



# Strong & Herd

Import and Export Services



## 2022 Training Program

# S&H BLENDED LEARNING

## Course Catalogue - 2022

### Virtual Learning or Face-to-Face Sessions

Face to Face training has resumed with our 2-day workshops and a selection of our S&H Core Courses.

In parallel, we will continue to run our interactive, trainer-led virtual learning sessions. All of our events are updated with the new UK Customs & Trade Regulations and are ready to go! Our VL courses are not only a safe replacement to F2F training but also an excellent way to get dedicated help. And with no room hire or travel costs, they are cheaper to attend! VL is an exciting way to learn, with practical sessions for attendees, time to ask specific questions and a real-time look at key websites and regulations.

It's your choice if you want to be on camera and interact directly, or if you prefer to use the chat box. However you wish to participate, it's fine. Some delegates report that they prefer VL to Face-to-Face, as it aligns with their style of learning. You will find our extended offer of courses in this edition of the catalogue.

We have re-designed our training to deliver a learning program that is accessible for all levels. Our new interactive, trainer-led Virtual and Face-to-Face sessions enable the learner to choose their own individual learning pathway, developing their skills along the way and building on existing knowledge.

### Delegate Fees

#### Spotlight Sessions

OneCall Members £ 45.00 + VAT

Non-members £65.00 + VAT

#### Live Specialist Clinics

OneCall Members £ 45.00 + VAT

Non-members £65.00 + VAT

#### Focus On Courses Half-Day

OneCall Members £185.00 + VAT

Non-members £225.00 + VAT

#### Focus On Courses Full-Day

OneCall Members £365.00 + VAT

Non-members £435.00 + VAT

#### S&H Core Courses Half-Day

OneCall Members £210.00 + VAT

Non-members £250.00 + VAT

#### S&H Core Courses Full-Day

OneCall Members £415.00 + VAT

Non-members £485.00 + VAT

#### Technical Workshops Half-Day

OneCall Members £210.00 + VAT

Non-members £250.00 + VAT

#### Technical Workshops Full-Day

OneCall Members £415.00 + VAT

Non-members £485.00 + VAT

#### Technical Workshops Two-Day

OneCall Members £695.00 + VAT

Non-members £765.00 + VAT

All prices are for VL & F2F training



# S&H BLENDED LEARNING

## Blended Learning Program

**Spotlight Sessions:** Spotlight Sessions hosted by Strong & Herd LLP are up to an hour long and are either hosted live on a virtual platform or pre-recorded. They function as a brief introduction to a topic or a subject area within international trade, ideal for beginners in a subject who need a short overview, or can be a useful refresher to someone with existing knowledge.

**Live Specialist Clinics:** Join our experts as they concentrate on current topics affecting international trade. 90 minutes in length, S&H Clinics consist of a 45-minute presentation and a 45-minute Q&A segment. They are hosted live online, recorded and attendees receive a copy of the recording.

**Technical Workshops:** Are you looking to learn a particular skill? Our technical workshops cover a range of topics and aim to enable the delegates to come away with a practical skill, such as how to complete an export entry or knowing how to classify goods. You can expect to spend some time in breakout rooms when learning in the virtual classroom, to work on practical examples of what has been covered in the presentation. These sessions are led by two trainers, to ensure that there is enough support provided to delegates during the practical segment. There is ample opportunity for delegates to ask questions throughout the workshop.

**'Focus On' Training Courses:** Channelling our expert knowledge on a specific subject to deliver an in-depth training session. These half and full day training courses are aimed at delegates with a basic understanding of customs procedures and international trade. They allow the learner to focus on a particular area such as Origin & Preference to build upon their already existing knowledge and on a topic specific to their learning needs.

**S&H Core Training Courses:** Our full day and 2-day S&H favourites are here to deliver a broader knowledge on either a more advanced subject or covering a range of subjects at beginner level. These full day courses are always hosted live, to allow for interaction and questions. They can be held face-to-face or in a virtual classroom environment.



# S&H VL COURSE DATES

## Technical Workshops - Half-Day - VL

### CDS Technical Workshop: Exports

Advanced guide to the completion of Export customs declarations. The Customs Declaration Service will replace the CHIEF system in 2022 and will affect all exporters, importers and agents. CDS is a major change to the way in which customs declarations are made, and this course provides detailed information on the changes.

