# English for Logistics

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# About the book

**English for Logistics** has been developed specifically for people who work in the logistics industry and who need English to communicate in a variety of situations with colleagues, clients, and business partners. It supplies you with the target vocabulary and commonly used expressions that are essential to communication whether you work for a shipping agent, a customs broker, or a freight forwarder.

**English for Logistics** covers a range of subjects associated with the logistics industry. Learners in management-level positions will find their needs catered for, just as much as those in warehousing or administration. Units from the book work independently and can be selected according to the needs and interests of the course participants. **English for Logistics** is also ideal for self-study.

Each unit begins with a **Starter**, which consists of a short exercise or a quiz and serves as an introduction to the topic of the unit. Practical exercises, listening extracts, industry-specific texts as well as photos and illustrations help you to acquire key vocabulary and expressions. Realistic role-plays give you the opportunity to put all you have learned into practice. Each unit closes with an **Output** activity, an article related to the topic of the unit followed by questions for reflection and discussion. Finally the book finishes up with a fun quiz to **Test yourself!** on some of the facts and figures discussed over the previous eight units.

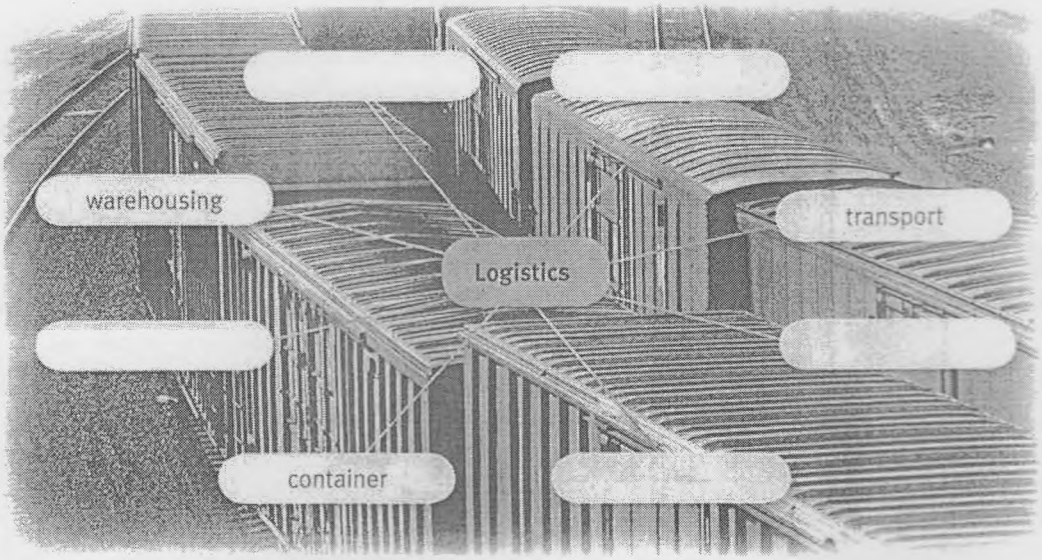
The **MultiROM** contains all the **Listening extracts** from the book. These can be played through the audio player on your computer, or through a conventional CD player. In order to give yourself extra listening practice, listen to it in your car. The **Interactive exercises** let you review your learning by doing **Useful phrases, Vocabulary, and Communication** exercises on your computer. This will be particularly valuable if you are using the book for self-study.

In the appendix of **English for Logistics** you will find the **Partner Files** for the role-plays and the **Answer key** so that you can check your own answers if you are working alone. There are also **Transcripts** of the listening extracts, an **A–Z word list**, and a list of **Useful phrases and vocabulary**. Finally, we have included a **Glossary of acronyms and abbreviations** and a **Weights and measures conversion chart**; these can be used as handy references at work.

# 1 Introduction to logistics

**TARTER**

**Make a list of all the different areas of logistics you can think of by completing the diagram below.**




**1** **Five people give their definition of *logistics*. Complete the sentences using the words from the box.**

provide • storage • support • distribution • delivery • maintenance

1 *Logistics* means that you manage the procurement and movement of goods and the _____ of inventory.
2 It means the _____ of the goods the customer needs at the right time, in the right place, and of the right quality.
3 My definition of *logistics* is this: it's to plan, organize, and manage operations that _____ services and goods.
4 *Logistics* – that's the purchasing, maintenance, _____, and replacement of material and staff.
5 *Logistics* is the planning and _____ of operations such as warehousing, inventory, transport, procurement, supply, and _____.

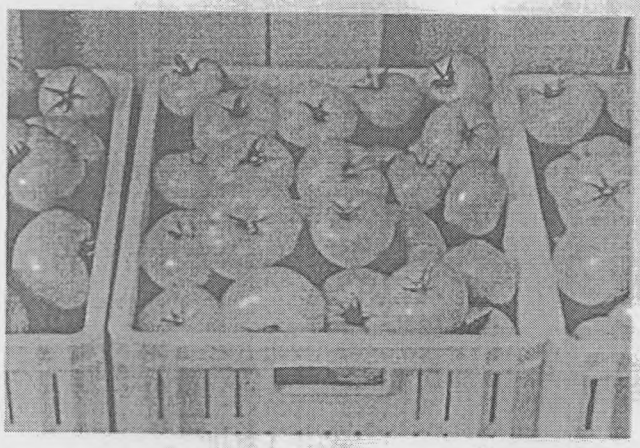
AUDIO 2

**Listen to the recording and check your answers.**

## 2 Complete the following table using the words from exercise 1.

| | Verb | Noun |
|---|---|---|
| 1 | to provide | |
| 2 | | storage |
| 3 | to support | |
| 4 | | delivery |
| 5 | | distribution |
| 6 | to maintain | |
| 7 | | transportation |
| 8 | | purchasing |

## 3 Now complete the sentences with the correct form of the words from the table.



1 In my job I oversee the _____ of vehicles and machinery.
2 Do they also _____ parcels and packages on Sundays?
3 Goods are normally bought in the _____ department.
4 We _____ a 24-hour delivery service.
5 This company only _____ goods by road.
6 We _____ all our goods in the warehouse.

## 4 Match the definitions (a–f) with the words (1–6) below.

1 carrier ☐
2 freight forwarder ☐
3 supplier ☐
4 haulage contractor/hauller ☐
5 courier ☐
6 consignee ☐

a company which carries goods by road
b person or firm named in a freight contract to whom goods have been shipped or turned over for care
c company that specializes in the speedy and secure delivery of small goods and packages
d company that transports or conveys goods
e company which supplies parts or services to another company; also called vendor
f person or business that arranges documentation and travel facilities for companies dispatching goods to customers

AUDIO 3

**5 Listen to three people describing their jobs in logistics: a warehouse manager, a freight forwarder, and a shipping operations manager. Match each job to the correct person.**

1 _____ 2 _____ 3 _____

**6 Now listen again and complete the sentences.**

**Person 1**

1 My job is to _____ the transport of goods either by sea, air, road, or rail.
2 An important part of the job is _____ with customer requests about the most suitable mode of transport.
3 My responsibilities also include _____ good shipping rates with shipping lines and transport companies.
4 I _____ customs clearance on behalf of my clients.

**Person 2**

5 In my job I have to _____ that the cargo is not damaged onboard the ship or while loading or unloading.
6 I _____ customers on shipping rates and prepare quotations for our sales office.

**Person 3**

7 Another part of my job is to _____ with departments such as transport and production.
8 Apart from that, I _____ that vehicles, machines, and any other kind of equipment are maintained to a high level.

**7** **Match the verbs (1–8) with the activities (a–h) to make phrases from the recordings. Then listen again to check if necessary.**

1 book ☐
2 consolidate ☐
3 deal ☐
4 keep ☐
5 make ☐
6 use ☐
7 check ☐
8 take care ☐

a a number of shipments under one bill of lading
b booking reservations
c that health and safety standards are maintained
d modern computer systems
e space on a ship, train, lorry, or plane
f where to put them in the warehouse
g an eye on the budget
h with **all** the necessary documentation

**8** **Work with a partner to describe two different jobs. The phrases in the box will help you.**

TALKING ABOUT JOB RESPONSIBILITIES

**Questions**
*What do you do?*
*What's your line of work?*
*What does your job involve?*

**Describing jobs**
*I work for a major shipping company.*
*I work in the regional depot.*

**Describing responsibilities**
*I'm responsible for ...*
*In my job I have to ...*
*My job involves ...*

**Remember...**
*You work **for** or **at** a company.*
*You work **in** an area or a department.*
*You are responsible **for** or in charge **of** something.*
Here are some useful verbs for describing key job responsibilities:

| | |
|---|---|
| *to advise* | *to oversee* |
| *to prepare* | *to provide or supply* |
| *to train* | *to ensure* |
| *to manage* | *to review* |
| *to estimate* | *to liaise with* |
| *to monitor* | *to organize* |
| *to carry out* | |

PARTNER FILES
Partner A File 01, p. 71
Partner B File 09, p. 72

**9 Replace the underlined verbs with words from the box that have the same meaning.**

provide • train • organize • ensure • inform about • check

1 We supply software for the car industry. _____
2 I often advise clients on the most suitable transport method. _____
3 In my job I have to make sure that passengers arrive on schedule. _____
4 My job is to supervise incoming goods. _____
5 I also plan the transport of goods. _____
6 I instruct staff. _____

