332	86
Take a World View... Export Your Services!	Industry Canada	321	89
E-Commerce First Step	Industry Canada	320	90

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Table 1 (continued)

	Department/Agency	Number of Transactions	Rank (out of 100)
Trade Fairs and Missions	Department of Foreign Affairs and International Trade	317	92
New Exporters to Border States (NEBS/EXTUS)	Department of Foreign Affairs and International Trade	310	96
Trade Team Alberta	Industry Canada	310	97
Franchising in Canada: Information Sources	Industry Canada	294	99
Total		37 210	

Total number of officer-assisted transactions for the top 100 federal BIS documents

156 284

Represents 81.3 percent of all officer-assisted transactions for federal BIS documents

Type of Federal BIS Document	Number of Documents	Number of Transactions	Percent
Programs	36	71 359	45
Regulatory Requirements	25	47 715	31
Services	39	37 210	24
Total	100	156 284	100

PART 1 — Federal BIS Documents (Programs, Regulatory Requirements, Services)

Table 2 — Top 100 Federal BIS Documents (Self-Serve Transactions)

	Department/Agency	Number of Transactions	Rank (out of 100)
Programs			
Canada Small Business Financing Program	Industry Canada	38 758	1
Young Entrepreneur Financing Program	Business Development Bank of Canada	14 784	2
Micro Business Program	Business Development Bank of Canada	10 702	4
Sources of Financing	Industry Canada	9 341	5
Venture Capital	Business Development Bank of Canada	7 266	8
Targeted Wage Subsidy Program	Human Resources Development Canada	5 194	10
Program for Export Market Development	Department of Foreign Affairs and International Trade	4 258	11
Technology Partnerships Canada	Industry Canada	4 104	12
Venture Loans	Business Development Bank of Canada	3 865	14
Term Financing	Business Development Bank of Canada	3 815	15
Innovation Loans	Business Development Bank of Canada	3 800	16
BDC CONNEX	Business Development Bank of Canada	3 693	17
Opportunities Fund for Persons with Disabilities	Human Resources Development Canada	3 627	19
Industrial Research Assistance Program	National Research Council Canada	3 439	20
Working Capital for Growth	Business Development Bank of Canada	3 417	21
techno.net — Term Financing to Implement E-Commerce	Business Development Bank of Canada	3 289	22
Job Creation Partnerships	Human Resources Development Canada	3 079	25
Advanced Network Applications/Services and Technologies Shared-Cost Funding Program	Industry Canada	3 049	26
Aboriginal Business Canada	Industry Canada	3 032	27
Grants to Artists in Media Arts	Canada Council for the Arts	2 934	28
Self-Employment Program	Human Resources Development Canada	2 875	29
Aboriginal Business Canada — Youth Entrepreneurship	Industry Canada	2 807	32
Partners in Promoting Summer Employment	Human Resources Development Canada	2 768	33
Summer Career Placements	Human Resources Development Canada	2 702	34
Grants — Visual Arts	Canada Council for the Arts	2 660	35
Canada Jobs Fund	Human Resources Development Canada	2 609	37
Aboriginal Business Canada — Innovation	Industry Canada	2 586	39
Business Development Program — Business Start-Ups/Expansions and Modernizations	Atlantic Canada Opportunities Agency	2 543	40
Canada Foundation for Innovation	Industry Canada	2 542	41
Access to Capital	Indian and Northern Affairs Canada, Industry Canada, Western Economic Diversification Canada	2 527	42
Global Line of Credit	Business Development Bank of Canada	2 505	43
Grants for Professional Writers	Canada Council for the Arts	2 483	44
Tourism Investment Fund	Business Development Bank of Canada	2 425	45
Student Business Loans Program	Business Development Bank of Canada	2 403	46
ON-SITE	Human Resources Development Canada	2 400	47

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Table 2 (continued)

