Navigating Global E-Commerce and Customs Compliance Training Course



29 Nov - 03 Dec 2026

Amman

3800 € (Per Person)

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Course Introduction / Overview:

The rapid expansion of the digital marketplace has made cross-border e-commerce an essential engine for global growth, yet it presents a complex web of customs regulations and logistical hurdles. This course is meticulously designed to demystify the intricacies of international online trade, providing a comprehensive roadmap for navigating the global e-commerce landscape successfully. Drawing on principles from leading academic works such as "Global Logistics and Supply Chain Management" by John Mangan, this program moves beyond theory to offer actionable strategies for overcoming regulatory challenges. Participants will gain a deep understanding of the entire cross-border e-commerce lifecycle, from international market entry and tariff classification to managing duties, taxes, and the customs clearance process. At BIG BEN Training Center, we are committed to empowering professionals with the knowledge to build a robust global e-commerce strategy, ensuring seamless, compliant, and profitable international operations. This training course equips you with the critical skills needed to manage risk, optimize your supply chain, and capitalize on the immense opportunities in the global digital economy.

Target Audience / This training course is suitable for:

- E-Commerce Managers and Specialists.
- Logistics and Supply Chain Professionals.
- Import/Export Managers and Coordinators.
- Compliance Officers and Legal Advisors.
- International Sales and Business Development Managers.
- Entrepreneurs and Small Business Owners expanding globally.
- Freight Forwarders and Customs Brokers.
- Procurement and Sourcing Professionals.

Target Sectors and Industries:

- Retail and Consumer Goods.
- Manufacturing and Electronics.
- Fashion and Apparel.
- Health and Beauty Products.
- Third-Party Logistics (3PL) and Freight Forwarding.
- Software and Technology Companies.
- Government agencies involved in trade, customs, and economic development.
- Consulting firms specializing in international trade.

Target Organizations Departments:

- Logistics and Supply Chain Management.
- E-Commerce and Digital Sales.
- Legal and Compliance Departments.
- International Operations and Sales.
- Finance and Accounting.
- Procurement and Sourcing.
- Customer Service and Post-Sales Support.
- Business Strategy and Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze and interpret international trade agreements and customs regulations.
- Master the Harmonized System (HS) for accurate product classification.
- Calculate duties, taxes, and landed costs for various international markets.
- Prepare and manage essential import/export documentation for e-commerce shipments.
- Develop effective strategies for managing international logistics and last-mile delivery.
- Implement a compliant and efficient international returns management process.
- Mitigate risks associated with cross-border payments, fraud, and currency fluctuations.
- Navigate data privacy regulations like GDPR in a global e-commerce context.
- Formulate a comprehensive market entry strategy for new international territories.
- Optimize the global supply chain for cost-efficiency and customer satisfaction.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning to real-world scenarios. We employ a blended learning approach that combines expert-led presentations with hands-on workshops, collaborative group discussions, and detailed case study analyses of successful and challenging cross-border e-commerce ventures. Participants will engage in practical exercises, such as simulating the customs clearance process, calculating landed costs for specific products and destinations, and drafting an international returns policy. The course encourages active participation through Q&A sessions and peer-to-peer knowledge sharing, creating a dynamic learning environment. Our experienced instructors provide continuous feedback and guidance, helping participants to build confidence in their ability to manage complex international trade compliance issues. The focus is on developing a strategic mindset, moving beyond mere rule-following to understanding the commercial implications of customs and logistics decisions in the global e-commerce ecosystem.

Course Agenda (Course Units):

Unit One: Foundations of Cross-Border E-Commerce

- The Global E-Commerce Landscape and Key Market Trends.
- Understanding the Key Players: Sellers, Marketplaces, Carriers, and Brokers.
- Core Concepts in International Trade and Supply Chain Management.
- Direct-to-Consumer (D2C) vs. Marketplace Models in a Global Context.
- Identifying and Assessing International Market Opportunities.
- Challenges and Risks in Global E-Commerce Operations.
- Developing a Cohesive Global E-Commerce Strategy.

Unit Two: Customs Compliance and Regulatory Frameworks

- Introduction to International Customs Law and Procedures.
- Mastering the Harmonized System (HS) for Product Classification.
- Calculating Duties, Taxes (VAT/GST), and De Minimis Thresholds.
- Rules of Origin and Their Impact on Tariffs.
- Essential Import and Export Documentation for E-Commerce.
- Understanding Incoterms and Their Role in E-Commerce Shipments.
- Navigating Prohibited and Restricted Goods Regulations.

Unit Three: International Logistics and Fulfillment

- Designing a Global E-Commerce Supply Chain.
- Warehousing and Fulfillment Strategies: In-House vs. 3PL.
- Selecting International Shipping Carriers and Services.
- Managing the Last-Mile Delivery Challenge Across Borders.
- Strategies for an Efficient and Compliant International Returns Process (Reverse Logistics).
- Packaging, Labeling, and Handling Requirements for International Shipments.
- Leveraging Technology for Global Shipment Tracking and Visibility.

Unit Four: Financial, Legal, and Data Considerations

- Managing Cross-Border Payments and Payment Gateways.
- Strategies for Handling Currency Conversion and Fluctuation Risks.
- Preventing and Managing International Transaction Fraud.
- Understanding International Data Privacy Laws (e.g., GDPR, CCPA).
- Intellectual Property (IP) Protection in a Global Marketplace.
- International Consumer Rights and Protection Laws.
- Navigating Trade Sanctions and Embargoes.

Unit Five: Strategy, Optimization, and Future Trends

- Building a Seamless International Customer Experience.
- Localizing Your Website, Marketing, and Customer Support.
- Techniques for Calculating and Optimizing Total Landed Cost.
- Leveraging Data Analytics to Improve Global Operations.
- The Role of Technology: AI, Blockchain, and Automation in Trade Compliance.
- Sustainability in the Global E-Commerce Supply Chain.
- Preparing for Future Changes in Digital Trade Policies and Regulations.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How might the rise of AI and blockchain technology reshape customs compliance and trade facilitation in cross-border e-commerce within the next decade?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, strategic framework that integrates the four critical pillars of global e-commerce: customs compliance, logistics, finance, and market strategy. Unlike programs that focus narrowly on regulatory rules, this training provides a comprehensive understanding of how these elements interconnect to drive success or failure in international markets. We move beyond theoretical knowledge by immersing participants in real-world case studies and practical simulations, forcing them to grapple with the complex trade-offs between cost, speed, and compliance that define global operations. The curriculum is uniquely structured to build strategic decision-making capabilities, teaching participants not just what the regulations are, but how to build a resilient and competitive e-commerce ecosystem around them. It emphasizes the commercial implications of customs procedures and supply chain design, empowering attendees to contribute directly to their organization's profitability and sustainable global growth. The focus is on cultivating a proactive, risk-aware mindset, essential for navigating the volatile and ever-evolving landscape of international digital trade.