**10 Complete the form with your own job details. Use complete sentences and expressions from this unit.**

Job profile: _____

Company: *I work for* _____

Job title: _____

Main responsibilities: _____

_____

_____

3–5 key activities: _____

_____

_____

_____

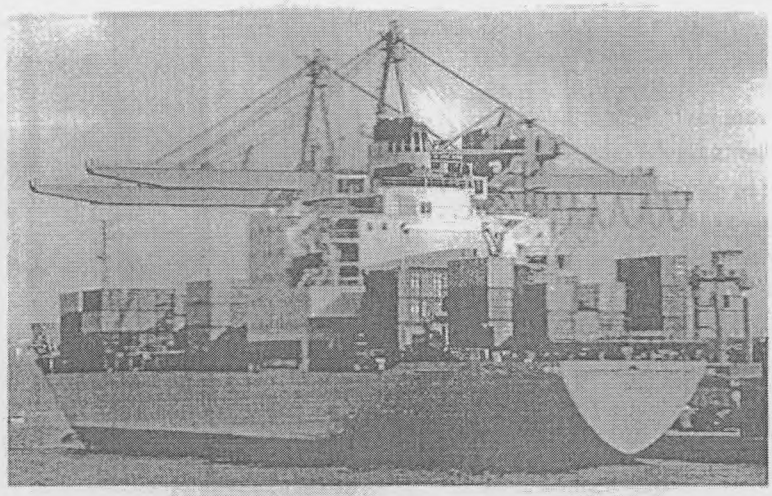
_____

**TALKING ABOUT REGULAR ACTIVITIES**

When talking about general facts and describing what we normally do, we use the present simple. It is often used with words that say how often something happens, e.g. *usually, often, always, sometimes, every,* etc. We use the verb *do* to make questions and negative statements:

*I **work for** an international logistics company.*
*He **usually spends** a lot of time with his customers.*
***Do** you **ship** goods to Asia?*
*He **doesn't work** in the European office.*

## 11 Put the words in the right order. Use the correct form of the verb.



1 an excellent / provide / delivery service / my company.
2 you / how much / handle / cargo / per year ?
3 to other countries / not ship / we / chemical products.
4 responsible for / be / the warehouse manager / also / vehicles and machinery.
5 to foreign companies / car parts / this vendor / supply ?
6 usually / arrange / for companies / a freight forwarder / documentation.

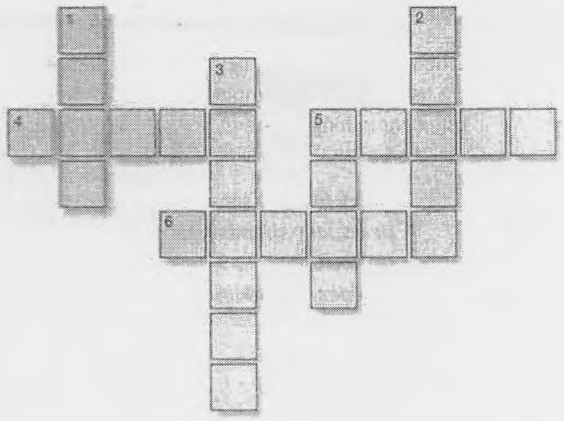
## 12 Work with a partner. Follow the steps below to practise this dialogue.

A Ask B what he/she does.
B Respond. Tell A where you work.
A Ask B to give you some details about the job.
B Tell A about your main job activities. Then ask A about his/her job.
A Respond. Describe your job activities.

## 13 Complete the crossword puzzle with words from this unit.

Across
4 Another word for freight.
5 What you store in the warehouse.
6 Work closely together with somebody.

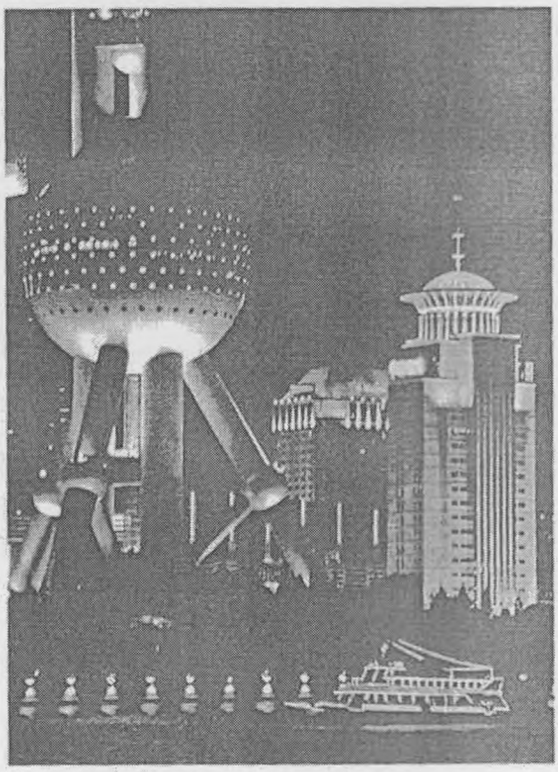
Down
1 Another word for organize.
2 To give information about the price.
3 Another word for supervise.
5 Send goods.



TPUT

**Read this article and answer the questions.**

## CHINA'S BOOMING EXPORT BUSINESS



China's economy is developing at a rapid pace with double-digit growth rates in export business and an expected increase of 40 per cent by 2010. With an estimated trade volume of nearly 2 trillion US dollars in 2006, China handles more cargo than any other country in the world. Given these growth rates, it is not surprising that the Chinese logistics sector increased by more than 12 per cent last year.

In order to support the booming industry, the government is currently investing massively in the country's infrastructure. Over the next few years, the Chinese government wants to improve and extend the existing road and railway networks as well as maritime harbours and airports.

For transport logistics, Shanghai is one of the most attractive locations in China. It is the second largest city in the country and has good links to the most important industrial regions. And Shanghai is also a modern and welcoming host for visitors and business people from China and around the world.

OVER TO YOU

1 Do you know any other countries with considerable export growth rates?
2 How does logistics play an important role in a country's economy?
3 What do you know about the logistics industry in your country?

# 2 Logistics services

**STARTER**

**Logistics uses lots of acronyms. How many do you know? Test yourself by writing these ones out.**

1 FCL _____
2 3PL _____
3 HGV _____
4 DC _____
5 LCL _____
6 EDI _____
7 VAS _____
8 RFID _____
9 ISO _____
10 GPS _____

**1 Match the words (1–8) with their definitions (a–h) below.**

1 transshipment ☐
2 break-bulk ☐
3 cross-docking ☐
4 order picking ☐
5 reverse logistics ☐
6 tracking and tracing ☐
7 warehousing ☐
8 collection ☐

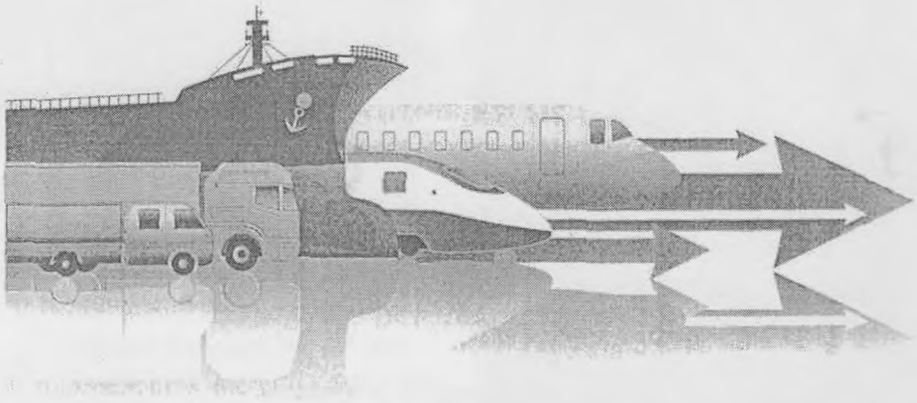
a direct flow of goods from receipt at warehouse to shipping, bypassing storage
b collecting and handling of used or damaged goods or of reusable transit equipment
c loading goods from one means of carriage onto another
d selecting and assembling items from stock for shipments
e packing goods in small, separable units
f picking up goods at a named place
g receiving and storing goods
h locating items in transit

**2** **Look at these words from exercise 1 and use your dictionary (if necessary) to complete the table.**

| | Verb | Noun |
|---|---|---|
| 1 | receive | |
| 2 | | equipment |
| 3 | carry | |
| 4 | | assembly |
| 5 | | location |

AUDIO 4

**3** **Listen to three logistics providers presenting their services. Complete the table.**



| | specializes in | transport mode used |
|---|---|---|
| Provider 1 (GFT Global Carrier) | | |
| Provider 2 (Home Tex International) | | |
| Provider 3 (Cargo Express) | | |

**4** **Listen to the recording again and complete the sentences.**

provider • shipping lines • fleet of vehicles • air carriers • transport companies • documentation

1 We are one of the world's leading _____ with a freight volume of 600,000 containers per year.
2 We can offer our customers competitive rates with all major _____.
3 With a modern _____, we can ensure fast, safe delivery of your consignments.

4 Our services include order picking, packing, distribution, and handling of all transport _____.
5 Cargo Express is Asia's leading _____ of air freight services.
6 We work closely with _____ around the world for the fastest delivery available.

AUDIO 5

## 5 Complete the sentences with words from the box.

happy • provide • range • specialize • major • ensure • customized

1 As a _____ non-vessel operating common carrier, we can offer our customers competitive rates with all major shipping lines.
2 We _____ in solutions for full container loads (FCL) and less than container consolidated loads (LCL).
3 As a specialist in home textiles, we can offer our clients _____ services to meet their needs.
4 Our team will be _____ to assist you in all matters regarding your order.
5 We can _____ you with tailor-made solutions for your air transport requirements.
6 We closely co-operate with air carriers around the world and can offer our customers a wide _____ of flexible and cost-effective services.

**Now listen and check your answers.**

SELLING YOUR COMPANY'S LOGISTICS SERVICES TO THE CUSTOMER

When describing a company's services or portfolio, we often use the following expressions:

*We can offer you a wide range of ...*
*We can provide (you with) customized/tailor-made logistics solutions for ...*
*We specialize in ...*
*As a specialist for/in ... we can ...*
*With our many years of experience ...*
*We have experience and expertise in providing ...*
*Our team will be happy to handle/assist you ...*
*With our dedicated team of logistics experts we can ...*

## 6 Complete the list with your own company's services. Then present it to your partner using phrases from this unit.

1 range of products or services _____
2 specialist in _____
3 experience _____
4 extra services for customers _____

## 7 Present the company's services to your partner. Use phrases from this unit.

PARTNER FILES Partner A File 02, p.71 Partner B File 10, p.72

**8** **Read the following text from a logistics company magazine about new trends in third-party logistics. Then label the paragraphs with the correct headings from the list.**

Today's role of major providers • Changing logistics requirements for manufacturers • 3PL in the past • New challenges for 3PL • Change in logistics concepts

# Recent trends in 3PL

1 _____

Until a few years ago, companies used to outsource only parts of their logistics operations to providers specializing in services such as distribution or warehousing. A single company sometimes had several third-party logistics providers (3PLs).