#### Virtual Learning Dates:

04.04.2022

08.06.2022

13.09.2022

17.11.2022

### CDS Technical Workshop: Imports

Advanced guide to the completion of Import customs declarations. The Customs Declaration Service will replace the CHIEF system in 2022 and will affect all exporters, importers and agents. CDS is a major change to the way in which customs declarations are made, and this course provides detailed information on the changes.

#### Virtual Learning Dates:

01.04.2022

13.05.2022

17.06.2022

08.07.2022

05.08.2022

16.09.2022

14.10.2022

11.11.2022

09.12.2022



# S&H VL COURSE DATES

## Technical Workshops - Full Day - VL

### Customs Warehousing Explained

This workshop, as well as explaining how to set up a customs bonded warehouse facility in the UK, will show you how to improve your cash flow, support customs regimes and save money by using Customs Duty Relief Procedures.

#### Virtual Learning Dates:

28.03.2022  
19.05.2022  
08.09.2022  
24.11.2022

### Focus on Food: Tariff Classification

Designed for anyone involved in classifying food products whether for Imports or Exports. This one-day workshop looks at the background to the Tariff, the information in the UK Integrated Tariff and explains the structure of commodity codes (HS Codes).

#### Virtual Learning Dates:

10.05.2022  
05.07.2022  
15.09.2022  
27.10.2022  
07.12.2022

### How to Complete Export Customs Entries

This Virtual Learning interactive workshop focuses on the intricate details of how to complete export customs entries in the UK. At the end of the course, delegates will be able to complete a basic export customs entry and will have gained sufficient information to be able to undertake more complicated declarations.

#### Virtual Learning Dates:

05.05.2022  
05.07.2022  
20.09.2022  
10.11.2022

### How to Complete Import Customs Entries

This Virtual Learning interactive workshop focuses on the intricate details of how to complete import customs entries in the UK. A tricky area explained by an expert using customs entry software to create a relevant and interactive session. Delegates will come away knowing what is needed to complete import customs entries in the UK. Important whether you are an agent or importer.

#### Virtual Learning Dates:

07.04.2022  
09.06.2022  
04.08.2022  
27.09.2022  
01.11.2022  
13.12.2022



# S&H VL COURSE DATES

## Inward Processing Relief

IP can save you a lot of money but can also prove quite a headache! Whether you already operate Inward Processing Relief, or would just like to know more, this practical workshop unravels the mysteries. Fully updated to cover the new UK Regulations covering Processing, the special usage of IP under trade agreements (eg the UK-EU TCA) and the EU UCC Regulations.

### Virtual Learning Dates:

29.03.2022

11.05.2022

04.08.2022

28.09.2022

23.11.2022

*Also available as F2F*

## Letters of Credit Export

Letters of Credit Training at its best, informative, practical and fun – yes fun! This is an essential, practical workshop for all companies dealing with Letters of Credit when trading internationally.

### Virtual Learning Dates:

Dates to be announced

## Tariff Classification Explained

This Virtual Learning course is an excellent way to learn about this complex area of customs compliance. It looks at the background to the tariff, the structure of the UK Integrated Tariff of the UK and explains the structure of commodity codes. Learn the key tips for correctly understanding the commodity code system in a day. Suitable for absolute beginners.

### Virtual Learning Dates:

24.06.2022

24.08.2022

22.11.2022

06.12.2022

*Also available as F2F*

## Valuing Goods for Customs Purposes

All goods need to be valued correctly for customs purposes and now all goods leaving and entering the UK need to be valued, whether it is a sale or free of charge movement. The WTO sets specific rules of valuing goods for customs purposes.

### Virtual Learning Dates:

15.06.2022

08.09.2022

17.11.2022

*Information about Strong & Herd 2-day workshops can be found with the other face-to-face courses.*



# S&H VL COURSE DATES

## Focus On Training Courses - Half-Day - VL

### Focus On Food: Exporting

Exporting food and drink products requires a thorough knowledge of the essential processes and procedures. This half-day course covers the key elements for novice exporters and for more experienced traders who need to understand recent changes.

#### Virtual Learning Dates:

03.05.2022  
21.07.2022  
29.09.2022  
29.11.2022

### Focus on Food: Import Procedures

Understanding your obligations as a composite food product importer can seem daunting. This half-day course covers the changes to the rules and regulations under the phased approach scheme from Jan 2022 and the changes in July 2022. It explains what you need to know for your goods to be able to clear customs.

