

Standard Operating Procedures for Importers & Exporters

19 November 2025: Half-Day interactive online workshop

Ensure trade compliance and risk mitigation with an effective SOP!

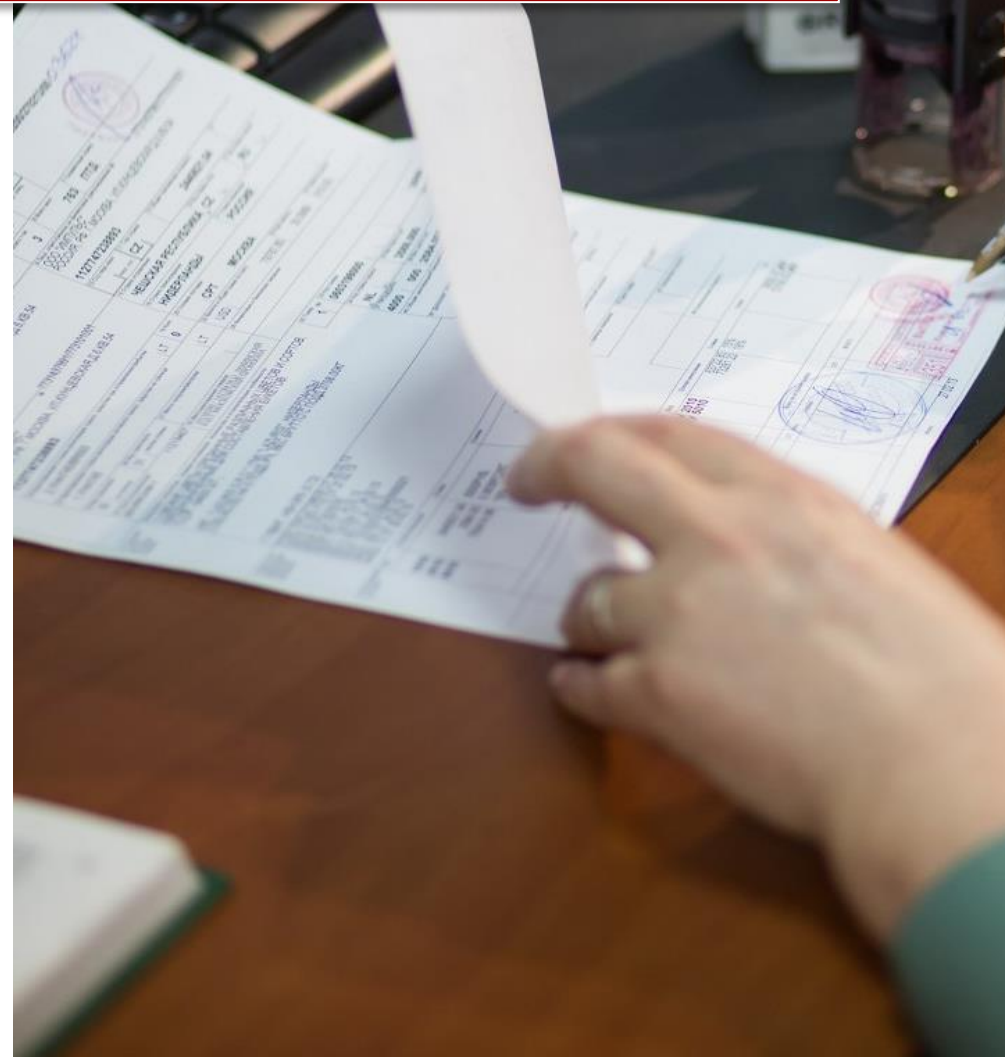
A Standard Operating Procedure (SOP) is a procedure specific to your operation that describes the activities necessary to complete tasks in accordance with industry regulations, local & international laws. The SOP is an absolute necessity to ensure that operations between importers/exporters, freight forwarders, carriers, and other stakeholders run smoothly.

SOPs put all parties on the same page as your goods are in transit. When complications arise (and they do), parties refer to the SOP document for clarity and guidance to ensure an appropriate and consistent response.

Over these two half-days, Linda will lead participants through the process to create an SOP that is logical, updatable, implementable and contains your relevant company policies including how to effectively utilise this document to prevent errors, wasted time, and unnecessary fees and fines.

Very interesting and highly informative. Would recommend this course to anyone wanting an in-depth overview or even just a refresher. Well done Linda! Thank you - Althea Berggren, Mogale Alloys

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Workshop Content:

09h00 – 14h00

Getting it Right!

“Getting it right” is essential when exporting or importing. The risk of non-compliance can result in non-delivery, costly fines and/or penalties for late or non-delivery.

Every exporter & importer has a responsibility to both government and other international bodies to understand and implement both local and international rules and regulations.

The facilitator will examine the various local and international rules that must be included in every SOP to ensure (1) compliance and (2) standardisation, in accordance with best international business practices and ruling complied by The WTO, The Revised Kyoto Convention, WCO, the DTIC, ITAC, ICC, UN and IMO requirements when importing or exporting.

SOPs improve efficiency, build confidence, minimise variation and promote quality work through consistent implementation of a procedure as well as allowing for disciplinary action.

What every SOP must include

When creating an SOP, importers and exporters must firstly understand the “end to end” process and that an SOP that is implementable and most importantly accessible is key.

A practical guide to ensuring that every employee can perform their job properly and consistently, is what every SOP must contain. This session will include insight into how to ensure that the SOP will be specific to your company, industry and still adhere to global processes.

A practical case study of an end-to-end procedure for Customs and Excise, covering both exports and imports into and out of South Africa will be shared.

