



# THE ICPA SURVIVAL GUIDE: EVERYTHING YOU NEED TO KNOW (AND THEN SOME)

*Your guide to membership,  
compliance, and finding your people*

OFFICIAL ICPA CHANNELS



MEMBER COMMUNITY



# WHAT HAVE I GOTTEN MYSELF INTO?



## WHY ICPA IS DIFFERENT

Everything you see and appreciate about ICPA is powered by volunteers—and that’s a lot of work. It works because people genuinely care about the organization and, even more importantly, about each other.

We go out of our way to make members feel welcome and part of the group. We celebrate birthdays, share photos on Facebook, and support each other during difficult times. Some might say that goes beyond a typical trade organization, but that’s exactly why we’re different.

Compliance professionals have complex, stressful, and often thankless jobs (9 to 5... yeah right). There’s no reason a trade organization can’t meet those needs and still be fun and personal!

*Compliance can be overwhelming, but it doesn't have to be with ICPA!*

## VOLUNTEERS (YES, THAT MEANS NO PAY)

ICPA is a volunteer organization (no monetary reward—sorry). Members are encouraged to participate by helping with the Annual Conference, One-Day Conferences, committees, and special projects. You’ll see emails throughout the year asking for volunteers, or you can email [volunteer@icpainc.org](mailto:volunteer@icpainc.org) directly if you have any questions or are looking to help!

## WHO’S WHO AT THE ZOO

ICPA is led by a Board of Directors that sets policy and Officers who manage daily operations. Board members and officers work on projects like the Annual Conference, seminars, and other member activities. Running for a board or officer position is a great way to get involved and make lots of friends—check the website for the current list of victims... uh, we mean hardworking, dedicated professionals!

While our board and officers certainly play key roles, the true heart of ICPA is our members – people like you! We are member-focused and member-oriented. Our motto “a network of people and a world of knowledge,” isn’t just a tagline; it guides everything we do!

## WHO YOU GONNA CALL (OR E-MAIL) FOR HELP?

- [wizard@icpainc.org](mailto:wizard@icpainc.org)  
(general ICPA questions)
- [webmaster@icpainc.org](mailto:webmaster@icpainc.org)  
(website questions)

## ACCESSING OUR WEBSITE

Visit us at <http://www.icpainc.org>  
The real fun begins when you log in to the members-only pages with your email and password. If you forgot your password, there’s a link below the password field to retrieve it.

# NAVIGATING THE WEBSITE

Where you can discover all the secrets and resources available to our members!

[www.icpainc.org](http://www.icpainc.org) 



## Personal Settings

- ▶ Update your profile when info changes (name, email, employer, etc.)
- ▶ Go to USER MENU → MY PROFILE to make edits
- ▶ Make your updates and save - done!

## Lost Password

- ▶ Forgot it? Click "FORGET YOUR PASSWORD?" in the Members Only section
- ▶ The new password will be emailed
- ▶ Need help? Contact [webmaster@icpainc.org](mailto:webmaster@icpainc.org) — he's lonely & loves emails



## Conference Info

- ▶ Access all upcoming and previous conferences and webinars → EVENTS
- ▶ Go to LIBRARY → PRIOR CONF. PRESENTATIONS to access past material
- ▶ Add a document? Email [webmaster@icpainc.org](mailto:webmaster@icpainc.org)

## Member Directory

- ▶ Members-only access via USER MENU → MEMBER DIRECTORY
- ▶ Search by name, company, city, state, or country
- ▶ Members can opt in/out of having their email displayed



## Past Surveys

- ▶ View previous survey results USER MENU → PAST ICPA SURVEYS
- ▶ Members can request a new survey via [wizard@icpainc.org](mailto:wizard@icpainc.org)
- ▶ Answers are anonymous (of course!)

## Service Provider Directory

- ▶ We developed this website to easily provide Service Provider contact information to our Regular Individual Members
- ▶ Found under USER MENU → SERVICE PROVIDERS



## Bylaws

- ▶ Access under INFO/BENEFITS → LEGAL → ICPA BYLAWS
- ▶ Or just click [HERE](#) (we try to make it easy for you)
- ▶ Yes, they make great reading material!

