

Trade Made Simple: Expert Training for UK SMEs

Helping You Navigate Customs, Compliance,
and Global Trade with Confidence



15
YEARS
EXPERIENCE

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Sue Wright
Managing Director

About Us.

We Make International Trade Simple, smooth, and Successful

At Exporter Services, we help UK SMEs navigate the complex world of importing and exporting with clarity and confidence.

Founded in 2009, we've built a reputation for delivering training that combines deep technical expertise with real-world practicality. Every course is designed to give your team the skills and knowledge they can apply immediately — reducing risk, improving efficiency, and protecting your bottom line.

Our trainers are experienced professionals who understand the challenges you face. We focus on making the complex simple, so you can trade successfully and stay compliant in an ever-changing global environment.



Training That Moves You Forward.

We offer a wide range of training on essential trade topics, from customs procedures and documentation to payment methods and Incoterms®.

Every course is:

- **Expertly taught** — designed and delivered by experienced trainers with practical knowledge of international trade
- **Action-focused** — giving you tools and processes you can put to work immediately
- **Aligned with today's trade landscape** — reflecting the latest regulations, industry changes, and best practice

Our training is trusted by businesses across the UK, from small independent exporters to large multinational manufacturers.

We're also proud to work in partnership with Chambers of Commerce across the country — a testament to the quality and credibility of our courses.

Some of Our Partners...

east midlands
chamber





Meet Your Trainers



James Tudor

International Trade Training Manager

Since joining Exporter Services, James has played a key role in developing and expanding the training programme. Detail-oriented and highly practical, he is a trusted problem-solver who addresses delegates' specific challenges with workable solutions. James specialises in Export Licences & Controls, Customs Procedures, and Incoterms®, delivering complex information in a clear, structured way that enables businesses to apply it with confidence.




Lauren Kent

International Trade Trainer & Market Executive

Lauren joined Exporter Services in 2024 and delivers training with an interactive, workshop-style approach. She encourages participation and ensures delegates leave with clear, practical actions. Specialising in Commodity Codes, Incoterms®, and Letters of Credit, Lauren is known for helping businesses identify what needs to change in their processes, why, and how to make it happen effectively.

At a glance.

All courses can be tailored to your business as bespoke training. 

Our training covers the key areas of importing and exporting — giving you practical knowledge you can apply straight away.

Half Day Courses

£195 + VAT per delegate

Understanding Incoterms® 2020

Get the terms right every time. 

Applying Commodity Codes & Classification of Goods

Classify your goods correctly and avoid costly mistakes.

How to Apply Trade Agreements & Rules of Origin

Maximise savings and ensure compliance.

Exporting to Northern Ireland

Stay compliant with the Windsor Framework and keep goods moving.

An Introduction to Export Controls and Licensing

Identify when licences are needed and how to apply.

Receiving Payment and Using Letters of Credit

Overview of payment methods with a focus on L/Cs.

Full Day Courses

£320 + VAT per delegate

A Guide to Exporting and Export Documents

Manage the process from enquiry to proof of export.

Using Customs Procedures and AEO

Navigate customs confidently and explore AEO benefits.

A Guide to Importing and Special Procedures

Import with confidence and take advantage of duty relief.

Receiving Payment and Using Letters of Credit

In-depth L/C training with practical exercises.

All courses include course materials and **30 minutes of free Helpdesk time***

*T&Cs apply



Understanding Incoterms® 2020.

Get the terms right every time.

Misunderstanding Incoterms® 2020 can lead to costly delays, disputes, and compliance issues. This course gives you a clear, detailed understanding of each Incoterm, so you know exactly who is responsible for costs, risks, and obligations at every stage of a sale.

By the end of this course, you will be able to:

- Explain what Incoterms® are — and what they do and don't do
- Match each Incoterm to the correct documentation and mode of transport
- Understand the costs, risks, and obligations for both buyer and seller
- Correctly classify shipments for your goods and transport method

Format: Live, interactive online training via Zoom

Duration: Half day – 9:30 am to 12:30 pm (or afternoon option)

Cost: £195 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“The trainer explained all 11 Incoterms® 2020 rules, their practical applications, and the distribution of costs, risks, and responsibilities. The personalised format allowed for in-depth discussion of real-world examples. Excellent value and it has significantly improved my understanding of Incoterms for international trade operations.”

– Alan George



Applying Commodity Codes & Classification of Goods.

Classify your goods correctly and avoid costly mistakes.

Correct commodity codes are essential for compliance, accurate duty payments, and smooth customs clearance. This course gives you a clear, practical understanding of how to use the UK Trade Tariff and apply the rules to classify goods correctly.

By the end of this course, you will be able to:

- Explain why commodity codes are needed and who is responsible
- Use the Harmonized System and General Interpretative Rules (GIR) to classify goods
- Navigate chapters, headings, subheadings, and notes
- Allocate the correct commodity code for your products
- Identify relevant customs measures
- Apply learning through practical classification exercises

Format: Live, interactive online training via Zoom

Duration: Half day – 9:30 am to 12:30 pm (or afternoon option)

Cost: £195 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“Training was superb.”
– Sue, training delegate



How to Apply Trade Agreements & Rules of Origin.

