Import-Export Operations and Customs Clearance Training Course



07 - 11 Dec 2026

Vienna

5800 € (Per Person)

Ref: #PSC4190_32976

Course Introduction / Overview:

Navigating the complex world of international trade requires a deep understanding of customs procedures and meticulous documentation. This course provides a comprehensive A to Z guide on mastering import-export operations and ensuring seamless customs clearance. In today's globalized economy, delays, fines, and shipment seizures are often the result of minor errors in paperwork or a misunderstanding of regulatory requirements. This program is designed to transform participants into proficient trade professionals capable of managing the entire logistics cycle with confidence and precision. As highlighted by international trade expert Dr. David Widdowson in his works, such as "A Short Guide to Customs Risk", effective compliance is not just about following rules but about strategic risk management. BIG BEN Training Center has developed this curriculum to bridge the gap between theoretical knowledge and practical application, focusing on real-world scenarios, tariff classification, and the correct application of Incoterms. Participants will gain the skills to optimize their supply chain, reduce operational costs, and ensure their organization's activities are fully compliant with international and national trade laws, turning a complex process into a competitive advantage.

Target Audience / This training course is suitable for:

- Import and Export Managers.
- Logistics and Supply Chain Professionals.
- Customs Clearance Agents and Brokers.
- Freight Forwarding Specialists.
- Procurement and Purchasing Officers.
- Shipping Coordinators.
- Compliance Managers and Officers.
- International Sales and Marketing Staff.
- Warehouse and Distribution Supervisors.
- Finance professionals involved in trade finance.
- Entrepreneurs and business owners engaged in international trade.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Retail and E-commerce.
- Wholesale and Distribution.
- Logistics and Freight Forwarding.
- Automotive and Aerospace.
- Pharmaceuticals and Healthcare.
- Technology and Electronics.
- Agriculture and Food Products.
- Oil and Gas.
- Governmental bodies, including customs authorities and trade ministries.

Target Organizations Departments:

- Logistics and Supply Chain Management.
- Procurement and Purchasing.
- Import/Export Operations.
- Finance and Accounting.
- Legal and Compliance.
- International Sales and Business Development.
- Warehouse and Distribution.
- Operations Management.

Course Offerings:

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

- Master the end-to-end customs clearance process for both imports and exports.
- Accurately prepare and manage all essential trade documents, including commercial invoices and bills of lading.
- Correctly classify goods using the Harmonized System (HS) codes to determine duties and taxes.
- Understand and apply the latest Incoterms 2020 rules to define responsibilities and mitigate risks.
- Navigate customs valuation methods and calculate duties and taxes with precision.
- Develop strategies for ensuring full compliance with international trade regulations.
- Manage trade finance instruments like Letters of Credit effectively.
- Implement best practices for risk management in the supply chain.
- Prepare for and confidently handle customs audits and inspections.
- Leverage Free Trade Agreements to reduce costs and enhance market access.

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 in the workplace. We move beyond traditional lectures to foster an environment of active participation and collaborative problem-solving. The course heavily relies on real-world case studies that reflect current challenges in customs clearance and international logistics. Participants will work in teams on practical workshops, such as completing a full set of import-export documentation for a complex shipment and performing tariff classification exercises. Interactive sessions, group discussions, and Q&A segments with our expert instructors provide a platform for clarifying doubts and sharing experiences. The program emphasizes experiential learning, where participants analyze scenarios, identify potential compliance issues, and develop strategic solutions. Continuous feedback is provided throughout the training to reinforce key concepts and ensure a thorough understanding of customs procedures and documentation best practices, making the learning experience both effective and memorable.

Course Agenda (Course Units):

Unit One: Fundamentals of International Trade and Customs

- Introduction to Global Trade and Supply Chain Management.
- The Role of Customs Authorities and Other Government Agencies.
- Key Terminology in Import, Export, and Freight.
- Understanding the Legal Framework of International Trade.
- Introduction to the World Customs Organization (WCO).
- The Roles and Responsibilities of Exporters, Importers, and Freight Forwarders.
- Navigating International Trade Agreements and Blocs.

Unit Two: Mastering Import and Export Documentation

- The Commercial Invoice and Pro-Forma Invoice.
- Creating an Accurate Packing List.
- Understanding the Bill of Lading (Ocean) and Air Waybill (Air).
- The Certificate of Origin and Its Importance.
- Specialized Documents: Inspection Certificates and Insurance Policies.
- Managing Electronic Documentation and Digital Trade Platforms.
- Common Documentation Errors and How to Avoid Them.

Unit Three: Tariff Classification, Customs Valuation, and Duties

- Introduction to the Harmonized System (HS) of Tariff Nomenclature.
- Practical Steps for Accurate HS Code Classification.
- General Rules for the Interpretation (GRIs) of the Harmonized System.
- Methods of Customs Valuation (GATT Valuation Agreement).
- Calculating Customs Duties, Taxes, and Other Fees.
- Understanding Preferential and Non-Preferential Rules of Origin.
- Dispute Resolution and Appealing Customs Decisions.

Unit Four: Incoterms, Trade Finance, and Risk Management

- A Detailed Guide to Incoterms 2020 Rules.
- Selecting the Right Incoterm for Your Shipment.
- Introduction to Trade Finance Methods.
- Understanding Letters of Credit (L/C) and UCP 600.
- Cargo Insurance and Managing Transit Risks.
- Identifying and Mitigating Compliance Risks in the Supply Chain.
- Developing a Proactive Trade Compliance Strategy.

Unit Five: Advanced Customs Procedures and Compliance

- Special Customs Procedures: Warehousing, Inward/Outward Processing.
- Navigating Free Trade Agreements (FTAs) for Duty Reduction.
- Preparing for and Managing a Customs Audit.
- Authorized Economic Operator (AEO) and C-TPAT Programs.
- Export Controls, Sanctions, and Embargoes.
- The Future of Customs: Automation, AI, and Blockchain.
- Developing a Comprehensive Internal Compliance Program (ICP).

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:

In an era of increasing trade protectionism and complex geopolitical shifts, how can robust customs compliance transform from a mere operational necessity into a strategic competitive advantage for a global business?

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

This course distinguishes itself by focusing intensely on the practical application of knowledge in today's volatile global trade environment. While many programs cover the theoretical aspects of customs and documentation, our curriculum is built around real-world case studies and problem-solving workshops that mirror the complexities professionals face daily. We move beyond simply defining Incoterms to simulating scenarios where choosing the wrong term leads to significant financial loss, teaching participants critical decision-making skills. The content is meticulously updated to reflect the latest regulatory changes, technological advancements in logistics, and emerging compliance risks. Rather than just explaining how to fill out a form, we delve into the strategic implications of each piece of data, empowering participants to prevent costly errors, optimize duty payments, and build resilient supply chains. The course fosters a deep, strategic understanding of how seamless customs operations can serve as a powerful competitive differentiator, reducing lead times, enhancing customer satisfaction, and protecting the organization's bottom line and reputation in the international marketplace.