MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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ESSENTIALS FOR FREIGHT FORWARDING PROFESSIONALS

"Master Core Freight Forwarding Concepts, Global Logistics, and Shipment Compliance"

Schedule

Date	Venue	Fees (Face-to-Face)
04 – 06 Feb 2026	Dubai, UAE	USD 2,495 per delegate
19 – 21 Aug 2026	Dubai, UAE	USD 2,495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Freight forwarding is the backbone of international trade, requiring professionals to manage complex shipments, multimodal logistics, regulatory compliance, and customer service simultaneously. Whether moving goods by sea, air, or land, a freight forwarder must understand documentation, transit risks, and global routing strategies to deliver consistent value.

This 3-day course equips freight professionals with the essential knowledge and practical skills to handle day-to-day freight forwarding operations efficiently and compliantly. It covers Incoterms, customs procedures, transportation modes, cargo insurance, and documentation—making it ideal for both new entrants and those seeking a structured refresher.

Objectives

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

- Understand the end-to-end freight forwarding process and global logistics landscape
- Identify key transport modes and optimize routing decisions
- Accurately complete and verify freight documents such as B/L, AWB, and invoices
- Apply Incoterms correctly and manage buyer/seller responsibilities
- Comply with customs regulations, import/export controls, and cargo handling protocols
- Minimize shipment delays and ensure customer satisfaction through process control

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Why Attend

- Build a strong foundation in international freight operations
- Avoid costly delays and penalties due to incorrect documentation or compliance issues
- Learn to communicate effectively with shippers, consignees, customs, and carriers
- Improve shipment planning, risk management, and customer service delivery
- Keep pace with evolving global logistics practices and Incoterms 2020 updates

Target Audience

This program is designed for:

- Freight forwarding and logistics coordinators
- Import/export and supply chain professionals
- Shipping officers and transport planners
- Customer service agents in freight or trading companies
- Anyone new to freight forwarding or transitioning into a logistics role

Individual Benefits

Key competencies that will be developed include:

- Clear understanding of freight documents, workflows, and compliance
- Practical knowledge of international shipping terms and procedures
- Ability to manage air, sea, and road shipments end-to-end
- Improved coordination between customers, carriers, and customs brokers
- Reduced shipment delays and improved service quality

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Greater efficiency and accuracy in shipment processing
- Reduced freight costs and demurrage through smarter planning
- Enhanced compliance with international trade and customs laws
- Improved customer satisfaction and service consistency
- Stronger internal capability for freight, logistics, and trade support

Instructional Methodology

The course follows an operationally focused learning approach:

- Industry Briefings – Key global freight regulations and logistics trends
- Case Studies – Shipment routing, customs delays, and document errors
- Workshops – Document preparation, Incoterms application, freight quotes
- Peer Exchange – Experience sharing on freight forwarding challenges
- Tools – Checklists, compliance flowcharts, shipment trackers

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Course Outline

DETAILED 3-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Freight Forwarding Fundamentals

- Module 1: Role of the Freight Forwarder (07:30 – 09:30) • Scope of responsibilities and process overview • Key stakeholders: shippers, consignees, agents, carriers
- Module 2: Introduction to Transport Modes (09:45 – 11:15) • Air, sea, road, rail – characteristics, cost, transit time • Choosing the right mode for the cargo
- Module 3: Freight Documentation Overview (11:30 – 01:00) • Bills of Lading (B/L), Air Waybills (AWB), commercial invoices, packing lists
- Module 4: Workshop – Reviewing Real Documents (02:00 – 03:30) • Participants analyze and verify sample freight documents

Day 2: Shipment Planning and Compliance

- Module 1: Incoterms 2020 and Risk Allocation (07:30 – 09:30) • EXW, FOB, CIF, DDP, and others – responsibility and risk points • Common misapplications and how to avoid them
- Module 2: Customs Procedures and Clearance (09:45 – 11:15) • Import/export regulations, HS codes, duties, and taxes • Managing customs brokers and required filings
- Module 3: Cargo Handling and Packaging (11:30 – 01:00) • Packing standards, labeling, weight restrictions, and container loading
- Module 4: Workshop – Route Planning & Incoterms Application (02:00 – 03:30) • Participants select Incoterms and plan routing for various shipment cases

Day 3: Risk Management and Client Communication

- Module 1: Cargo Insurance and Claims (07:30 – 09:30) • Marine cargo insurance types and coverage • Handling damage, loss, and liability
- Module 2: Freight Rate Calculation and Cost Optimization (09:45 – 11:15) • Quoting shipments, fuel surcharges, and rate negotiations • Avoiding demurrage, detention, and hidden costs
- Module 3: Client Service and Communication Skills (11:30 – 01:00) • Managing shipment updates, exceptions, and client expectations • Building long-term client relationships
- Module 4: Final Simulation – End-to-End Freight Planning (02:00 – 03:30) • Teams create a complete forwarding plan from quote to delivery

Certification

Participants will receive a Certificate of Completion in Essentials for Freight Forwarding Professionals, recognizing their readiness to manage global shipments and coordinate freight processes with confidence and compliance.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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