2 _____

The globalization of trade and increasing demand for services, however, has led to a drastic shift in logistics concepts and management with an impact on both producers and logistics providers.

3 _____

As far as manufacturers are concerned, logistics management has become a lot more complex. By now, many of them have learned that outsourcing single segments to different providers has not really made their logistics operations more efficient. That is why they are looking for providers who can provide a higher level of service and more comprehensive supply chain solutions.

4 _____

For 3PLs all over the world, requirements keep getting more demanding with customers asking for a wider range of

logistics solutions. Apart from that, logistics providers today are facing an increasingly tough and highly competitive market. In recent years, growing pressure on prices has led to a decrease in profit margins. In order to compensate for this, many third-party logistics providers now offer value-added services for their customers. Due to fierce competition in the 3PL market, however, experts predict that only the big international players will be able to work profitably in the future.

5 _____

The big global players, also called super-3PLs, can provide their customers with comprehensive supply chain or end-to-end solutions. These services usually include forwarding, transportation, consolidation, customs brokerage, warehousing, and distribution, as well as a range of value-added services.

**9 Now say which of these statements are true ☑ or false ☒.**

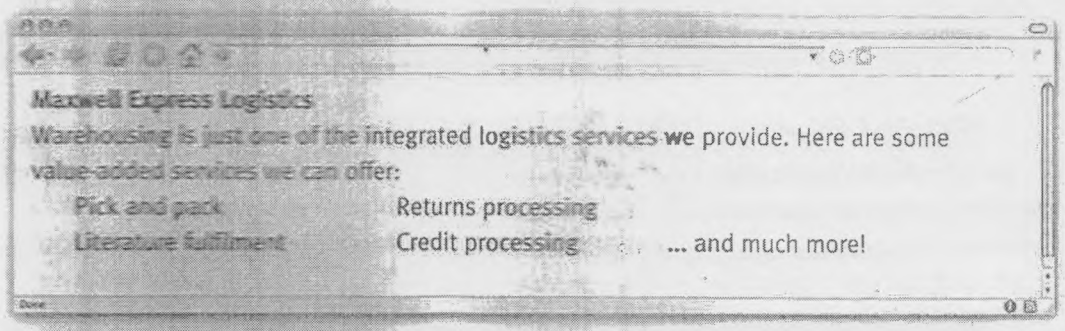
1 In the past, companies used to outsource only segments of their logistics operations. ☐
2 Manufacturers found out that outsourcing to 3PL providers is not efficient. ☐
3 In the past few years many 3PL providers have increased their profit margins. ☐
4 Customers today are demanding more complex logistics solutions. ☐
5 Super-3PLs provide comprehensive solutions to logistics problems. ☐

**10 Match the words (1–6) from the text with the correct definition (a–f).**

1 outsourcing ☐
2 comprehensive ☐
3 consolidation ☐
4 requirements ☐
5 demand ☐
6 competition ☐

a including a wide range of services
b details of what is expected and needed
c contracting functions out to third-party providers
d the need for particular goods or services
e companies trying to sell the same or similar products to customers
f the grouping of small shipments into one container

**11 Look at the three website advertisements for value-added services. Then complete the table.**


Maxwell Express Logistics
Warehousing is just one of the integrated logistics services we provide. Here are some value-added services we can offer:
Pick and pack — Returns processing
Literature fulfilment — Credit processing — ... and much more!

Sichuan International Logistics
Our logistics team at Sichuan International Logistics has the experience and expertise to provide our customers with value-added services that complement their basic warehouse operations. Our services include:
Kitting — Packaging services
Import/export cargo customs clearance — Export packing and crating

**GLX Worldwide Logistics**

We provide value-added services which complement and enhance all kinds of logistics operations. Our services go far beyond the basic distribution and warehousing services usually offered. GLX value-added logistics services include:

Polybagging and shrink-wrapping — Bundling/unbundling
Recycling — Labelling

| | payment | documentation | product assembly | packing / packaging | other services |
|---|---|---|---|---|---|
| Maxwell Express Logistics | | | | | |
| Sichuan International Logistics | | | | | |
| GLX Worldwide Logistics | | | | | |

**12** **Listen to two short presentations about online logistics services. Then say which of the statements are true ☑ or false ☒.**

**Express Logistics Online Shipping**

1 ... helps you book pick-ups and track shipments. ☐
2 ... you can log on by selecting your country. ☐
3 ... you can check shipment records for up to 60 days. ☐

**Intercargo E-Shipping**

4 ... allows you to make price enquiries. ☐
5 ... you can cancel orders. ☐
6 ... you can download pdf documents. ☐

**EXPLAINING ONLINE SERVICES**

When describing online functions or tools, you can use the following phrases and expressions:

*The price request tool allows you to obtain prices for shipments.*
*E-Shipping helps you prepare/print/track/select ... online.*
*To ... , (just) sign up/register for/log on to ...*
*For price requests, please use ...*
*To access shipment details, click ...*

Абылай хан атындағы
Қазақ халықаралық
қатынастар және әлем
тілдері университетінің
КІТАПХАНАСЫ

**13 Match the beginnings of the sentences (1–6) with the endings (a–f) to make sentences from the recording.**

1 With Quick Online Shipping you can find ☐
2 This online tool allows you ☐
3 To use QOS, simply log on ☐
4 After registering with E-Shipping, you can make ☐
5 You can also ☐
6 With a mouse click you can also ☐

a to plan shipments, book collections and deliveries.
b price requests, schedule transport, and obtain real-time shipment information.
c track pick-ups and deliveries.
d download commercial documents in pdf format.
e by selecting your town or region from the drop-down menu on the left.
f the right service to suit your shipping needs.

**14 Three people describe how IT has changed their jobs. Complete their statements with words from the box.**

RFID • enter • track • mobile phone • device • digital • GPS-based • tag

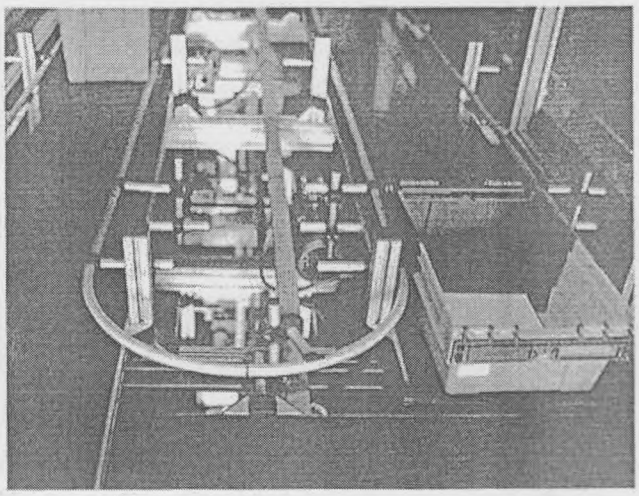
1 Customer
Tracking shipments is a lot easier with SMS-Fast Track. Now I can use my _____ [1] to find out where my shipment is. I just have to _____ [2] my air waybill number on my mobile and wait a few seconds. Then I get a reply with the details of my consignment's current status. It's such a great idea!

2 Truck driver
All our trucks are equipped with a _____ [3] truck support system now. For me that's a great help as I can always use maps that show me exactly where I am and where I have to go. Obviously, it's also useful for the company. They can _____ [4] my vehicle at any time, see the route I'm taking and where I make stops. And what's very handy for me – the system also comes with a _____ [5] camera so I can take photos if there's a problem while I'm on the road.

3 Manager at a trailer storage yard
I work at a trailer yard where trailers filled with packaged goods are kept until they go out to the customers. The site is very large and we have four different areas for trailer storage. Until the new _____ [6] tag system was introduced, it could easily take a couple of hours to find the trailer we wanted. Now it's a matter of minutes to locate the vehicle we're looking for. All we have to do now is put the _____ [7] on a trailer and use a mobile _____ [8] to identify it. It really saves us a lot of time.

TPUT

## A new tracking device for US postal services



An American company based in California has recently developed a tracking device which may help post offices to improve their services. It can be used to find out more about hold-ups and delays in postal operations.

The small tracker, called the Letter Logger, uses the Global Positioning System (GPS) to store information about an item's position in transit. Similar devices have been used in the past to track expensive consumer goods like cars, but until now none of these systems was small enough to travel in an envelope.

Now that's all changed. As well as fitting into a US standard-size business letter, the GPS Letter Logger also meets other postal requirements: it is bendable and able to withstand rough handling. This is particularly important as the envelopes are thrown into sacks, then transported by van to automatic sorting locations where they run through high-speed shuffling systems.

The tracker itself does not transmit its position during transit, but stores the journey log on a memory card which can be read by a laptop computer. The GPS device offers several programming options ranging from checking its position every few minutes to checking only when on the move.

The Letter Logger does not help, however, if the envelope carrying it does not arrive at its destination within about seven days, as the battery runs flat after about a week.

OVER TO YOU

1 Have you ever experienced delays in postal services when sending or receiving letters?
2 Do you think this device should be used in your home country's postal service?
3 Do you know any other useful electronic devices in logistics and transport?

