Manage an Export Business Remotely

A Guide for Importers and Exporters
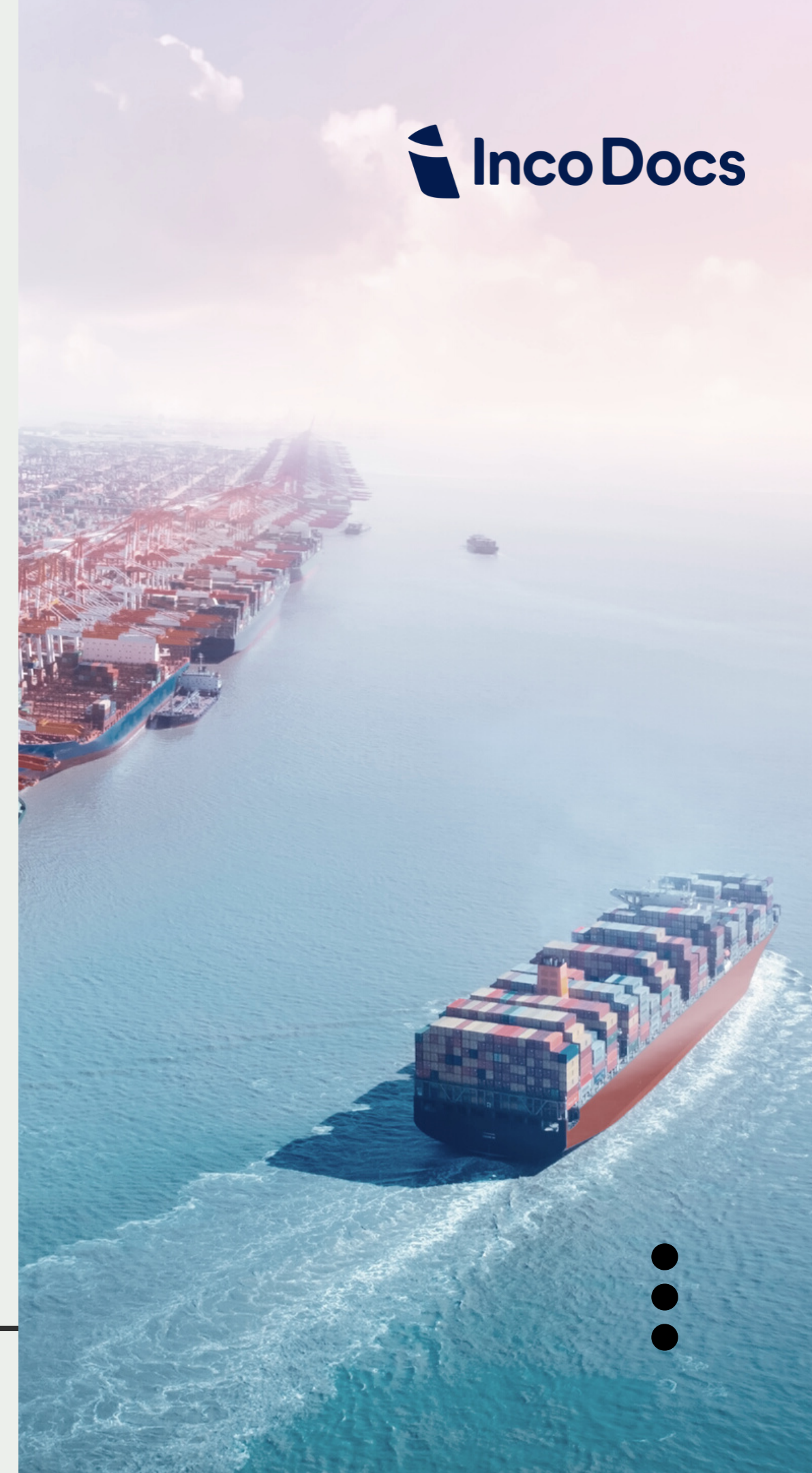
IncoDocs

KEEP YOUR SHIPMENTS MOVING

GET THROUGH COVID-19

COVID-19 is changing the way Global Trade is managed. Suddenly, being forced to work from home will require your team to do things in a radically different way. Customers, clients and supply chain partners are trying to work out the best ways to work productively from home to keep shipments moving during this time.

At IncoDocs, we've been running our logistics software company remotely with great success. This guide will provide businesses involved in Global Trade with tips on cloud software, new processes to consider and how to effectively manage teams working remotely.

Run your Export Business Remotely | IncoDocs.com

ANALYZE YOUR PROCESS

Buying and selling goods Internationally can be complicated. But your processes don't need to be. Now is the time to sit down and ask yourself:

- Is your team still doing the same things today that you were doing 1 year, 5 years or 10 years ago?

- Does anyone in your team have to physically go into the office just to get basic jobs done?

- When was the last time that you or your team assessed your business operations and potential solutions?

- When was the last time that you actually made a significant improvement to your operations?

- Have you put off change because you think it's "too expensive", "too hard" or you're "just too busy"?