#### Virtual Learning Dates:

13.04.2022  
19.05.2022  
21.06.2022  
20.07.2022  
06.09.2022  
07.10.2022  
03.11.2022  
01.12.2022

### Focus On: IPAFFS

This 'Focus On' course will take a closer look at IPAFFS, explaining what they are and why we need them for imports into the UK. The phased approach of this new system which has been in place from January 1st 2022, how this could affect your business and what requirements you now need to meet.

#### Virtual Learning Dates:

25.04.2022  
05.05.2022  
15.06.2022  
15.07.2022  
16.08.2022

### Moving Goods GB to Northern Ireland

Under the Northern Ireland Protocol that came into force when the UK left the EU, trade between Northern Ireland and the rest of the UK now comes under customs regulations. Understanding your responsibilities can seem difficult. This new course looks at this complicated area, bringing clarity to customs entries, "at risk" goods, trusted trader scheme.

#### Virtual Learning Dates:

03.05.2022  
11.08.2022  
19.10.2022



# S&H VL COURSE DATES

## Focus On: ATA Carnets

This half day course covers the procedures for the temporary movement of goods, both out of the UK at export and into the UK at import under the ATA Carnet Scheme. Temporary movements are suitable for demonstrations, exhibitions, for hire or loan, for testing or even for the movement of samples.

## Virtual Learning Dates:

24.05.2022

05.08.2022

26.10.2022





# S&H VL COURSE DATES

## Focus On Training Courses - Full-Day - VL

### Focus On: AEO A Practical Guide

This full day presentation and workshop explains what the Authorised Economic Operator Status is, but more importantly, in workshop sessions examines whether being an AEO will benefit your own organisation or if staying outside the AEO system will have a detrimental effect on your business.

#### Virtual Learning Dates:

26.04.2022

12.07.2022

06.10.2022

### Focus On: CDS - A Beginners Guide

HMRC is replacing the current CHIEF system with a new computer system – The Customs Declaration Service. This is a major change to the way in which export and import customs declarations are made and CDS will demand additional information from traders.

#### Virtual Learning Dates:

Dates to be announced.

### Focus On: Incoterms® 2020 Rules

When trading goods worldwide it exposes companies to greater risk & cost in the form of lost goods or unnecessary disputes. Simple mistakes can be easily avoided if ICC's unique international expertise & resources are made accessible to, and utilised effectively by businesses.

#### Virtual Learning Dates:

24.05.2022

11.08.2022

04.10.2022

08.12.2022

### Focus On: Temporary Imports & Exports Explained

This Virtual Learning course covers the procedures for the temporary movement of goods, both out of the UK at export and into the UK at import. Temporary movements are suitable for demonstrations, exhibitions, for hire or loan, for testing or even for the movement of samples. It can also be used for repairs or the replacement of unserviceable goods.

#### Virtual Learning Dates:

11.05.2022

01.09.2022

15.11.2022



# S&H VL COURSE DATES

## **Focus On: Understanding Free Trade Agreements**

This course looks at the structure of International Trade Agreements and the key Rules of Origin and how to understand the whole Agreement, whether it covers just goods or goods, services and other trade issues.

### **Virtual Learning Dates:**

13.04.2022  
12.07.2022  
22.09.2022  
24.11.2022

## **Focus On: Understanding Dual-Use Export Controls**

This new Virtual Learning course has been created because of the UK leaving the EU Customs Union. It is an excellent review of the Dual-Use Control Lists for beginners to this area of international trade or if you are seeking a refresher session.

### **Virtual Learning Dates:**

13.05.2022  
13.07.2022  
14.09.2022  
09.11.2022

## **Focus On: VAT In International Trade**

The VAT implications of supplying goods or services to overseas customers or receiving supplies from overseas suppliers are often not understood, and failure to account for VAT properly or follow the correct procedures could lead to penalties. This course takes you through the rules in a thorough, logical and enjoyable way, with plenty of worked examples.

### **Virtual Learning Dates:**

17.05.2022  
07.07.2022  
07.09.2022  
29.11.2022

## **Focus On: Preparing for an Export Control Audit**

Export Controls increase the level of compliance for businesses whose exports require a licence. The Export Control Joint Unit is responsible for the issuing of export licences for strategic Goods, Software and Technology (Military and Dual Use) to countries outside the UK.