# 3 Inventory management and procurement

**STARTER**

**Check your knowledge of key terms in inventory management and procurement by choosing the best definitions for these terms.**

1 Economies of scale:
   a Reducing costs per unit by increasing production
   b Cutting costs by reducing output

2 Buffer stock:
   a Goods kept in store to cover seasonal demand e.g. Christmas sale
   b Goods kept in store to cover unforeseen shortages or fluctuations in demand

3 Factory gate pricing:
   a Transport costs are not included in the purchase price of a product
   b The price is lower because you buy directly from the manufacturer

4 Supply chain:
   a The close co-operation of all parties involved in the making, selling, and delivering of a product
   b Network of stores that supply customers with a wide variety of products

5 Tender:
   a An assessment or calculation of the approximate cost or value of a product or service
   b An offer for goods or services that follows a request for a quotation made by an official body, e.g. local government

**1 Match the beginnings of the sentences (1–6) with the endings (a–f) to make definitions of more key terms.**

1 **Lead time** is the time ☐
2 **Procurement** is ☐
3 **A retailer** is a business ☐
4 **Customer order cycle time** is the time ☐
5 **A wholesaler** is ☐
6 **JIT – just in time** is a concept ☐

a customers are prepared to wait for the delivery of their order.
b of reducing inventories by co-ordinating the delivery of materials just before they are needed.
c it takes to produce and supply a product.
d an intermediary between manufacturers and retailers which buys in large quantities and resells in smaller quantities.
e that buys products from wholesalers or manufacturers and resells them to the ultimate consumer.
f the purchasing of goods (materials, parts, supplies, equipment) required to run an enterprise.

**2 Listen to an expert presenting an inventory management system to the managers of a large retail store. Then say which of the statements are true ☑ or false ☒.**

1 The inventory system is called CPR. ☐
2 It's a sales-based system. ☐
3 The system co-ordinates the flow of information and goods in the logistic chain. ☐
4 Young Fashion has used the system for six years now. ☐
5 Orders are electronically transferred to the warehouse. ☐
6 The store has reduced transport and inventory costs by about 25 per cent. ☐

**3 Listen again and complete the sentences with the words from the box.**

stock • lead times • replenishment • processing • generated • data interchange • point • schedule • inventory • retailer

1 Today I'm going to tell you something about CRP, that means continuous _____.
2 I'll also explain how it can be used to lower inventory and operational costs and to shorten product _____.
3 First of all, you decide what products you want to order at what _____ level.
4 The system will use this information at the _____ of sale in the retail store.
5 The leading Russian clothes _____ Young Fashion introduced continuous replenishment three years ago.
6 With the new system all orders are _____ by computers, which process data received from cash registers.
7 The orders are sent to the warehouse by electronic _____, where they are processed.
8 And finally the goods are delivered to the different outlets according to a _____.
9 Since the introduction of the CRP system, Young Fashion have managed to cut _____ and transport costs by about 15%.
10 Moreover, errors in order _____ have been reduced considerably by using scanning technology and EDI.

## 6 Now match the planning techniques below with the definitions in exercise 5.

a DSD = Direct store delivery
b CM = Category management
c VMI = Vendor-managed inventory
d CRP = Continuous replenishment
e QR = Quick response

## 7 Complete the job advertisement for a corporate procurement manager with words from the box.

fulfilment • negotiation • 3PL providers • procurement • command • vendors • supply chain • relationship

We are looking for a proactive and dynamic professional to take care of our strategic procurement and supplier _____ [1] management.

Reporting to the Director of Corporate Procurement, the successful applicant will be responsible for managing both internal and external customers and for working with the appointed _____ [2]. While liaising with the _____ [3] team, _____ [4], and related stakeholders, you will also be involved in providing business support to optimize finance-logistics processes, order _____ [5], and logistics costs.

Other responsibilities include providing initiatives to help maximize company business profitability and efficiency.

The ideal candidate should have a degree in _____ [6] management or logistics management with a deep understanding and knowledge of the China logistics market. You should have at least 5 years' experience in a multinational company and you should possess outstanding _____ [7] skills. Based in Macau, excellent _____ [8] of English and Cantonese is a must with Mandarin an advantage.

If you are interested in this role, please send your CV in Word format to ...

## 8 Read the job advertisement again and answer the questions.

1 What area will the new corporate procurement manager head?
2 What are the procurement manager's main responsibilities? List two or three.
3 Who will he/she collaborate with closely in his/her job?
4 What qualifications are expected?
5 What kind of experience is required?

**Can you think of other areas which are important in procurement? Discuss with a partner.**

AUDIO 8

**9 Three purchasing managers are discussing strategies for negotiating with a supplier. Listen to the discussion and answer the questions.**

1 What kind of relationship do they want with the supplier?
2 What would be the benefits of such a relationship?
3 What market position does the company have?
4 What kind of products do they make?
5 What kind of agreement are they interested in?

**10 Match the beginnings (1–6) with the endings (a–f) of the sentences from the dialogue.**

1 How do you ☐
2 I think we could ☐
3 What are your ☐
4 Yes, and I also suggest telling them ☐
5 In my opinion it would also be important ☐
6 Good idea. And why don't we ☐

a to point out that we're interested in establishing a long-term agreement.
b that this a good opportunity to associate with a brand like ours.
c feel about that?
d lower costs considerably.
e say that it's their chance to enter the pharmaceutical market?
f thoughts on that, Gisele?

**ASKING FOR OPINIONS**

What do you think?
How do you feel about that?
What are your thoughts on that?
Do you agree?

**GIVING OPINIONS/MAKING SUGGESTIONS**

I suggest that we ...
In my opinion we should ...
Perhaps we should ...
Why don't we ...?

**AGREEING**

That's a good idea.
That sounds good.
I agree.
That's right.

**11 You have received the following email from the purchasing department in your company. Work out a few suggestions and reply to this email.**

Dear colleagues

We are currently looking into all areas of procurement to see how we can optimize processes and save costs.

Perhaps you could get back to us with a few suggestions regarding possible improvements in your own department or work environment.

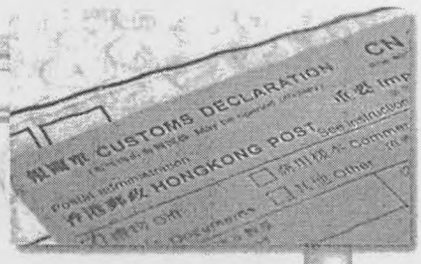
Thanks in advance for your co-operation.

Regards
Luke

**12 Work with a partner: suggest these points and comment on your partner's suggestions.**

PARTNER FILES Partner A File 03, p. 71
Partner B File 11, p. 72

**13 A Spanish courier company receives a quotation for packing labels and consignment notes. Put the words or phrases into the correct order to make sentences. The first parts have been done for you.**




Dear Ana

1 **Please find attached** / for three new products / your request / our quotation / according to.

2 **Our prices** / annual consumption figures / the basis of / your forecast of / are calculated on.

3 **As requested** / pallets to / we will deliver on / Barcelona or Madrid.

4 **For a** / we can offer you / of 2.5% / contract term of / a discount / at least two years.

5 **In the attached** / all prices / have been listed in / your requirements / quotation sheet / columns according to.

6 **If you have** / me know / any further questions / please let.

7 **We look** / hearing from / forward to / you soon.

Regards
Enrique

**QUOTATIONS**

When giving a customer a quotation it is necessary to include details on a number of things e.g. prices, discounts, and delivery terms.

Here are some useful phrases for quotations:

**Prices**

*Please find attached our quotation for ...*
*We are pleased to quote as follows.*
*We can quote you a gross/net price of ...*
*The prices quoted above include ...*
*We can offer you a price of ... per ...*

**Discounts**

*We can offer you 10% off the retail price.*
*We allow a 2% cash discount for payment within 30 days.*
*Our prices are subject to a 25% trade discount off net price.*
*We grant a trade/quantity/cash discount of ... % on our list prices.*
*If your order exceeds 2,000 items, we can offer you a further 10% discount.*

**Delivery**

*Delivery can be effected immediately after receipt of order.*
*As requested, we will deliver on pallets to ...*
*We would be able to deliver within 10 days of receipt of order.*

## 14 Match the beginnings (1–6) with the endings (a–f) of the sentences.

1 For orders exceeding 500 pieces, ☐
2 We grant a cash discount ☐
3 The prices quoted ☐
4 As requested, we ☐
5 Our prices are subject ☐
6 The net price ☐

a will deliver on pallets to Rotterdam.
b to a 25% trade discount off net price.
c we grant a discount of 5%.
d of this article is £25.00.
e above include transport charges.
f of 3% on our list prices.

## 15 Give a customer a quotation by email based on the following details.

GPS system 'Road Navigator TX-2300'
Price: $975.00
more than 10 items: additional 8% discount
price includes 15% VAT
delivery within 6 days of purchase order

## Strategic sourcing in procurement

Most companies and governments today are under increasing pressure to operate more efficiently. And many of them are realizing that effective procurement can reduce costs, improve processes and increase productivity. In the past few years *strategic sourcing* has become a frequently used approach in this context.

But what is *strategic sourcing*? To put it simply, it means that companies are adopting a new strategy for how they buy services and products.

*Strategic sourcing* is a systematic process of analyzing expenditures, internal and external influences, and finding out what kind of supplier relationships are necessary to help achieve the company's goals. Before the company decides to purchase a product or service, *strategic sourcing* is used to consider the total cost of a product or action, not just the price alone.

In the past, many purchasing managers neglected the fact that low purchase cost does not necessarily mean low total cost. In a *strategic sourcing* process other costs are examined as well e.g. the cost of purchasing, transport, support, maintenance, and disposal.

Leading companies have realized how much they can benefit from *strategic sourcing*, and many have already achieved impressive cost reductions.

**OVER TO YOU**

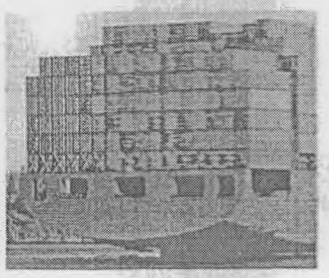
1 What do you think of the strategic sourcing approach?
2 How are goods purchased in your company?
3 Do you buy goods for the company? What is the standard procedure?

