

# INTERNATIONAL TRADE SERVICES



We exist to connect, support and represent our members and wider Highlands & Islands business community.

Our international trade services are designed to support companies with their overseas growth. We work with companies of all sizes and across all sectors to help achieve their ambitions.

**Click the icons below to interact.**

## TRAINING



Varying packages designed to suit companies at all stages of their international trade journey. Half-day workshops and one hour sessions available.

## TRADE MISSIONS



Our trade missions can help you make key connections and equip you with the knowledge required to start trading in market.

## TECHNICAL ADVICE



Our team are on hand to support with technical enquiries. Give us a call or email to discuss.

## DOCUMENTATION & CUSTOMS



As an accredited Issuing Body, our team are fully trained to assist with your Export Documentation and customs requirements.

## INTERNATIONAL MEMBERSHIP



Our international membership offering contains three clear, cost-effective packages meaning whatever stage of the international journey you are at, we have a package to suit.

## TESTIMONIALS



Hear from our clients about their experience of using some of our services and why they would recommend using Inverness Chamber of Commerce.



[international@inverness-chamber.co.uk](mailto:international@inverness-chamber.co.uk)



01463 718 131



# INTERNATIONAL TRADE TRAINING

Our comprehensive training packages are designed to equip you with the knowledge and skills to upskill your team and help you remain compliant. Training can be delivered in person or virtually through Microsoft Teams depending on preference or location.

**Half day package:** This workshop lasts approximately 3 hours and is designed to specifically target the areas your business has identified where there may be value in training. We can subtract and substitute topics as appropriate and focus on particular areas that you feel will be of value.

**Bitesize Training:** This is a shorter version of our full training workshop (lasting approximately one hour) and is designed to cover the essentials when it comes to international trade. Three topics are included in this package and can be chosen by you.

All of our packages are bespoke and can be designed to suit your individual business requirements.

## Choose from the list of topics to build your own training package:

- Understanding Tariff Classification & Commodity Codes
- Customs Duty & Free Trade Agreements
- Export Documentation & Shipping Documents
- Incoterms® 2020
- Rules of Origin
- Customs Declarations
- Trading with the EU
- Customs Special Procedures



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# TRADE MISSIONS

As part of a wider programme supported by the Scottish Government and Scottish Chambers of Commerce, Inverness Chamber run a series of trade missions to support Scottish Companies with their ambitions to expand in international markets.

When taking part in our missions, delegates receive:

- Access to market awareness workshops
- Networking opportunities
- 1:1 B2B meetings which are pre-arranged based on your business' objectives.
- A broad range of market specific information
- Ongoing support



2021 - Chicago, USA

2022 - Ontario, Canada

2022 - New Zealand

2023 - South Africa



# TECHNICAL ADVICE

Navigating the world of international trade can be complex, with codes and acronyms sounding like a whole new language. Our experienced international trade team are always on hand to assist and can offer specialist advice, consultancy and technical support to businesses across the Highlands and Islands region.

If you have a specific query or are looking for advice on a shipment, get in touch with us to find out how we can support.

- Bespoke advice and consultancy to suit your company needs
- Specialist import and export advice
- Ongoing support or specific project support available
- Country specific information from documentation requirements to labelling requirements or cultural differences
- Specialist technical support to businesses at every level of exporting or importing, whether new or experienced
- Guidance on labelling, customs, duties, taxes, commodity codes



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# DOCUMENTATION & PAPERWORK

Inverness Chamber of Commerce are the only Issuing Body accredited to deliver export documentation within the Highlands & Islands region. Our dedicated team of qualified and approved certification officers will ensure that your goods reach their final destination, avoiding costly delays and ensuring prompt customs clearance. Our team can assist with:

- Certificates of Origin
- EUR1 Movement Certificates
- Document Certification (Certifying signatures on Invoices, Packing Lists, Other Documents)



## CHAMBERCUSTOMS

Inverness Chamber of Commerce are an accredited customs broker, offering customs declaration services as part of ChamberCustoms Ltd.