	Department/Agency	Number of Transactions	Rank (out of 100)
Book Publishing Support — Grants	Canada Council for the Arts	2 259	53
Working Capital for Exporters	Business Development Bank of Canada	2 203	54
Student Summer Job Action	Human Resources Development Canada	2 175	58
Western Youth Entrepreneur Program	Western Economic Diversification Canada	2 115	61
Aboriginal Business Canada — Tourism Businesses	Industry Canada	2 099	63
Farm Credit Canada	Farm Credit Canada	2 073	64
National Bank/BDC Strategic Alliance	Business Development Bank of Canada	2 052	65
Credit Union Central of Canada/ BDC Strategic Alliance	Business Development Bank of Canada	2 035	66
Grants for Sound Recording	Canada Council for the Arts	2 035	67
Technology Inflow Program	Department of Foreign Affairs and International Trade	1 961	68
Industrial Cooperation Program	Canadian International Development Agency	1 936	70
Multimedia Fund	Telefilm Canada	1 886	72
IDEA — SME Program	Canada Economic Development for Quebec Regions	1 881	73
Outreach Program	Canada Council for the Arts	1 881	74
Cultural Industries Development Fund	Business Development Bank of Canada	1 873	75
Alberta Women's Enterprise Initiative Association	Western Economic Diversification Canada	1 858	76
Canada Marketing Program — Regional Tourism Marketing Initiatives Program 2001-02	Canadian Tourism Commission	1 852	77
Productivity Plus Loan	Business Development Bank of Canada	1 799	79
EcoAction — Community Funding Program	Environment Canada	1 773	81
Canada Community Investment Plan	Industry Canada	1 705	84
Young Canada Works	Canadian Heritage	1 682	86
Commercial Building Incentive Program	Natural Resources Canada	1 676	87
TD Bank/BDC Strategic Alliance	Business Development Bank of Canada	1 668	88
Aboriginal Business Canada — Trade and Market Expansion	Industry Canada	1 666	90
BDC and NORTHSTAR Trade Finance Inc.	Business Development Bank of Canada	1 621	93
<i>Farm Improvement and Marketing Cooperatives Loans Act</i>	Agriculture and Agri-Food Canada	1 613	94
Seed Capital ConneXion Program for Young Entrepreneurs	Atlantic Canada Opportunities Agency	1 598	95
Advanced Technology Innovation Fund	Industry Canada	1 589	96
Information Highway/Science and Entrepreneurship Camps 2001	Industry Canada	1 553	99
Scientific Research and Experimental Development Program	Canada Customs and Revenue Agency	1 550	100
Total Transactions		229 948	

	Department/Agency	Number of Transactions	Rank (out of 100)
Regulatory Requirements			
Business Number	Canada Customs and Revenue Agency	11 104	3
Federal Business Incorporation — <i>Canada Business Corporations Act</i>	Industry Canada	8 656	6
Goods and Services Tax and Harmonized Sales Tax	Canada Customs and Revenue Agency	8 567	7
Trade-marks	Industry Canada	5 742	9
Patents	Industry Canada	4 045	13
Industrial Designs	Industry Canada	3 669	18
Income Tax Returns: T1 General	Canada Customs and Revenue Agency	3 230	23
Copyrights	Industry Canada	3 130	24
Income Tax — Payroll Deductions	Canada Customs and Revenue Agency	2 871	30
Income Tax Returns: The T2 Corporation Income Tax Return and the T2 Short Return	Canada Customs and Revenue Agency	2 827	31
Import Permits	Department of Foreign Affairs and International Trade	2 391	49
Federal Not-For-Profit Incorporation — <i>Canada Corporations Act/Part II</i>	Industry Canada	2 281	52
Canada Pension Plan — Payroll Deductions	Canada Customs and Revenue Agency	2 149	59
Export Permits	Department of Foreign Affairs and International Trade	2 134	60
General Excise and Sales Tax	Canada Customs and Revenue Agency	1 850	78
Food — Regulation	Health Canada	1 751	82
<i>Competition Act</i> — Misleading Advertising and Deceptive Marketing Practices	Industry Canada	1 667	89
Commercial Fishing Licenses	Fisheries and Oceans Canada	1 627	92
Information on Charities	Canada Customs and Revenue Agency	1 584	97
Labour Standards in Canada	Human Resources Development Canada	1 571	98
Total		72 846	

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Table 2 (continued)

	Department/Agency	Number of Transactions	Rank (out of 100)
Services			
Importer/Exporter Account Number	Canada Customs and Revenue Agency	2 654	36
Canadian Company Capabilities	Industry Canada	2 591	38
<i>Guide for Canadian Small Businesses</i>	Canada Customs and Revenue Agency	2 396	48
Strategis	Industry Canada	2 375	50
Trade Data	Statistics Canada	2 298	51
MERX — Electronic Tendering Service	Public Works and Government Services Canada	2 195	55
Automated Fax Information Service — Corporations Directorate	Industry Canada	2 187	56
Community Access Program	Industry Canada	2 176	57
Trust Accounts Division	Canada Customs and Revenue Agency	2 114	62
Franchising in Canada: Information Sources	Industry Canada	1 954	69
Student Connection Program	Industry Canada	1 899	71
Tables on Diskette (TOD) — Payroll Deductions	Canada Customs and Revenue Agency	1 784	80
Online Federal Incorporation	Industry Canada	1 718	83
Canada Customs and Revenue Agency Forms and Publications — Internet Ordering Service	Canada Customs and Revenue Agency	1 696	85
Campus WorkLink	Industry Canada	1 654	91
Total		31 691	