# 4 Modes of transport

**STARTER**

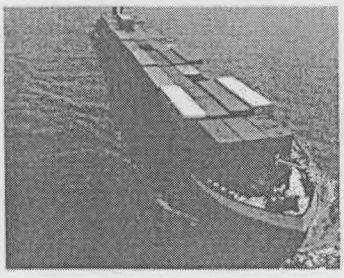
**Match the pictures of transport and handling equipment (a–f) with the words (1–6).**

a _____



b _____

c _____



d _____

e _____

f _____

1 swap-body
2 container ship
3 grappler lift
4 road-railer trailer
5 river barge
6 LGV (large goods vehicle)

**1 Match the different types of freight traffic (1–6) with the definitions (a–f).**

1 multimodal ☐
2 piggyback ☐
3 intermodal ☐
4 unaccompanied ☐
5 block train ☐
6 single-wagon ☐

a The driver does not stay with his road vehicle during transport by rail or ferry.
b Goods are transported in the same loading unit or vehicle using different modes of transport. The handling of the freight itself is not necessary when changing modes.
c A single shipper uses a whole train which is run directly from the loading point to the destination. No assembling and disassembling is required.
d Carriage of goods by at least two different modes of transport, e.g. shipping by motor lorry and aircraft.
e Train is formed out of individual wagons or sets of wagons which have different origins and different destinations.
f Combines road and rail transport: whole motor lorries, trailers or swap-bodies are carried by rail.

**2 Two employees of a forwarding company are comparing transport modes for a shipment from western China to Shanghai. Listen and correct the information in the table.**

| | inland waterways | road | rail (express service) |
|---|---|---|---|
| speed in days | 7 | 4 | 2 |
| cost | low | compared with barge: 60% higher | compared with road: 40% higher |
| flexibility | high | very high | low |

**3 Complete the sentences with the correct form of the words in brackets. Then listen again to check.**

1 How long would it take by barge? – Normally about six days, but it often takes _____ (long) if the weather's bad.
2 It's cheap – it's actually _____ (cheap) of all the transport options.
3 It would only take four days to ship by truck, but the cost would be about 50% _____ (high) than by barge.

4 Rail would definitely be _____ (fast) than the truck option if we use the express service that takes three days.
5 But it would also be _____ (expensive) than shipping by road – transport costs are about 40% higher.
6 And then perhaps we'd have to use the standard train, which is much _____ (slow).

**Answer these questions.**

1 Why is the barge option not very flexible?
2 What do they decide to do at the end of their discussion?

**MAKING COMPARISONS**

When comparing two or more things we use comparative adjectives. The comparative form is –er for short adjectives with one syllable, and two-syllable adjectives ending in –y.

*Transport by sea is **cheaper** than transport by air.*
*Steel is **heavier** than paper.*

We use **more** + adjective with longer words.

*Shipping goods by road is **more expensive than** shipping **them** by rail.*
*Some transport modes are **more reliable than** others.*

Some adjectives have irregular forms.

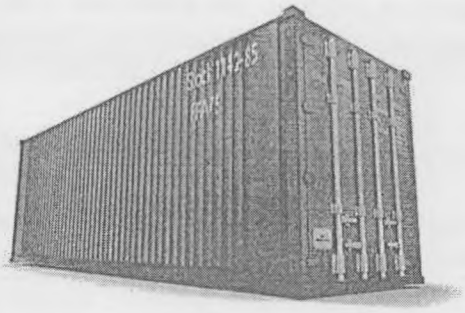
| | |
|---|---|
| good / well – better | *Our rates are better than theirs.* |
| bad / badly – worse | *Their service is worse than ours.* |
| far / further – furthest | *This shipment will travel **further** than the last one.* |

**4 Work in pairs. Compare different transport modes using some of the adjectives in the box.**

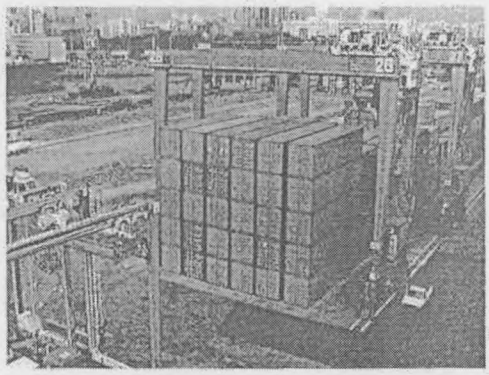
*Example: I think shipping goods by rail is faster than sea transport.*

| adjectives | transport modes |
|---|---|
| slow / fast | rail |
| expensive / cheap | air |
| safe | road |
| suitable | sea |
| reliable | river |
| environmentally friendly | pipeline |

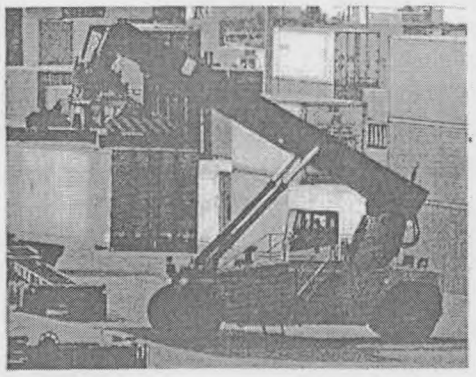
**5** **Match the pictures (a–d) with the names (1–4).**



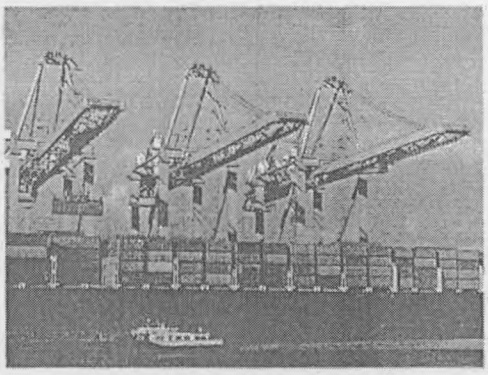
a _____



b _____



c _____



d _____

1 gantry crane
2 ISO container
3 reach stacker
4 transtainer

**6** **Now complete the descriptions of intermodal transport and handling equipment with the verbs from the box.**

fitted • straddle • mounted • loading • attached • reach • handle • piling • made • move

**1**

A piece of machinery used for _____ [1] and unloading containers from ships onto trucks or rail wagons and vice versa. It is rail-mounted and can _____ [2] at least four railway tracks. It is motorized and can _____ [3] parallel to the ship's side.

2
A special type of device which is able to _____ [4] very heavy loads. It is used for transferring swap-bodies and containers from rail wagons to trucks and vice versa. It has four legs _____ [5] with wheels and a spreader beam which can span a wide area. It can be _____ [6] on rails or rubber tyres and is able to straddle several rows of containers.

3
A kind of fork lift truck used in container handling. It is equipped with a spreader beam and a lifting arm and can be used for lifting containers and _____ [7] them on top of each other. It is very flexible and has a high stacking and storage capacity as it is able to _____ [8] beyond the first row of containers to lift a container.

4
A rigid box _____ [9] of steel which is very common in intermodal freight transport. It can be used for transport by sea, rail, air, and road. It is available in many different versions and sizes. For example, there are open-top and flat-rack versions. Some of them have wheels or a bogie _____ [10] to them. The most common lengths are 20, 40, and 45 feet. It is made to the specifications of the International Standards Organization.

**7** **Replace the underlined words with verbs from the box that have the same meaning. Use the correct verb forms.**

stack • come • run • fix • attach • lift • fit

1 This type of crane is used for <u>raising</u> containers.
_____

2 Containers <u>are available</u> in a variety of versions and sizes.
_____

3 It's a heavy-duty fork lift truck <u>equipped</u> with a spreader beam.
_____

4 With this device you can <u>pile</u> containers on top of each other.
_____

5 Some containers have a bogie <u>fixed</u> to them.
_____

6 This device is <u>mounted</u> on rails.
_____

7 The crane is motorized and able to <u>move</u> alongside the quay.
_____

**8** **An employee of a transport company presents some container options to a potential customer. Listen and complete the table with the missing information.**

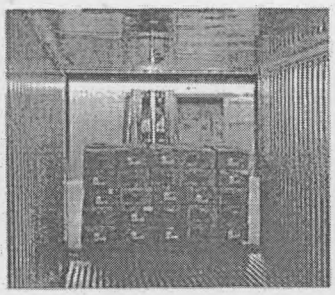
| Type of container | suitable for transport of |
|---|---|
| 1 | |
| 2 | |
| 3 tanktainer | |
| 4 | |
| 5 flat-rack | |

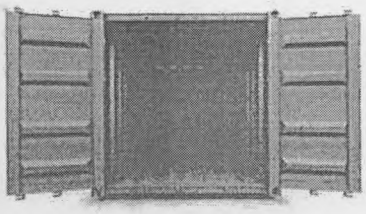
**9** **Listen again and complete the sentences.**

level • tarpaulin • frame • machinery • lashing • removed • controlled • plugs

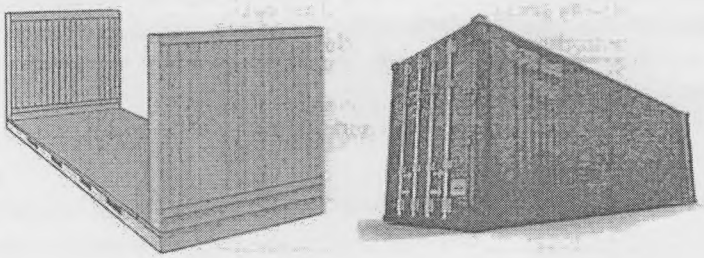
1 It comes with a timber floor and has various _____ devices to secure the load.
2 These lashing points are located horizontally at floor _____.
3 It is temperature-_____ and is particularly suitable for cargo that needs regulated or cool temperatures.
4 This is a standard container _____ with a tank fitted inside.
5 As an extra, we also offer tank containers with electric _____ in case the cargo needs cooling or heating during transport.
6 It comes with a PVC _____ cover instead of a roof panel to allow loading from the top.
7 The doors can be _____ to make loading easier.
8 We recommend this special type of container for the transportation of heavy _____ and pipes.