We offer both export and import customs declarations as part of our brokerage services, acting as a Direct Representative on your behalf.

We are the only customs broker in the country to offer a 'One Stop Shop' with direct links to all sea, air, rail and road ports and terminals in the UK. We will help you keep control while we do the work, acting in your best interests every time.

Get in touch with us to find out more about using a local customs broker to keep your goods moving across international borders without delay.

Our team are fully qualified to assist, having passed the Customs Clearance Accredited Agent Exam (Accredited by APMG).

# INTERNATIONAL MEMBERSHIP PACKAGES

Inverness Chamber of Commerce remain committed to connecting, supporting and representing our members. Our recently re-developed international trade membership offering contains three clear, cost-effective packages meaning whatever stage of the exporting journey you are at, we have a package to suit. Contact us for more information and pricing.



## ACCESS

- Created for those at an early stage of their international trade journey
- Supports small businesses with raising their profile, networking and making connections locally and internationally.
- Provides access to discounted export documentation, training on key topics and specific support to help expand your business overseas.



## INTERMEDIATE

- For those ready to expand and increase their international sales in new markets.
- With access to discounted technical advice and support, we can help your business remain compliant, saving you time and money.
- Discounted rates on international trade training will equip you with the knowledge required to grow your business overseas.
- Access to the Global Business Network will help you make connections in your chosen markets.



## GLOBAL

- Designed for established exporters or importers.
- With an emphasis on training, technical advice and international connections, this package is well suited for those with a team of staff dealing with international customers.
- This package also provides Global members with high level stakeholder engagement opportunities through access to leadership discussion events and policy roundtables.



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# TESTIMONIALS

*"J Gordon Williamson Limited would like to express its heartfelt thanks to Inverness Chamber for all the expert help and guidance over the last few weeks. After purchasing a major piece of equipment from an Italian company, we were faced with the daunting task of shipping it back to Scotland. We had to ensure that all the relevant customs paperwork was completed accurately ahead of time to facilitate the transport of the machine in three lorry containers. As this importation movement was most definitely outside of our normal operations, we needed a huge amount of direction to enable its successful completion, without incurring additional costs. We contacted the Inverness Chamber of Commerce and spoke to the international team. Their ability to solve all the various problems that arose due to the language barrier and an inexperienced transport company was vital. They were available whenever we needed support and very quickly became the de facto team leader for this project. During the final few days before shipment every communication went through them to ensure that nothing was missed. We believe that the team went above and beyond for us and we definitely lent very heavily on them due to our complete inexperience in this area. From that initial contact and all the way through, they have been nothing short of exceptional. We are extremely grateful to them for expertly and calmly guiding us through this process. We wanted to send this correspondence to formally recognise the crucial and pivotal role the team played in helping us import this machine. They are absolutely a credit to your office."*

**Stefanie Moore, Office Manager at J Gordon Williamson, Elgin (2023)**

*"AKVA Group Scotland have worked closely with Inverness Chamber of Commerce for a number of years, and have always found the service from Sarah, Changu and the team to be excellent – very responsive with entries always completed in line with our, often short, deadlines, a great eye for detail and also a great source of knowledge and keeping us up to date with changes to legislation as they occur."*

*"Like many businesses, the service Inverness Chamber Customs provides is often overlooked, but it is absolutely critical to our success and I look forward to continuing the fantastic working relationship into the future. I would have no hesitation in recommending them and their great work to anyone looking for a solution to any international compliance challenges."*

**Iain Bennett, Supply Chain Manager at AKVA Group Scotland, Inverness (2023)**



*"The team were very knowledgeable in their field. The topics covered were clearly explained and all of our questions were answered."*

*"We have identified a number of points that we will be incorporating into our operations."*

*"The session was interesting and informative - we couldn't fault the course at all."*

**Logistics Team at Tomatin Distillery (2022)**



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