

# Course : Managing import-export orders

**Processes and risks of an international order**

**Practical course - 2d - 14h - Ref. IIM**

**Price : 1360 € E.T.**

★★★★★ 5 / 5

A well-prepared import-export file avoids the risks of customs blockages, customer/supplier dissatisfaction and the associated additional costs. This training course will enable you to manage your import-export orders from start to finish, and avoid disputes linked to payment methods.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Check customer/supplier country regulations
- ✓ Drafting import-export documents
- ✓ Provide the key elements of a transport quotation
- ✓ Monitor and control the logistics flow of an order
- ✓ Calculate the real cost of an import-export operation
- ✓ Resolving a dispute with a forwarder

## Intended audience

Import-export assistant, transport, sales, customer service order manager.

## Prerequisites

No special knowledge required.

## Practical details

### Role-playing

Participative training illustrated by numerous examples.

### Teaching methods

Practical application through exercises and a case study.

## Course schedule

### PARTICIPANTS

Import-export assistant, transport, sales, customer service order manager.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Mastering Incoterms® 2020

- Understand each of the Incoterms® 2020 rules.
- Distinguish between an outgoing and an incoming sale.
- Know the reciprocal obligations of seller and buyer.
- Segment logistics flows.

### Role-playing

Choosing the right Incoterms® 2020 in the international environment

## 2 Optimizing international transport operations

- Master the criteria for choosing a transport solution.
- Understand the importance of shipping documents.
- Identify the key elements to take into account.
- Understand the freight forwarder's role, and his liability.
- Know and negotiate the basics of freight forwarder pricing.
- Settling a transport dispute: risks, remedies, the case.

### Hands-on work

From an import/export file: formulate a request for quotation, understand the forwarder's response and the key elements contained in the offer.

## 3 Optimizing customs operations

- Know the key elements to take into account when dealing with customs and have the right reflexes.
- Understand the different economic customs regimes and optimize flows.
- Use reference sites to find out about import and export duties and taxes.
- Compose the document bundle by country.
- Understanding acceptance documents: BL, forwarder, receipt...
- Draw up the various accompanying documents: invoices, certificates, etc.
- Provide proof of export, and be aware of tax and criminal risks.

### Hands-on work

Based on an import/export file: search for the elements required for customs clearance on the relevant sites.

## 4 Understanding international collections

- Master payment and invoicing conditions.
- Understand currency risks.
- Differentiate between payment methods and payment security (SBLC).
- Understand the document procedures process.
- Focus on documentary credit (Credoc).
- Organize the transfer of the documentary package to the bank.

### Hands-on work

Case study: Incoterms, customs, payment methods.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 2 Apr., 8 June, 21 Sep., 16 Nov.

### PARIS LA DÉFENSE

2026 : 2 Apr., 8 June, 21 Sep., 16 Nov.