### **Virtual Learning Dates:**

01.04.2022  
07.07.2022  
15.09.2022  
22.11.2022

## **Focus On: What's New? Customs & International Trade**

### **Virtual Learning Dates:**

19.04.2022  
14.07.2022  
12.10.2022  
14.12.2022



# S&H VL COURSE DATES

## S&H Core Courses - Half-Day - VL

### Introduction to Customs Procedures

A more detailed look at UK customs procedures in full. Following the UK's exit from the EU, greater emphasis is now being placed on customs compliance within organisations and their ability to demonstrate an understanding of customs procedures. This course looks at the important areas of customs compliance, as well as giving a detailed overview of the duty relief procedures available to exporters and importers.

#### Virtual Learning Dates:

05.04.2022

23.06.2022

06.09.2022

08.12.2022

### Beginners Guide to Export Licensing Controls

This new course looks at the often difficult subject of export licensing controls, sanctions and embargoes and how to comply with international export compliance regulations. It is an overview of UK, EU and USA export controls, covering dual-use and military goods, especially for beginners.

#### Virtual Learning Dates:

28.03.2022

23.05.2022

19.09.2022

05.12.2022



# S&H VL Course Dates

## S&H Core Courses - Full-Day - VL

### Advanced Guide to Import, Export & Customs Procedures

The aim of this course is to guide you to a higher standard of compliance with import and export legislation, so you can face customs audits with confidence. We will also be looking at future changes, so you can review if and how they will affect your companies' international trade activities.

#### Virtual Learning Dates:

11.04.2022  
16.06.2022  
18.08.2022  
08.11.2022

### Beginners Guide to Export Licensing Controls

This new course looks at the often-difficult subject of export licensing controls, sanctions and embargoes and how to comply with international export compliance regulations. It is an overview of UK, EU and USA export controls, covering dual-use and military goods, especially for beginners.

#### Virtual Learning Dates:

28.03.2022  
23.05.2022  
19.09.2022  
05.12.2022

### Beginners Guide to Exporting & Importing

This entertaining and informative one day course will introduce you to the terms and practices used in exporting and importing, and through a series of enjoyable exercises and activities, give you an insight into how goods are bought and sold across the world.

#### Virtual Learning Dates:

22.03.2022  
12.07.2022  
13.09.2022  
29.11.2022

*Also available as F2F.*

### Export Essentials

Covering the key points of exporting, including export documentation and working with freight forwarders, this course is ideal for all newcomers to export and as an overview for those who's job has an export connection.

#### Virtual Learning Dates:

24.03.2022  
07.06.2022  
11.08.2022  
03.11.2022  
02.12.2022

*Also available as F2F*



# S&H VL Course Dates

## S&H Core Courses - Full-Day - VL

### Import Essentials

This core S&H training course is an excellent way to learn about importing. It covers customs issues, as well as implications of choosing the correct shipping term, paying duties and managing the logistics. As buying from the EU will be importing very soon, these changes to business procedures and costs must be clearly understood.

#### Virtual Learning Dates:

16.06.2022

04.08.2022

05.10.2022

14.12.2022

*Also available as F2F*

### Trading with the USA: An Introduction to Defence Exports

A popular, interactive training course, designed for companies involved in the Defence, High Technology and Military environment. The USA have very heavy controls on some of their goods; incorrect end-use of certain US technology can lead to potential fines and penalties – ultimately being denied the right to trade with the USA.

#### Virtual Learning Dates:

29.03.2022

17.05.2022

22.09.2022

06.12.2022

*Also available as F2F*

### Introduction to UK Export Licensing Controls

If you need an overview of UK Export Licensing controls and the practical impact on business of having dual-use or military controlled goods, then this is the course to attend. A beginners guide to the complicated world of Export Licensing Controls, looking on key websites with easy to understand, practical examples.

#### Virtual Learning Dates:

31.05.2022

01.09.2022

01.12.2022

### Preparing for a Customs Audit

Export Controls increases the level of compliance for businesses whose exports require a licence. The Export Control Joint Unit is responsible for the issuing of export licences for strategic goods, software and technology (Military and Dual-Use) to countries outside the UK.