**Now label the different types of containers 1–5.**





1 _____ 2 _____ 3 _____



4 _____ 5 _____

**CONTAINER FEATURES**

We recommend this type of container for ...
It is particularly suitable for ...
It comes with ...
As an extra, we also offer ...
It has ... for loading

**10 Describe the container features to a partner using words from this unit.**

PARTNER FILES Partner A File 04, p. 71 Partner B File 12, p. 72

**11 Sort the goods under the correct heading.**

| perishable cargo | non-perishable cargo | heavyweight and overwidth cargo |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

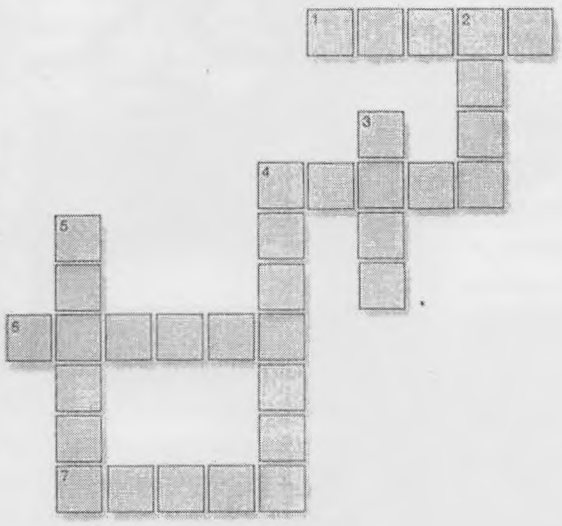
meat • steel pipes • crude oil • fresh produce • industrial boilers • seafood • alcohol • dairy products • tractors • chilled or frozen foodstuffs • harmful chemicals

**Can you think of other types of goods? Discuss in a small group.**

**12 Now say which of the following containers you would recommend for the different types of cargo from exercise 11.**

a reefer
b flat-rack container
c tank container

**13 Complete this crossword puzzle on transport modes with words from the unit.**



**Across**

1 Another word for *rubbish*.
4 A device for lifting heavy loads.
6 Another word for *ship*.
7 The opposite of *soft* or *flexible*.

**Down**

2 Another word for *pipe*.
3 A container for liquids is a ... *container*.
4 Kept cool, but not frozen.
5 A container fitted with a cooling system.

OUTPUT

# Freight Transport Logistics in Europe – the key to sustainable mobility

Europe's transport policy has been characterized by liberalisation and harmonization over the years. This has slowly shaped the transport system into what it is today. Globalization and the concept of wider Europe create further challenges. The fast growth of freight transport – driven to a large extent by economic decisions – contributes to growth and employment but also causes congestion, accidents, noise, pollution, increased reliance on imported fossil fuels, and energy loss. Infrastructure resources are limited and any disruption in the supply chain (i.e. energy) has necessarily a negative impact on the EU economy. Without adequate measures, the situation will continue worsening and increasingly undermine Europe's competitiveness and the environment that we all live in.

To overcome such problems, Europe's transport system needs to be optimized by means of advanced logistics solutions. Logistics can increase the efficiency of individual modes of transport and their combinations. As a result, fewer units of transport, such as vehicles, wagons, and vessels should carry more freight. Impact on the environment will decrease accordingly.

Rail and inland waterways need to be modernized. Air freight should be more closely integrated in the system. The positive development of short sea shipping should be accelerated. Deep-sea shipping and its hinterland connections need to be enhanced. Shifts to more environmentally friendly modes must be achieved where appropriate, especially on long distance, in urban areas, and on congested corridors.

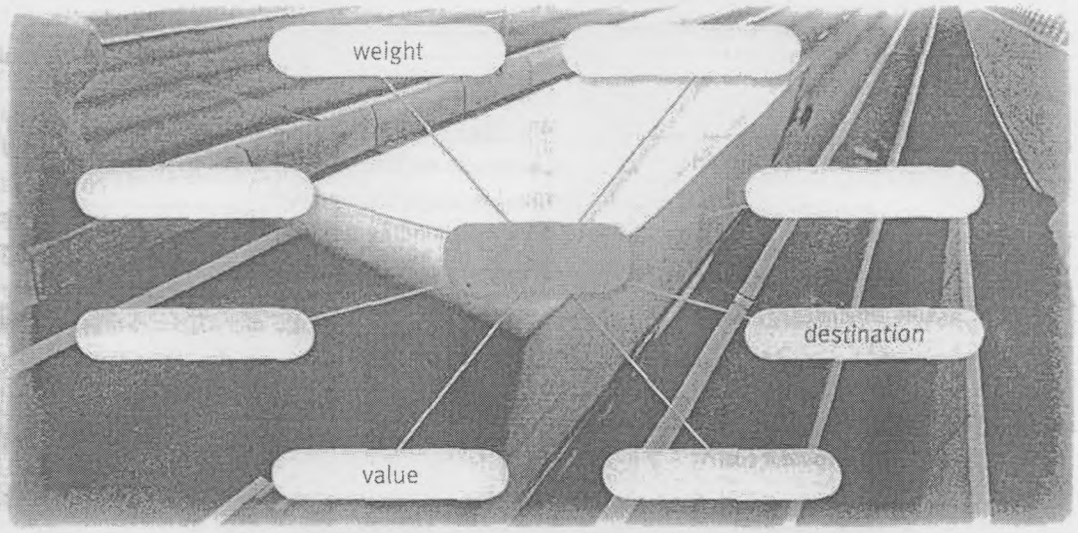
At the same time each transport mode must be optimized. All modes must become more environmentally friendly, safer, and more energy efficient. Finally, co-modality, i.e. the efficient use of different modes on their own and in combinations, will result in an optimal and sustainable utilization of resources.

OVER TO YOU

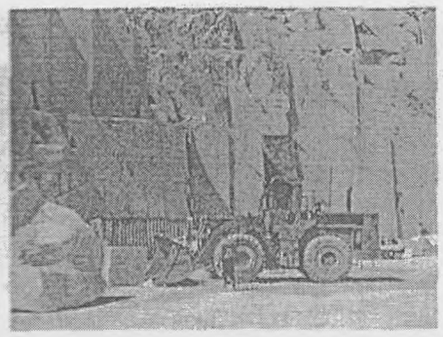
1 Do you also have to deal with growing freight traffic in your country?
2 How do you think transport systems could be improved?
3 How do you think intermodal transport systems can make freight transport more efficient?

# 5 Planning and arranging transport

**Make a list of all the different factors that would influence your choice of transport method for a shipment. Complete the diagram below.**




**1 Listen to the telephone dialogue and answer the questions.**



1 What are the two different rail transport options?
2 When do they want to ship?
3 Where will the shipment go?
4 Which train option is recommended for large volume shipments?
5 What would make transport cheaper?
6 How much time will they have for loading the rail wagons?

**2 Complete the sentences with the words from the box. Then listen again to check.**

if you like • recommend • an alternative • could you • how much • also consider • calling about • would be • more suitable • suggest that

1 I'm _____ the train options described on your website.
2 _____ tell me a bit more about them?
3 What _____ the best rail option for us?
4 For large volumes, I would _____ using block train transport.
5 If you want to ship smaller quantities, the single-wagon option would be _____.
6 If flexibility is important, I would _____ you book the flexitrain block train option.
7 As _____, I can suggest single-car transport, which is even more flexible.
8 In that case we should _____ the other block train options.
9 _____ time would we have for loading?
10 At least 7 hours, but we could arrange longer loading times _____.

**MAKING ENQUIRIES**

When asking for information we always use polite language. We often start with a more general request for information before we ask more specific questions. Indirect questions such as *Could you tell me how much it would cost?* are more polite than direct questions e.g. *How much would it cost?*

*I'd like to ask/enquire about ...*
*I'm calling about ...* (on the telephone)
*I'm writing about/with regard to ...* (in an email or letter)
*Could you tell me how much/many/long/often ...?*

**ADVISING THE CUSTOMER**

Customers may need advice on transport options, freight and insurance rates, shipping and packing details, the route, details regarding weight, dimensions, and measurements.

*For this consignment I would recommend/suggest using air transport.*
*I recommend/suggest that you ship the goods by road.*
*We/You should also consider air transport for ...*
*That depends on your specific requirements.*

**OFFERING ALTERNATIVES**

Sometimes you need to provide the customer with several alternatives before a decision can be made.

*Another option would be to ...*
*Of course it would also be possible to ... (instead).*
*Alternatively, you/we could ...*

**3 Here are some more phrases. Sort them under the correct heading.**

| A Customer enquiries | B Advice and recommendations | C Offering alternatives |
|---|---|---|
| | | |

I (would) need some information regarding...
In that case I recommend/suggest that you use/ship...
I think the best option would be to ...
If you prefer ... , we could also arrange ...
Could you let me have some information about ...?
We can provide/arrange/ship ... if you like.
As an alternative, we can offer you ...
What would be the cheapest/fastest/safest/most convenient way/option?

**4 Match the beginnings of the sentences (1–6) with the endings (a–f).**

1 I would need some information ☐
2 Could you let me know ☐
3 In that case I suggest that you ☐
4 For a consignment this size I ☐
5 Of course it would also be ☐
6 We can also arrange transport ☐

a would recommend rail transport.
b by courier if you prefer.
c regarding loading times.
d what the transit times are?
e possible to ship by express service instead.
f use the cheaper sea freight option.