Identifying what’s a standard procedure vs a unique procedure - specific to a particular market

A practical aspect of every SOP is to physically see and understand the flow of documentation, information and implementation. The facilitator will share what must be included in every SOP:

- Customs and Excise regulations
- Documentation requirements
- Transportation
- Payment
- Insurance
- Global compliance - Incoterms ® 2020 requirements

The RACI Matrix - What is it & how to create one?

Understanding the allocation of tasks within every organisation is important when creating a RACI Matrix. The facilitator will examine every aspect of Responsibility, Accountability, Consultation and Information in respect to the global supply chain, to ensure that it is included in the RACI Matrix.

Delegates will be given an international trade scenario and will create a RACI Matrix for their own process example - creating a contract of sale / proforma invoice and / or an importers purchase order RACI Matrix.

Process Flow Chart

Essential aspects of a process flow chart cannot be underestimated.

Workshop Content:

This chart will provide an end-to-end process with the key players. However, the Process Flow Chart should be fully aligned to the RACI Matrix and must include:

- a. Process steps
- b. Activity and description
- c. Time relative
- d. Role players
- e. International rules and regulations

In this session, the learner will create a process flow chart which will include the creation of a contract of sale/proforma invoice and/or an importers purchase order flow chart.

SOP Tracking and Checklists

Checklists ensure that steps are followed and completed actions are recorded. They should be attached to an SOP and be specific to every activity in the supply chain. A master list of all SOPs must be kept including the date of issuance, title, author, status, organisational division, branch and must be signed by every employee who has a responsibility in that particular SOP

Each learner will receive a template of a RACI Matrix, an international flow chart, and an example of a Customs and Excise import and export checklist.

14h00 - Conclusion & close of workshop

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Past Delegates:

Just need to thank Linda for her excellent delivery, clearly a very knowledgeable and professional individual. Exports (as it turns out) is very complex and not for the faint hearted!

Desrae Cheary, Bidvest Food Africa

Linda is GREAT. Approachable and very informative! Oh and Funny! Loved the practical stories that helps us to make all the document rules interesting. Questions are very NB & good to have."

Anja Boonzaier, Lancewood Holdings

Completing the questions after each section is great. This helps with your own understanding! Linda's knowledge on subject was fantastic!!

Renier du Preez, Digistics

Thanks to Linda! She has given clarity on most things expected from us. Information was most useful and instructor was excellent

Muriel Mtshemela, Instrotech

I will leave this workshop with an extended knowledge of Exports and better understand how to manage the export side of our company

Donna Allin, Mungo

Excellent 2 days with you Linda - learnt a lot and those useful tips will most definitely implemented. My new-found statement: "Documents drive trade" - Love it!

Amanda Martin, Kamoto Copper Company

Workshop Presenter



Linda Bird-Duxbury has come to be regarded as a leading South African expert on all aspects of international trade, education, and training.

She has worked extensively in Africa, Asia and Europe and has been consulting to companies, government agencies and the United Nations on all aspects of international trade for over 40 years.

Linda is an accredited facilitator and assessor with the United Nations as an international trade specialist and with the Institute of Marketing Management South Africa. She has developed training courses for both Government and the private sector both locally and internationally and has numerous publications to her name.

Linda has worked closely with Vicenda for the last six years to develop some unique and value-adding content for the industry.

Workshop Cost

The cost per delegate to attend the workshop is **R2 250 + vat**. This includes access to the interactive presentations, discussions, all course material and attendance certificate.

Bookings of three or more delegates from the same company will receive a 10% reduction in the total delegate cost.

If you wish to reserve a spot at the workshop, please complete the registration form on the final page, or alternatively contact us directly if you have any questions regarding content or the workshop in general:



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Our workshops, conferences and roundtables bring together industry experts and seasoned practitioners to share their knowledge, experience and insight in interactive learning environments.

Although content is always based on sound academic principles, we have a strong focus on sharing fresh perspectives and practical solutions to the business challenges that supply chain practitioners encounter daily.

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Registration Form: Standard Operating Procedures for Importers & Exporters

Online workshop: 19 November 2025



Company Details

Company Name: _____
Postal Address: _____

Postal Code: _____
Tel No: _____
VAT No: _____

Delegate Details

1. Full Name: _____
Designation: _____
E-mail: _____

2. Full Name: _____
Designation: _____
E-mail: _____

3. Full Name: _____
Designation: _____
E-mail: _____

Terms and Conditions

1. The package includes programme materials, course certificate and access to the interactive online presentations and discussions.
2. Payment must be made in South African Rands.
3. Cancellations must be received in writing no later than one week prior to the event. A full credit will be given. A 50% cancellation fee will be charged for cancellations received within one week of the event.
4. Non-payment or non-attendance does not constitute cancellation. Substitutions are welcome.
5. Should Vicenda cancel the event or this contract for any reasons, Vicenda shall refund the delegate all monies paid in terms of this contract.
6. In the unlikely event that the date of the workshop changes to a date that would be more advantageous to the success of the workshop, delegates may not hold Vicenda liable for any costs incurred by such changes.
7. All intellectual property rights in all materials produced and distributed to delegates by Vicenda in connection with this workshop is expressly reserved. Any unauthorized distribution, duplication, or publication is strictly prohibited without the express permission of the Event Director.

Workshop Cost

Cost per delegate: **R2 250,00 + VAT.**

The package includes programme materials, course certificate and access to the interactive online presentations and discussions.

Bookings of three or more delegates from the same company will receive a 10% reduction in the total delegate cost.

Authorised Signature: _____

Full Name: _____

Date: _____

E-mail Address (if not a delegate): _____

--- Please email signed registration form to karl@vicenda.co.za ---