#### Virtual Learning Dates:

21.04.2022

30.06.2022

14.09.2022

09.11.2022



# S&H F2F COURSE DATES

## S&H Core Courses - Full-Day - VL

### Understanding Origin & Preference

Origin rules differ for Free Trade Agreements. Whether buying (you save the money) or selling (giving the buyer a discount without YOU losing money!) – this clear presentation is a must. As trade with the EU will soon be under Free Trade Agreement terms and the UK has independent trade deals, this area must be clearly understood by companies.

#### Virtual Learning Dates:

04.05.2022

14.07.2022

20.10.2022

14.12.2022

*Also available as F2F*

## Technical Workshops - Face-to-Face (F2F)

### Customs Warehousing Explained

This workshop, as well as explaining how to set up a customs bonded warehouse facility in the UK, will show you how to improve your cash flow, support customs regimes and save money, by using Customs Duty Relief procedures.

#### Face to Face Dates:

**Alsager Crewe**

02.08.2022

04.10.2022

### Tariff Classification Explained

This Virtual Learning course is an excellent way to learn about this complex area of customs compliance. It looks at the background to the tariff, the structure of the UK Integrated Tariff of the UK and explains the structure of commodity codes. Learn the key tips for correctly understanding the commodity code system in a day.

#### Face to Face Dates:

**Alsager Crewe**

12.05.2022

14.10.2022

## Focus On - Face-to-Face (F2F)

### Inward Processing Relief

IP can save you a lot of money, but can also prove quite a headache! Whether you already operate Inward Processing relief, or would just like to know more, this practical workshop unravels the mysteries. Fully updated to cover the new UK Regulations, covering Processing, the special usage of IP under trade agreements (eg the UK-EU TCA) and the EU UCC Regulations.

#### Face to Face Dates:

**Alsager Crewe**

28.06.2022

25.10.2022

# S&H F2F COURSE DATES

## S&H Core Courses - Face-to-Face (F2F)

### **Beginners Guide to Exporting & Importing**

This entertaining and informative one day course will introduce you to the terms and practices used in exporting and importing, and through a series of enjoyable exercises and activities, give you an insight into how goods are bought and sold across the world.

#### **Face to Face Dates:**

**Alsager Crewe**

11.05.2022

18.10.2022

### **Export Essentials**

Covering the key points of exporting, including export documentation and working with freight forwarders, this course is ideal for all newcomers to export and as an overview for those who's job has an export connection.

#### **Face to Face Dates:**

**Alsager Crewe**

16.05.2022

20.09.2022

### **Import Essentials**

This core S&H training course is an excellent way to learn about importing. It covers customs issues, as well as implications of choosing the correct shipping term, paying duties and managing the logistics. As buying from the EU will be importing very soon, these changes to business procedures and costs must be clearly understood.

#### **Face to Face Dates:**

**Alsager Crewe**

03.05.2022

08.09.2022

24.11.2022

### **Understanding Origin & Preference**

Origin rules differ for Free Trade Agreements. Whether buying (you save the money) or selling (giving the buyer a discount without YOU losing money!) – this clear presentation is a must. As trade with the EU will soon be under Free Trade Agreement terms and the UK has independent trade deals, this area must be clearly understood by companies.

#### **Face to Face Dates:**

**Alsager Crewe**

31.05.2022

13.09.2022

# S&H F2F COURSE DATES

## 2-Day Technical Workshops - Face-to-Face (F2F)

### International Trade Compliance Manager

This course has become a popular session for anyone involved in looking after International Trade and Customs Compliance in a business.

#### F2F Learning Dates:

**Alsager Crewe 2 days**

Tues-Weds 22.06.2022

Thurs-Fri 22.09.2022

Thurs-Fri 01.12.2022

### The Export Course

Covers the main aspects in a practical, clear and comprehensive way that is relevant to today's exporters.

#### F2F Learning Dates:

**Alsager Crewe 2 days**

Weds-Thurs 06.07.2022

Weds-Thurs 12.10.2022

### The Importers Workshop

Practical follow-up to Import Essentials, or for those already experienced in import procedures.