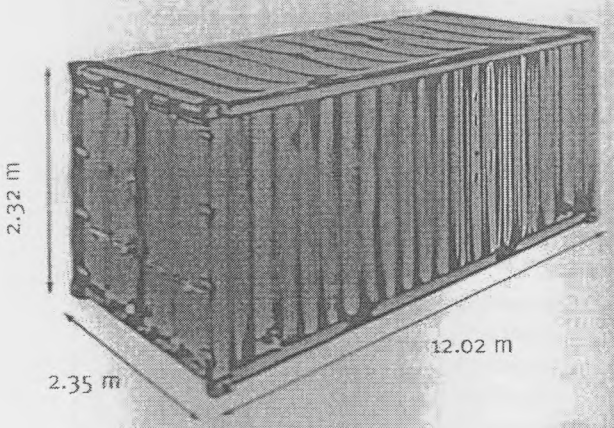
**5** **Work with a partner. Follow the steps below and practise making enquiries and giving advice. Use phrases from this unit.**

| A | B |
|---|---|
| Tell B what you would like to enquire about. | Ask A to be more specific. |
| Give B some details of your shipment. | Recommend one or two options. |
| Tell B you are not sure you want this option. | Offer another alternative. |
| Ask B about order cancellation deadlines. | Answer B's question. Tell B you will give him/her a quotation within the next hour. |
| Thank B for help. | |

AUDIO 12

**6** **Listen to a shipping agent describing one of the containers available. Complete the missing details and label the drawing with the words from the box.**

height • payload • length • tare weight • width • gross weight




Type of container: 40 ft open top

1 _____ : 4,030 kg
2 _____ : 32,500 kg
3 maximum _____ : 28,470 kg

Internal measurements:

4 _____ : 12.02 m
5 _____ : 2.35 m
6 _____ : 2.32 m

**7** **Listen again and note the non-metric measurements the agent mentions.**

1 tare weight: _____
2 internal length: _____
3 internal height: _____

**8 Rewrite the sentences.**

Example: The container is 6 metres long.
*The length of the container is six metres.* (Or: *The container's length is 6 metres.*)

1 The package weighs 45 kg.
2 This seagoing vessel is about 30 m wide.
3 The case we need to ship is 1 m long, 50 cm wide and 35 cm high.
4 Its depth is nearly 3 cm.
5 The ship's length is more than 65 m.
6 The open container's door height is 7 ft 10 in.

**9 What do these abbreviations stand for?**

1 ft _____
2 kg _____
3 oz _____
4 cm _____
5 lb _____
6 cu yd _____
7 $m^2$ _____
8 1" _____
9 pt _____
10 gal _____

**10 Put the words from above into the correct column in the table. Complete the table with other measures and weights you can think of.**

| | metric | non-metric |
|---|---|---|
| length | | *yard (yd)* |
| weight | *gram (g)* | |
| surface | *square millimetre ($mm^2$)* | |
| volume | | |
| capacity | | *fluid ounce (fl oz)* |

**11 Describe the measurements and weight of a container to your partner. Use phrases from this unit.**

PARTNER FILES Partner A File 05, p.7
Partner B File 13, p.7

TALKING ABOUT NUMBERS, SIZE, WEIGHT, AND DIMENSIONS

**Numbers**
When dealing with consignment details it is often necessary to talk about numbers.

We write a comma to show thousands (but we don't say it):
*235,000* *two hundred and thirty-five thousand*

We use a point to show decimals:
*1.5* *one point five*

We use the word *and* after hundreds:
*185* *one hundred and eighty-five*

When arranging transport, we need to give details about the size and weight of the consignment to be shipped.

**Size**
*Our consignment is 3 by 2 by 2.5 metres.*
*This box measures 2 by 1.5 by 2.5 metres.*
*Its measurements are 20 by 85 by 60 centimetres.*

**Weight**
*The empty container weighs 5,000 kg.*
*The net/tare/gross weight of the container is ... kg/tons.*
*The container's maximum payload is ...*

**Dimensions**
*The box is 40 cm high/long/wide/deep.*
*Its/The height/length/width/depth is 40 cm.*

Remember:
*This container is almost six metres/feet long* (not *six metre/foot!*)
*But: it's a twenty-foot container.* (not *feet!*)

AUDIO 13

**12 Listen to the dialogue between a forwarder and a customer asking for a shipping quotation. Then say whether the statements are true ☑ or false ☒ according to the dialogue.**

1 Karla Hanssen needs a quotation for air freight to the United Arab Emirates. ☐
2 They want to ship cooling units to Abu Dhabi. ☐
3 The consignment consists of 18 boxes. ☐
4 They want to ship from Sweden. ☐
5 The units should be picked up on August 6th. ☐
6 Martin will call back within the next two hours. ☐

**13 Listen again and complete the missing details in the online quotation form.**

**Quotation form**

| | | |
|---|---|---|
| Company name: | | 1 |
| Contact: | Karla Hanssen | |
| Tel No: | 0046 890265030 | |
| Fax No: | 0046 890265039 | |
| Email address: | khanssen@coolair.se | |

**Shipping information**

| | | |
|---|---|---|
| Point of origin: | | 2 |
| Destination: | | 3 |
| Method of transport: | Air | |
| Number of units/items: | | 4 |
| Pick-up date: | | 5 |
| Delivery date: | | 6 |

**Freight information**

| | | |
|---|---|---|
| Volume ($m^3$): | 30.31 $m^3$ | |
| Total weight (kg): | | 7 |
| Dimensions (cm): | 170 cm high, 145 cm wide and 82 cm deep | |
| Type and nature of goods: | | 8 |

**Special requirements**

| | | |
|---|---|---|
| Hazardous: | | 9 |
| Other: | must arrive by | 10 |

**14 Work with a partner. Write an email asking for a quotation. Include the information from the order form above.**

REQUESTING A QUOTATION

We/I need a quotation for a shipment to ...
Please quote for (the supply/transport of) ...
Please send us a quotation for ...
Please quote your lowest prices for ...
Your quotation should include detailed information on freight and insurance rates, delivery terms, delivery date, and terms of payment.

## 15 Put the words in the right order.

1 a shipment / send / us / a quotation / please / for / to Madras
2 state / delivery date / please / in your quotation / your earliest
3 let us / could / the following / please / have a quotation / including / details / you ?
4 a part truck load / shipping rates / what / your / for / to Birmingham / are ?
5 on sailing times / your quotation / detailed information / should / and insurance rates / also include
6 the following consignment / please / for / of / quote / the transport

**OUTPUT**

*In this week's issue of our GLOBAL TRADE magazine we offer some expert advice on how to successfully ship goods abroad from Hank Wilcox. As the export manager for Jonston Cosmetics, Hank oversees the distribution of cosmetic products to more than 40 countries worldwide. Overseas trade and logistics issues play a major role in the company's business.*

**How do you successfully manage shipping logistics at Jonston Cosmetics?**
I think it's most important to work with good freight forwarders. So before we actually choose a freight forwarder, we check whether their service level comes up to our standards.

**What exactly does that mean?**
Well, it means that we only want to work with forwarders who meet certain requirements. One thing that's really important is reliability. We need to be 100 per cent sure that our consignments are delivered to the customer at the right time. We also expect a high level of communication and co-operation between the forwarder and ourselves. And our forwarders must be able to provide flexible transport solutions at short notice.

**And what about transport costs?**
The price is also important obviously, but as I said, there are other things to consider such as quality of service, handling of paperwork and advice. We usually ask for four quotations for each shipment.

**What about all the documentation required in overseas trade?**
We have a team of experienced logistics people who discuss the best possible freight options with the customer and handle all the paperwork. Documentation is really very important, especially if things go wrong. So we always make sure we have copies and duplicates of every document in case something is lost.

**Consignments can easily be damaged in transit. Are your customers aware of that?**
Yes, we always advise our customers on the risks and offer them the most suitable insurance for their consignments. Unfortunately, handling damage is quite common so it's always a good idea to insure a consignment. And insurance is less expensive than most people would expect; it usually costs between one and two per cent of the consignment's value.

**OVER TO YOU**

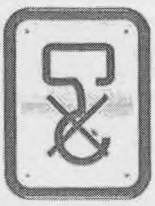
1 Do you have any experience in dealing with freight forwarders?
2 Does the text mention everything a 'good' forwarder should be able to do? Can you add other aspects?
2 If you had to choose a forwarder, what criteria would be most important for you?
4 In what case would you recommend freight insurance?

# 6 Shipping goods

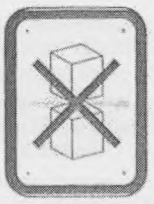
**Do you know what these markings represent? Discuss with a partner. Try to label the shipping markings with the correct words.**

1 _____

2 _____



3 _____



4 _____

5 _____

6 _____

7 _____

8 _____

**Do you know any other markings?**

**1 Here is an extract from a manual providing rail loading instructions. Complete the sentences with words from the box.**

carefully • attention • overhanging • sure • place • examine • secure • instructions • fit • distribute • exceeded • diagonally

1 _____ vehicle carefully.
2 Do not place items _____ across the wagon.
3 When loading is complete, ensure that it fully complies with the _____ given in our Rail Instructions Manual.
4 Examine load carefully and make _____ it is undamaged and suitable for loading.
5 _____ longer, heavier pieces on the bottom of the load.
6 Make sure that load is _____.

# Transcripts

## UNIT 1, EXERCISE 1

2

*Speaker 1* Logistics means that you manage the procurement and movement of goods and the storage of inventory.

*Speaker 2* It means the delivery of the goods the customer needs at the right time, in the right place, and of the right quality.

*Speaker 3* My definition of logistics is this: it's to plan, organize, and manage operations that provide services and goods.

*Speaker 4* Logistics – that's the purchasing, maintenance, distribution, and replacement of material and staff.

*Speaker 5* Logistics is the planning and support of operations such as warehousing, inventory, transport, procurement, supply, and maintenance.

## UNIT1, EXERCISE 5

3

*Speaker 1* My job is to organize the transport of goods either by sea, air, road, or rail. An important part of the job is dealing with customer requests about the most suitable mode of transport. My responsibilities also include negotiating good shipping rates with shipping lines and transport companies.
I also make booking reservations, that means I book space on a ship, train, lorry, or airplane. Another part of the job is to consolidate a number of shipments under one bill of lading. Apart from that, I have to deal with all the necessary documentation and, in many cases, I arrange customs clearance on behalf of my clients.