IncoDocs

RECOMMENDED CLOUD SOFTWARE

Today there are so many ways that processes can be streamlined, or removed completely. Changing a process today is not anywhere near as hard or expensive as it was just 5 years ago. There are so many amazing companies that have already created powerful tools that significantly help SME businesses.

Upgrading your business processes today doesn't require a huge capital investment, and doesn't require setting up expensive, complex Enterprise systems. The truth is, SME businesses already have access to even more powerful tools than ever before, at a fraction of the price of Enterprise software.

We've put together this list of recommended cloud software that you can use to run an Export business remotely. We recommend that you implement some of this software to improve your process. These software tools are simple, powerful, affordable and will allow your team to thrive in a remote working environment.

Cloud Software to run an Export Business Remotely

Communications
slack
zoom
Skype
WhatsApp WeChat
loom
Google Hangouts

Team Workspaces
Google Drive OneDrive
Dropbox Paper
Trello
Notion

Operations & Shipping
IncoDocs
tradegecko
GOODLOADING.com
easycargo
LastPass
G Suite

Sales & Marketing
Alibaba.com Canva
global sources
pipedrive
HubSpot

Accounting & Payments
xero intuit quickbooks
Airwallex

IncoDocs Exporters use IncoDocs.com to create Global Trade documentation

CONNECT YOUR TEAM

Create, share and store information in your IncoDocs shared team workspace.

IncoDocs is your team workspace that provides your "virtual office". View all documentation, updates and information in real-time, 24/7 from anywhere, anytime.

Your team can easily create and share professional Quotations and Invoices. Confirm deals faster by giving your buyers options to 'Accept', countersign and click to pay your invoices online.

Comments and activity trails will provide your whole team with an instant insight into your sales and shipments.

IncoDocs

A PAPERLESS OFFICE

Yes, go paperless.

If your team are using online tools correctly, there will be no need to manually print, sign, scan or store physical copies of documents.

Add your digital signature and company stamp/seal, then share with buyers so they can countersign documents online. 100% paperless.

Share invoices to buyers so they can click to pay by Credit Card, ACH Transfer, or Telegraphic Transfer (T/T), 100% online without having to leave their home or office.

Run your Export Business Remotely | IncoDocs.com

IncoDocs

REMOTE CULTURE

CREATE A POSITIVE WORK CULTURE

Trust your team to get the work done. Don't micromanage the team. If you don't trust people to get the work done, the morale will nosedive, along with actual progress.

Stop forcing your team to come into the office just to get the basic work done. If you've spent the time to setup your team with the right tools, they will be able to get the job done working remotely. This will also cut down travel time to and from work and improve employee morale. Post COVID-19, more employees will want to work for a company that supports remote working.

Encourage people to speak up with ideas - don't be blindsided by any new or innovative ways to do things.

IncoDocs

TEAM MEETINGS

KEEP COMMUNICATION OPEN TO EVERYONE

If communication can't be resolved over text, call to clarify information and keep moving forward.

Hold a Monday morning team meeting to set the goals and expectations for the week. Review the progress at each Monday morning meeting and reset for the beginning of the new week.

Hold a short daily 'standup' at the start of each workday. This could be done over a call, or with a simple post to a team communication channel. During the standup each team member can mention a short "Win From Yesterday", a summary of "Working on Today" and a list of any "Blockers" - i.e. things that they need other team members to do, to unblock them to make progress.

WORK ENVIRONMENT

CREATE A COMFORTABLE PLACE TO WORK

Make sure that you spend the time with each person in the team to ensure they have what they need to work comfortably. Ensure that everybody is added to your cloud software.

Invest in hardware to make their job easier. Make sure everyone has a good set of headphones (to suit phones and computers) and a comfortable chair and desk. Buy an extra computer monitor to make day to day work easier and more efficient.

Do you really need to print? If setup with the right online software, there will be no need to manually print, sign and store physical copies of documents.

Encourage your team to get up and walk around periodically to stretch their muscles and give their minds a short break. If it's safe, try to have lunch outside or in fresh air.

IncoDocs

TURN UNCERTAINTY INTO AN OPPORTUNITY

In summary, this period of change may come as a shock to your business and operations. But if handled well, it's an opportunity to set up better processes to actually improve your business. Take the time to assess your process and setup cloud software to operate more efficiently. When the market turns around your business will be in a position to handle more work without the added costs.

You should also consider how your company can provide a more flexible working environment post the COVID-19 crisis. Over the past few years many companies have already started giving employees the flexibility to work from home to help work in with their daily lives. People really appreciate the flexibility of remote work and if companies are too strict and rigid, employee satisfaction will decline and people will start looking for jobs that support flexibility and remote work environments.

Run your Export Business Remotely | IncoDocs.com

IncoDocs

WE'RE HERE TO HELP

SPEAK TO OUR TEAM TODAY

IncoDocs

IncoDocs is driven by a passionate team that are experienced in global trade. We're committed to supporting businesses through this time of uncertainty.

If you'd like some support to understand how IncoDocs and other software can help your team work remotely, we're offering free onboarding calls to answer any questions and help to get your team setup to work remotely.

Get started at www.incodocs.com or email the team at info@incodocs.com