#### F2F Learning Dates:

**Alsager Crewe 2 days**

Weds-Thurs 08.06.2022

Weds-Thurs 31.08.2022

Tues-Weds 01.11.2022

## AEO Practitioner Qualification Level 3 - Face-to-Face (F2F)

Covering both Customs Simplifications and Safety & Security this IQ Level 3 Award takes you through the basics of the AEO requirements as well as looking at what is required when completing sections 1-5 (Customs) and Section 6 (Safety & Security) of the UK Self-Assessment Questionnaire (SAQ), an import qualification for any company looking at becoming AEO, needing to establish AEO compliance or already approved, requiring a refresher. Completely updated for UCC changes and EU-Exit implications.

#### Delegate Price

OneCall Members £1510.00 + VAT

Non-members £1650.00 + VAT

#### F2F Learning Dates:

**Alsager Crewe 4 days**

Mon-Thurs 23.05.2022

Mon-Thurs 05.09.2022

Tues-Fri 15.11.2022

# S&H SPOTLIGHTS & CLINICS



## **S&H Spotlight Sessions**

Spotlight Sessions hosted by Strong & Herd LLP are up an hour long and are either hosted live on a virtual platform or pre-recorded. They function as a brief introduction to a topic, or a subject area within international trade. Ideal for beginners in a subject who need a short overview, or can be a useful refresher to someone with existing knowledge.

## **S&H Live Specialist Clinics**

Join our experts as they concentrate on current topics affecting international trade. 90 minutes in length, S&H Clinics consist of a 45-minute presentation and a 45-minute Q&A segment. They are hosted live online, recorded and attendees receive a copy of the recording.

**Details of our Spotlight and Clinic events  
can be found on our website  
[www.strongandherd.co.uk](http://www.strongandherd.co.uk)**

# Strong & Herd OneCall® Membership

## What is OneCall?

A membership package created to assist importers and exporters. Membership to OneCall® includes access to an online members resource area, UK Customs and International Trade Briefings, discount on public training courses and live events and access to the OneCall® Business Support Helpline.

## How will I benefit from OneCall?

Within the OneCall Team are specialists on a wide range of import, export and customs procedures. Using the service means you won't waste time searching for answers. Our team will know, or quickly find out for you, leaving you to concentrate on your proper job. Not only do you get a quick response but the people manning the service are helpful and extremely knowledgeable – ideal for seeking that second opinion on a tricky question.

The OneCall Team can guide you in the right direction, or even do some of the work for you. They are here as a support for your business needs. Try us out, you won't regret it!

## OneCall® Membership Prices

Level 1 - £180.00 + VAT

Level 2 - £600.00 + VAT

Level 3 - £1560 + VAT



## CDS Membership Prices

Level 1 - £720.00 + VAT

Level 2 - £2160.00 + VAT

## Upgrade to our CDS Community

Traders have trusted Strong & Herd for 26 years in all matters related to customs and international trade. Priority e-mail assistance as and when required – the go-to membership for CDS training and support. This service lets you e-mail our office with CDS enquiries so we can guide you to the correct places for information, reinforce your understanding of CDS procedures, or answer your questions immediately.

## CDS Community Support Membership



**CDS Helpline Service - Priority Response**

Specialist One-to-Ones, Training, Briefings & Clinics

## What is the CDS Community Support Membership?

All the benefits of our OneCall® service, plus access to our CDS online community, CDS Clinics, monthly CDS Briefings, CDS Training and access to our CDS Priority Response Helpline.





# Strong & Herd OneCall® Membership

## OneCall® Level 1

The Basic service lets you call or e-mail our office with enquiries so we can guide and support you to the correct places for information, reinforcing your understanding of procedures.

- Covers 8 brief questions a year (approx. 15min/query)
- Access to the S&H Online Members Resource Area
- Regular e-mail updates, including the S&H 'Did You Know?' news bulletin
- Fortnightly UK Customs & Trade Briefings
- Discounts on all public training
- Maximum 15 min per query

### OneCall® Level 1

Subscription price

£180.00 + VAT

2 hours helpline time p.a.

Paid in Advance

Top-ups available

## OneCall® Level 2

Level 2 provides a single port of call for assistance and guidance in all areas of import and export procedures. OneCall 'More' provides support to your day-to-day activities in a cost-effective way.

- Covers 8 brief questions a month (approx. 15min/query)
- Access to the S&H Online Members Resource Area
- Fortnightly UK Customs & Trade Briefings
- Regular e-mail updates, including the S&H 'Did You Know?' news bulletin
- Discounts on all public training

### OneCall® Level 2

Subscription price

£600.00 + VAT

8 hours helpline time p.a.