# THE CONFERENCE CALENDAR

Held every March, **ICPA's Annual Conference** is the premier gathering for the international trade compliance community. It brings members together to learn from industry experts, connect with fellow compliance professionals, and stay ahead of evolving requirements. Designed with member needs in mind, each conference features timely, relevant sessions covering current issues in trade compliance—offering valuable insights for both novice and experienced professionals.

ICPA hosts **four** additional conferences each year. These events rotate through different geographic locations (pack accordingly) and focus on current topics impacting trade compliance. And it's not just a U.S. tour—ICPA conferences extend **globally**, connecting members around the world!



# MEMBERSHIP RENEWAL

You'll receive an automatic renewal email about 30 days before your membership expires—and another about a week before. Sometimes spam blockers or firewalls get in the way. If your membership expires, you'll lose access to the members-only website and the daily Q&A emails will stop (sad face).

You can always check your membership expiration date at the top right of the screen after signing in.

## **REGULAR INDIVIDUAL MEMBERS**

*(ALL MEMBERSHIP TYPES EXCEPT ASSOCIATE BUSINESS / SERVICE PROVIDERS)*

Go to the website, click "JOIN/RENEW" on the button bar, and follow the instructions

Or use this direct link: <https://www.icpainc.org/renew-membership/>

## **ASSOCIATE BUSINESS / SERVICE PROVIDER MEMBERS**

*(FOR SERVICE PROVIDERS ONLY – CORPORATE MEMBERSHIPS)*

If you're a Service Provider with an Associate Business Membership, only your company's "Primary" member can renew, add, or delete members. The Primary Account Manager is the only person authorized to manage the five allowed company members.

When the Primary renews, all associated members auto-renew

**CORPORATE MEMBERSHIP** → [HTTP://WWW.ICPAINC.ORG/RENEW-MEMBERSHIP/](http://www.icpainc.org/renew-membership/)

**VIEW/DELETE USERS** → [HTTP://WWW.ICPAINC.ORG/MANAGE-COMP-USERS/](http://www.icpainc.org/manage-comp-users/)

**REGISTER OR REACTIVATE USERS** → [HTTP://WWW.ICPAINC.ORG/REGISTER-A-COMP-USER/](http://www.icpainc.org/register-a-comp-user/)

# MEMBER PERKS & POWER TOOLS

## DAILY Q&A

One of the best benefits of ICPA membership is the "[Ask the Membership](#)" feature. Members can ask and answer questions anonymously—no pictures on wanted posters required. Questions are sent to the membership, responses are collected, and then all answers are shared. That's a whole heap of brain cells in one place!

### HOW DO I POSE A QUESTION?

- ▶ Click ASK THE MEMBERSHIP Q&A, complete the required information
- ▶ Your question stays anonymous unless you request otherwise.

### HOW DO I ANSWER A QUESTION?

- ▶ Just hit REPLY (never "Reply All").
- ▶ Your response remains anonymous unless you ask to be identified.

### WHERE DO I FIND PAST Q&A?

- ▶ All past questions and answers are stored in a searchable database on the website. You must be signed in (compliance speak alert!)
- ▶ Go to LIBRARY → ANSWER DATABASE.

## SCHOLARSHIP PROGRAM

ICPA supports learning opportunities through its Scholarship Program, including educational funding and opportunities for students to attend ICPA events and engage directly with trade compliance professionals. When possible, the ICPA Board approves scholarships for regular members and their families. Watch the ICPA website for announcements, applications, requirements, and details.

## CAREERS: JOBS & RESUMES

ICPA offers a FREE job board for members and non-members. Anyone can post a job or resume, but only members can view them!