Total number of self-serve transactions for the top 100 federal BIS documents

334 485

Represents 43.8 percent of all self-serve transactions for federal BIS documents

Type of Federal BIS Document	Number of Documents	Number of Transactions	Percent
Programs	65	229 948	69
Regulatory Requirements	20	72 846	22
Services	15	31 691	9
Total	100	334 485	100

PART 2 — CBSC Documents

Table 3 — Top 25 CBSC Documents (Officer-Assisted Transactions)

	Number of Transactions	Rank (out of 25)
Info-Guides		
Business Start-Up Info-Guide	40 734	1
Taxation Info-Guide	16 643	2
Employment and Training Info-Guide	9 151	4
Young Entrepreneurs Info-Guide	8 730	7
Exporting Info-Guide	5 820	10
Importing Info-Guide	2 896	13
E-Business Info-Guide	2 189	15
Aboriginal Info-Guide	1 639	18
Total	87 802	
Fact Sheets		
Legal Issues in Starting a Business	10 385	3
Guide to Market Research and Analysis	8 779	6
Lending — The Basic Criteria	7 498	8
Dealing With Your Banker and Other Lenders	6 987	9
Business Plan Guide	4 076	11
Business Plan for Small Service Firms	3 764	12
Business Plan for Retailers	2 482	14
Forms of Business Organization	1 894	16
Home-Based Business	1 851	17
Checklists for Going Into Business	1 403	19
Feasibility Checklist for Starting a Small Business	1 212	20
Points to Consider When Starting Your Own Business	1 127	21
Can You Make Money With Your Idea or Invention	909	22
Selecting Professional Services	638	24
Marketing Plan Outline	614	25
Total	53 619	

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Table 3 (continued)

	Number of Transactions	Rank (out of 25)
Services		
Interactive Business Planner	8 804	5
Online Small Business Workshop	720	23
Total	9 524	

Total number of officer-assisted transactions for the top 25 CBSC documents 150 945

Represents 93 percent of all officer-assisted transactions for CBSC documents

Type of CBSC Document	Number of Documents	Number of Transactions	Percent
Info-Guides	8	87 802	58.2
Fact Sheets	15	53 619	35.5
Services	2	9 524	6.3
Total	25	150 945	100

Note:

CBSC Documents

The CBSC network develops and maintains information products on topics of common interest to small businesses. **Info-Guides** integrate information from both federal and provincial governments and provide helpful overviews of the programs, services and regulations relating to a particular subject. In some regions, municipal and non-governmental content is also included. **Fact Sheets** are business information resource materials that cover all business sectors and provide information about starting and maintaining a business. Although Fact Sheets were originally developed by Saskatchewan Economic and Co-operative Development, the CBSC National Secretariat offers generic versions across the country. **Services** documents provide information about the key on-line interactive products developed by the CBSCs.

PART 2 — CBSC Documents

Table 4 — Top 25 CBSC Documents (Self-Serve Transactions)

	Number of Transactions	Rank (out of 25)
Info-Guides		
Business Start-Up Info-Guide	138 331	1
E-Business Info-Guide	64 531	2
Taxation Info-Guide	26 013	3
Young Entrepreneurs Info-Guide	15 175	5
Employment and Training Info-Guide	11 778	8
Importing Info-Guide	11 276	9
Exporting Info-Guide	10 584	10
Cooperatives Info-Guide	5 675	19
Aboriginal Info-Guide	5 274	20
Total	288 637	
Fact Sheets		
Legal Issues in Starting a Business	18 652	4
Guide to Market Research and Analysis	13 454	6
Lending — The Basic Criteria	13 129	7
Dealing With Your Banker and Other Lenders	10 392	11
Business Plan Guide	10 360	12
Business Plan for Small Service Firms	9 607	13
Business Plan for Retailers	6 945	15
Forms of Business Organization	6 198	16
Home-Based Business	6 165	17
Checklists for Going Into Business	5 897	18
Feasibility Checklist for Starting a Small Business	5 237	21
Points to Consider When Starting Your Own Business	5 197	22
Can You Make Money With Your Idea or Invention	5 058	23
Selecting Professional Services	4 735	24
Marketing Plan Outline	4 388	25
Total	125 414	

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Table 4 (continued)

	Number of Transactions	Rank (out of 25)
Services		
Interactive Business Planner	7 357	14
Total	7 357	

Total number of self-serve transactions for the top 25 CBSC documents 421 408

Represents 80.4 percent of all self-serve transactions for CBSC documents

Type of CBSC Document	Number of Documents	Number of Transactions	Percent
Info-Guides	9	288 637	68.5
Fact Sheets	15	125 414	29.8
Services	1	7 357	1.7
Total	25	421 408	100

Note:

CBSC Documents

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