Paid in Advance

Top-ups available

## OneCall® Level 3

The essence of OneCall 'Plus' is to get practical assistance and advice on all matters relating to international trade. With Plus, S&H joins your compliance team, saving valuable time & money. You can convert time into 1-2-1 sessions.

- Covers 24 hours support a year (approx. 30 min/query)
- Access to the S&H Online Members Resource Area
- Fortnightly UK Customs & Trade Briefings
- Regular e-mail updates, including the S&H 'Did You Know?' news bulletin
- Discounts on all public training

### OneCall® Level 3

Subscription price

£1560.00 + VAT

24 hours helpline time p.a.

Paid in Advance

Top-ups available



# Strong & Herd CDS Membership

## CDS Community Support - Level 1

The Level One annual subscription service connects you to our CDS technical team for CDS enquiries, as well as all your other import, export, and international trade questions. Standard questions will be addressed within a maximum of 24 hours, as per our OneCall® helpline service, but specific CDS questions will be set as Priority 1 and will be addressed immediately (during working hours).

- Covers 8 hours of e-mail helpline support for CDS and other customs and trade questions
- Ability to call off two 60 minute sessions with a CDS specialist one-to-one
- Invitation to join our CDS dedicated briefings, as well as the fortnightly UK Customs & Trade Briefings
- Discounts on all other S&H public training sessions, inline with OneCall membership
- Regular information e-mails, such as the 'Did You Know?' updates and specific CDS Updates
- Access to S&H Members area of the website, plus the CDS Community area, where specific CDS resources, along with the recordings of the CDS briefings will be available
- Places on our dedicated CDS Clinics and access to the recording for a discounted price of £25.00 + VAT

CDS Community Support Level 1 Subscription Price £720.00 + VAT

## CDS Community Support - Level 2

The Level Two annual subscription service connects you to our CDS technical team for CDS enquiries as well as all your other import, export, and international trade questions. Standard questions will be addressed within a maximum of 24 hours, as per our OneCall® helpline service, but specific CDS questions will be set as Priority 1 and will be addressed immediately (during working hours).

- Covers 24 hours of e-mail helpline support for CDS and other customs and trade questions
- Ability to call off four 60 minute sessions with a CDS specialist one-to-one
- Free places on our CDS Community Clinics and access to the recordings via the CDS Community area of our website
- Invitation to join our CDS dedicated briefings, as well as the fortnightly UK Customs & Trade Briefings
- Discounts on all other S&H public training sessions, inline with OneCall membership
- Regular information e-mails such as the 'Did You Know?' updates and specific CDS Updates
- Access to S&H Members area of the website plus the CDS Community area

CDS Community Support Level 2 Subscription Price £2160.00 + VAT



# S&H Bespoke Business Support

## Consultancy to Audit, an answer to your needs

Strong & Herd has a wide range of experts in all fields of International Trade. We have been supporting companies trading internationally for over 25 years, with customised advice to answer specific needs.

Our bespoke business support includes services such as:

- Setting up Customs Warehousing
- Supporting clients obtaining Customs authorisations
- Preparing for Customs Audits
- Creating a Shipping Office
- Creating and Implementing Management Systems
- Training personnel in-house
- Providing answers to CHIEF and CDS queries
- Advising on international supply chains
- Implementing solutions for GB-NI movements
- Supporting clients with queries and audits from HMRC
- Carrying out Audits

Whatever your needs for bespoke support, Strong & Herd can help. Our team of partners and associates can provide the expertise you require. Contact us to discuss your requirements.

### OneCall® On-Demand Sessions

Just need a couple of hours of dedicated advice? OneCall On-Demand gives you a minimum of 2 hours time with a subject matter expert via our virtual meeting room.

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Session price

£500.00 + VAT

Minimum 2 hours



# Booking Information

## Courses

You can book our training courses:

- online: [www.strongandherd.co.uk](http://www.strongandherd.co.uk)
- via e-mail: [info@strongandherd.co.uk](mailto:info@strongandherd.co.uk)
- via telephone: 0161 499 7000

If you're already a OneCall® member, make sure you log on and book through the website to claim your discount!



## OneCall® Membership

Choose the subscription level that best suits your requirements:

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