- ▶ Access via the JOBS button bar
- ▶ To upload a job, click POST JOB and download the document in the blue bar
- ▶ Complete, upload, submit—we review and post
- ▶ To upload a resume, click POST RESUME and fill out the desired information
- ▶ Job and resume updates are usually emailed Tuesday evenings

# FIND YOUR COMMUNITY AT ICPA

Community is at the heart of ICPA. Through Focused Trade Groups and local DATA Groups, members can connect, collaborate, share expertise, and build meaningful relationships that strengthen both their careers and the global trade community!

## DATA GROUP

Jump into an ICPA DATA Group and take your involvement local. These dynamic, region-based groups bring global trade professionals together to network face-to-face, share practical experiences, and learn directly from industry and government experts. Stay ahead of regulatory changes, gain fresh perspectives, and grow your presence in the local trade community—all while strengthening your career and connections.

LOCATION	CONTACT	CONNECT
Austin	<a href="#">Carlos Hernandez</a>	<a href="#">LinkedIn Group</a>
DFW	<a href="#">Lila Landis</a>	<a href="#">LinkedIn Group</a>
Houston	<a href="#">Hemant Jadhav</a>	<a href="#">LinkedIn Group</a>
Denver	<a href="#">Yuliya Zabarsky</a>	<a href="#">LinkedIn Group</a>
Buffalo	<a href="#">Chris Scalisi</a>	<a href="#">LinkedIn Group</a>
Cincinnati/KY	<a href="#">Lori Shaw</a>	<a href="#">LinkedIn Group</a>
Atlanta	<a href="#">Joe Hergott</a>	<a href="#">LinkedIn Group</a>
Chicago	<a href="#">Alex Jansen</a>	<a href="#">LinkedIn Group</a>
Boston	<a href="#">Thariq Kara</a>	<a href="#">LinkedIn Group</a>
San Francisco	<a href="#">Deep SennGupta</a>	<a href="#">LinkedIn Group</a>
Cleveland	<a href="#">TJ Nykiel</a>	<a href="#">LinkedIn Group</a>
San Diego	<a href="#">Sonia Jaykell</a> <a href="#">Edith Robinson</a>	<a href="#">LinkedIn Group</a>
SW Florida	<a href="#">Pamela Dorsett</a>	<a href="#">LinkedIn Group</a>
Pacific Northwest	<a href="#">Ngoc Lewis</a>	<a href="#">LinkedIn Group</a>
NYC/CT/NJ	<a href="#">Laura Heyburn</a>	<a href="#">LinkedIn Group</a>
Washington DC	<a href="#">Aaron Dwyer</a>	<a href="#">LinkedIn Group</a>
Western Canada	<a href="#">Benita Lee</a>	<a href="#">LinkedIn Group</a>
Eastern Canada	<a href="#">Jordan Welke</a>	<a href="#">LinkedIn Group</a>

## TRADE GROUP

Join an ICPA Focused Trade Group and connect with members who share your industry and trade compliance interests. Get direct access to peer insights, discuss real-world trade challenges, stay current on key issues, and build meaningful connections through regular virtual meetings and in-person events at ICPA conferences.

TRADE GROUP	CONTACT
Forced Labor	<a href="mailto:kelli.lapp@bluelinxco.com">kelli.lapp@bluelinxco.com</a> <a href="mailto:jdigregorio@biocryst.com">jdigregorio@biocryst.com</a>
Export Controls & Sanctions	<a href="mailto:laura.richard@ashcroft.com">laura.richard@ashcroft.com</a> <a href="mailto:Tradespecialistbibi@outlook.com">Tradespecialistbibi@outlook.com</a>
Chemical	<a href="mailto:gilluisf@hotmail.com">gilluisf@hotmail.com</a> <a href="mailto:laura.heyburn@dsm-firmenich.com">laura.heyburn@dsm-firmenich.com</a>
Consumer Products	<a href="mailto:mark.williams@wkkellogg.com">mark.williams@wkkellogg.com</a>
Global Trade Management Software	<a href="mailto:jody.swentik@spectrumbrands.com">jody.swentik@spectrumbrands.com</a>