Maximise savings and ensure compliance.

Correctly applying trade agreements and rules of origin can reduce costs and open new market opportunities. This course gives you the knowledge to establish the origin of your goods, use the right documentation, and take full advantage of the UK's trade agreements.

By the end of this course, you will be able to:

- Explain preferential and non-preferential origin rules
- Identify when Certificates of Origin are required (UK and Arab)
- Apply rules for Movement Certificates (EUR1)
- Use cumulation methods effectively
- Understand how preferential origin impacts imports
- Ensure documentation meets compliance requirements

Format: Live, interactive online training via Zoom

Duration: Half day – 9:30 am to 12:30 pm (or afternoon option)

Cost: £195 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“Exporter Services carried out some training for the company I work for recently and it was so informative! We all learnt a great deal and will definitely continue to use Exporter Services for import/export queries in the future.”

– Michael Grant, Stork Ltd



Exporting to Northern Ireland.

Stay compliant with the Windsor Framework and keep goods moving.

Exporting goods from Great Britain to Northern Ireland now follows different rules from the rest of the world. This course explains the changes under the Windsor Framework and gives you practical steps to ensure smooth, compliant shipments.

By the end of this course, you will be able to:

- Understand the Brexit context and NI's unique position
- Apply the correct export processes for goods to Northern Ireland
- Register and comply with the UK Internal Market Scheme (UKIMS)
- Use the Trader Support Service (TSS) effectively
- Complete NI customs declarations and navigate checks confidently

Format: Live, interactive online training via Zoom

Duration: Half day – 9:30 am to 12:30 pm (or afternoon option)

Cost: £195 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“Import/Export is an integral part of our business. We’ve attended multiple high-quality training sessions with the Exporter Services team and called upon their expertise for guidance on sector-specific trade situations.

Their friendly and reliable staff help take the stress out of Import/Export.”

— Adam Elliott, Hird Rail Development Ltd



An Introduction to Export Controls and Licensing.

Identify licensing needs and stay compliant.

Export controls protect national and international security, but failing to comply can result in severe penalties. This course gives you the knowledge to determine if a licence is required, choose the correct type, and follow the correct application and compliance procedures.

By the end of this course, you will be able to:

- Identify when an export licence is needed and why
- Understand UK legislation and the UK Strategic Controls List
- Choose the right type of licence, including OGELs and individual licences
- Interpret and follow licence terms and conditions
- Use the SPIRE application system effectively
- Recognise other controls, including US controls, trade controls, and sanctions

Format: Live, interactive online training via Zoom

Duration: Half day – 9:30 am to 12:30 pm (or afternoon option)

Cost: £195 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“The team at Exporter Services have been working with Silmid for a number of years, supporting our business with export shipping, documentation, freight forwarding, and training. Their attention to detail and expert guidance ensure our export operations run smoothly, and we’re very happy with the service they provide.”

– Silmid



Receiving Payment and Using Letters of Credit (Half Day).

Secure payments and reduce risk.

Getting paid correctly and on time is essential in international trade. This half-day course gives you an overview of all major payment methods, with a focus on managing Letters of Credit to avoid costly mistakes and delays.

By the end of this course, you will be able to:

- Explain the main international payment methods and their risks
- Identify documentation and extra costs when quoting
- Understand Advance Payment, Documentary Collections, Open Account, and Letters of Credit
- Follow the Letter of Credit process and key requirements
- Apply Incoterms® and insurance considerations in payment documentation

Format: Live, interactive online training via Zoom

Duration: Half day – 9:30 am to 12:30 pm (or afternoon option)

Cost: £195 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“Using Exporter Services then allowed us the ability to easily process letters of credit as well as providing staff cover and export expertise when required. The team are flexible and helpful as well as being experts in their field... I would not hesitate in recommending Exporter Services.”

- I Holland Ltd



A Guide to Exporting and Export Documents.

Manage your exports from enquiry to proof of shipment.

Exporting successfully requires getting the process right from the very first enquiry to final proof of export. This course gives you a complete, practical understanding of the export process and the documentation required, helping you avoid delays, errors, and compliance risks.

By the end of this course, you will be able to:

- Prepare the correct documentation for different export scenarios
- Apply Incoterms® 2020, commodity codes, and rules of origin correctly
- Understand export controls, licences, and certification requirements
- Work effectively with freight forwarders and couriers
- Ensure proof of export for audit and compliance purposes

Format: Live, interactive online training via Zoom

Duration: Full day – 9:30 am to 3:30 pm

Cost: £320 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

"The course was delivered excellently and gave me the knowledge to ensure future shipments are correct and financially beneficial."

– Hannah Alexandar, Toyota Motor Europe



Using Customs Procedures and AEO.

Confidently navigate customs and unlock potential benefits.

This course gives you a detailed understanding of export and import customs procedures, including how to meet compliance requirements and make the most of available customs schemes. It also covers the **Authorised Economic Operator (AEO)** scheme and its potential advantages for international traders.

By the end of this course, you will be able to:

- Identify key information needed to export and import goods
- Apply Incoterms® 2020, commodity codes, and origin rules
- Complete export and import declarations accurately
- Understand duties, taxes, and valuation of goods
- Use customs relief schemes and other procedures effectively
- Recognise AEO requirements and potential benefits

Format: Live, interactive online training via Zoom

Duration: Full day – 9:30 am to 3:30 pm

Cost: £320 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“The trainer explained complex trade rules in a clear, practical way and tailored the content to our business, making it easy to apply straight away.”

– Anna Whitbread, Univar Solutions



A Guide to Importing and Special Procedures.

Import with confidence and reduce costs where possible.

This course takes you through the full import process, from initial supplier enquiry to successful clearance, with a focus on compliance and efficiency. You'll also gain an overview of **Special Procedures** that can help you reduce or suspend duty payments.

By the end of this course, you will be able to:

- Identify potential supplier, country, and payment risks
- Determine correct commodity codes and rules of origin
- Apply relevant import controls, licences, and certifications
- Complete import declarations accurately
- Use the Customs Declaration Service (CDS) effectively
- Understand duties, taxes, and valuation of goods
- Recognise opportunities to use Inward Processing (IP) and Outward Processing (OP)

Format: Live, interactive online training via Zoom

Duration: Full day – 9:30 am to 3:30 pm

Cost: £320 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“Exporter Services carried out some training for the company I work for recently and it was so informative! We all learnt a great deal and will definitely continue to use Exporter Services for import/export queries in the future.”

– Michael Grant, Stork Ltd



Receiving Payment and Using Letters of Credit (Full Day).

Master Letters of Credit and ensure successful payment.

This full-day course covers all main international payment methods before focusing in detail on Letters of Credit — helping you manage them confidently from opening to payment. Practical exercises give you the skills to prepare compliant documents and avoid costly discrepancies.

By the end of this course, you will be able to:

- Explain the main payment methods, risks, and currency impacts
- Understand Advance Payment, Open Account, Documentary Collections, and Letters of Credit
- Manage the full Letter of Credit process, including key dates, SWIFT messages, and payment timelines
- Identify and address discrepancies, amendments, and document requirements
- Recognise different types of Letters of Credit and when to use them
- Apply Incoterms® in the context of L/Cs and payment documentation

Format: Live, interactive online training via Zoom

Duration: Full day – 9:30 am to 3:30 pm

Cost: £320 + VAT per delegate (includes course materials and 30 minutes of Helpdesk support after the session)

“The training was informative, engaging, and directly relevant to our work.”

- Hird Rail Development Ltd



Bespoke Training.

Tailored to your business, your processes, and your requirements.

Every business is different — which is why our bespoke training is built around your sector, operations, and challenges. Whether you need to focus on a specific trade process, prepare for an audit, or train a whole department, we'll design a course that meets your exact requirements.

How it works:

1. Request a quote by emailing us [here](#).
2. Once confirmed, we'll issue an invoice for payment.
3. After payment, we'll agree the best date and time.
4. Training can be delivered online or at your premises.
5. You'll receive all course materials at least one week before the session.

What's included:

- Training content designed specifically for your business
- Delivery by our expert trainers
- All course materials in advance
- **One hour of free Helpdesk time** for follow-up questions

Cost: Quoted individually based on requirements and delegate numbers.

"The training was tailored perfectly to our processes and challenges. We left with clear actions that made an immediate difference."

- Hird Rail Development Ltd



How to Book.

We work around your process.

Whether your organisation can book instantly or needs to follow a formal approval route, our booking process is simple and transparent.

Option 1 – Book & Pay Now

- Click the Book Now button to see the next available course dates and secure your place instantly by card payment
- Receive a confirmation email immediately
- One week before the course, we'll send your handout and Zoom link

BOOK NOW



Option 2 – Request an Invoice

- Click the Get a Quote button to tell us your requirements
- We'll prepare a course outline and quote for you
- When you confirm, we'll issue an invoice
- Once paid, we'll schedule a date that works for you and send your handout and Zoom link before the session

GET A QUOTE





Why Choose Us.

Choosing the right training provider is about more than just ticking a compliance box — it's about finding a partner who understands your challenges and can give you solutions that work in the real world. Businesses across the UK choose Exporter Services because we make international trade easier, more efficient, and more successful.

What sets us apart:

- **Expert-led learning** – Delivered by trainers with practical trade knowledge and expertise in designing effective training.
- **Business-focused content** – Every course is designed to solve real challenges, not just cover theory.
- **Interactive and engaging** – Our sessions encourage participation, discussion, and sharing of experiences.
- **Practical outcomes** – Delegates leave with clear actions, templates, and tools they can use immediately.
- **Flexible booking** – Choose from instant card payment or invoice/approval routes.
- **Support after training** – Every course includes free Helpdesk time for quick answers to follow-up questions.
- **Proven credibility** – Trusted by SMEs in manufacturing, engineering, food & drink, and other sectors, as well as Chambers of Commerce nationwide.



[Click here to read our testimonials.](#)

TRAINING THAT MAKES THE COMPLEX SIMPLE.

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