*Speaker 2* I'm responsible for getting freight and passengers to their destination safely and on schedule. Most of my customers are international transport or shipping companies. In my job I have to make sure that the cargo is not damaged onboard the ship or while loading or unloading. I'm also responsible for financial aspects; that means, for example, I have to keep an eye on the budget and estimate costs. Additionally, I advise customers on shipping rates and prepare quotations for our sales office.

*Speaker 3* Generally my job is to know where every piece of stock is at any given moment. When new goods arrive, I check where to put them in the warehouse. For all this, I use modern computer systems and sophisticated hardware and software. Our warehouse management system helps us store and retrieve the goods quickly. Another part of my job is to liaise with departments such as transport and production. Apart from that, I ensure that vehicles, machines, and any other kind of equipment are maintained to a high level. And last but not least, I take care that health and safety standards are maintained.

## UNIT 2, EXERCISE 3

4

**(GFT Global Carrier) Provider 1**
We are one of the world's leading transport companies with a freight volume of 600,000 containers per year. As a major non-vessel operating common carrier (NVOCC), we can offer our customers competitive rates with all major shipping lines as well as flexible solutions for different sea freight requirements.
We specialize in solutions for full container loads (FCL) and less than container consolidated loads (LCL).
We also provide our customers with services such as web-based tracking for cargo in transit.

**(Home Tex International) Provider 2**
As a specialist in home textiles, we can offer our clients customized services to meet their needs. With more than 25 years' experience in the industry and a modern fleet of vehicles, we can ensure fast, safe delivery of your consignments. Our services include order picking, packing, distribution and handling of all transport documentation. Our team will be happy to assist you in all matters regarding your order.

**(Cargo Express) Provider 3**
Cargo Express is Asia's leading provider of air freight services. Specializing in consolidated air freight forwarding, we can provide you with tailor-made solutions for your air transport requirements. We work closely with air carriers around the world and can offer our customers a wide range of flexible and cost-effective services. These include collection, consolidation, customs clearance, distribution, and online tracking of all cargo movements.

## UNIT 2, EXERCISE 5

5

1 As a major non-vessel operating common carrier, we can offer our customers competitive rates with all major shipping lines.

2 We specialize in solutions for full container loads (FCL) and less than container consolidated loads (LCL).

3 As a specialist in home textiles, we can offer our clients customized services to meet their needs.

4 Our team will be happy to assist you in all matters regarding your order.

5 We can provide you with tailor-made solutions for your air transport requirements.

6 We closely co-operate with air carriers around the world and can offer our customers a wide range of flexible and cost-effective services.

## UNIT 2, EXERCISE 12

6

*Speaker 1* **Express Logistics Online Shipping**
With our Quick Online Shipping tool you can find the right service to suit your shipping needs. This online tool allows you to plan shipments, book collections and deliveries, and keep track of your consignments. Using this system you can also prepare shipping and customs documentation and check shipment records for up to 90 days. To use QOS, simply log on by selecting your town or region from the drop-down menu on the left.

*Speaker 2* **Intercargo E-Shipping**
Our web-based booking system offers you an extensive range of e-services designed to simplify your shipping requirements. After registering with E-Shipping, you can make price requests, schedule transport, and obtain real-time shipment information. With this user-friendly tool you can receive quotations for worldwide shipments and place orders. You can also track pick-ups and deliveries. With a mouse click you can also download commercial documents in pdf format.

## UNIT 3, EXERCISE 2

7

Today I'm going to tell you something about CRP. That means continuous replenishment. I'll also explain how it can be used to lower inventory and operational costs and to shorten product lead times.
Let me start by explaining what CRP means. It is a system which is activated by consumer demand and which co-ordinates the flow of information and goods in the logistic chain.
CRP is a sales-based ordering system which works like this: first of all, you decide what products you want to order at what stock level. The system will use this information at the point of sale in the retail store. Then the order is processed at the warehouse. And finally the goods are delivered to the retailer.
To illustrate how this works in practice, I'll give you an example. The leading Russian clothes retailer Young Fashion introduced continuous replenishment three years ago. With the new system, all orders are generated by computers, which process data received from cash registers. The computer program, which is extremely flexible, is called *Retail Ordering Assistant*. The orders are sent to the warehouse by electronic data interchange, where they are processed. And finally the goods are delivered to the different outlets according to a schedule.
Since the introduction of the CRP system, Young Fashion have managed to cut inventory and transport costs by about 15% and have reduced lead time to only 18 hours. Moreover, errors in order processing have been reduced considerably by using scanning technology and EDI.

## UNIT 3, EXERCISE 9

8

*Robert* OK, let's get started. You know that we need to discuss negotiation strategies with one of our medical equipment suppliers today. I suppose we all agree that we are interested in a more co-operative relationship with our supplier, BAF. I think we would definitely benefit from a strategic partnership. How do you feel about that?

*Peter* I agree. I think we could lower costs considerably and work more efficiently if we co-operated more closely. But we need to think about reasons why they should enter into a partnership with us. What are your thoughts on that, Gisele?

*Gisele* I think you're right. That's why we should tell them that it will be to their advantage to work with us because we are the market leader.

*Peter* Yes, and I also suggest telling them that this a good opportunity to associate with a major pharmaceutical brand like ours.

*Gisele* That sounds good. In my opinion it would also be important to point out that we're interested in establishing a long-term agreement.

*Peter* Good idea. And why don't we say that it's their chance to enter the pharmaceutical market. So far they haven't had access to this market.

*Gisele* Yes, good point.

*Robert:* Excellent. Thanks for your comments. I'll work out a catalogue with the points we have covered today and will send it to you tomorrow.

## UNIT 4, EXERCISE 2

9

*Hao* Well, basically we have three shipping options: we can use inland waterways, road, or rail.

*Ying* Right. Let's start with the river barge. How long would it take to ship the consignment by barge?

*Hao* Normally about six days, but it often takes longer if the weather's bad.

*Ying* And what about cost and flexibility?

*Hao* It's cheap – it's actually the cheapest of all the transport options. It's not very flexible though, mainly because there are only infrequent sailings. There are barges to Shanghai twice a week.

*Ying* OK, let's look at road transport. It would only take four days to ship by truck, but the cost would be about 50% higher than by barge.

*Hao* Yes, but wouldn't it be much easier?

*Ying* That's true. Let's see how this compares with rail. Rail would definitely be faster than the truck option if we use the express service – that takes three days.

*Hao* But it would also be more expensive than shipping by road – transport costs are about 40% higher. And the system isn't very flexible. Sometimes it is only possible to book space on the express train a few weeks in advance. And then perhaps we'd have to use the standard train, which is much slower.

*Ying* So, I think we need to check with our customer first and find out what's most important to them.

## UNIT 4, EXERCISE 8

10

First of all, we offer the general purpose container for any general dry cargo. It comes with a timber floor and has various lashing devices to secure the load. These lashing points are located horizontally at floor level and vertically next to the door corner posts.
Our refrigerated container, called 'reefer', can be used for delicate cargo and perishables. It is temperature-controlled and is particularly suitable for cargo that needs regulated or cool temperatures. With our reefer your cargo reaches its destination in perfect condition.
If you want to ship liquids, for example, foodstuffs or chemicals, we can provide you with our 'tanktainer'. This is a standard container frame with a tank fitted inside. As an extra, we also offer tank containers with electric plugs in case the cargo needs cooling or heating during transport.
For bulky cargo we recommend the open-top container. It comes with a PVC tarpaulin cover instead of a roof panel to allow loading from the top. The doors can be removed to make loading easier.
Last but not least, there is our 'flat-rack' container which is especially designed for heavy loads. We recommend this special type of container for the transportation of heavy machinery and pipes.

## UNIT 5, EXERCISE 1

11

*Simon* Global Freight Logistics. Simon Dawson speaking.

*Paula* Hello, this is Paula Santini from Marmi Italia. I'm calling about the train options described on your website. Could you tell me a bit more about them?

*Simon* Yes, of course. What exactly would you like to know?

*Paula* We have some new customers in the UK and will need to ship marble and granite to London next month. What would be the best rail option for us?

*Simon* That depends. For large volumes, I would recommend using block-train transport. If you want to ship smaller quantities, the single-wagon option would be more suitable.

*Paula* I see. How flexible are the various options? I mean, how early would we need to place our order?

*Simon* If flexibility is important, I would suggest that you book the flexitrain block train option. It's a bit more expensive, but with that you can place your order up to 24 hours before the actual shipping date. As an alternative, I can suggest single-car transport, which is even more flexible – you can order up to two hours before collection.

*Paula* That sounds good.

*Simon* Of course, it is always cheaper if you can plan transport well ahead. In that case we should also consider the other block-train options.

*Paula* OK. Just one last question: how much time would we have for loading?

*Simon* At least 7 hours, but we could arrange longer loading times if you like.

*Paula* Thank you very much for your help. I'll get back to you as soon as I have our customers' specific transport requirements.

*Simon* Fine. I look forward to hearing from you again. Goodbye.

*Paula* Bye.

## UNIT 5, EXERCISE 6

12 OK, so this is one of our larger containers – the 40ft Open Top. Its tare weight is 4,030 kilos, that is 8,880 pounds. Its gross weight is 32,500 kilos. And here are the internal measurements of the container. The Open Top container's length inside is 12 metres – or 39 foot 5 inches. Its internal width is 2.35 m, and its height is 2.32 m – that's 7 foot 7 inches. And the container's maximum payload is 28,470 kilos.

## UNIT 5, EXERCISE 12

13

*Martin* IFT International Forwarders, Martin Smith. How can I help you?

*Karla* Hello, this is Karla Hanssen from Cool Air, Sweden. I need a quotation for air freight to the United Arab Emirates. I've been trying to complete the online quotation form, but it keeps crashing.

*Martin* Sorry about that. We have had some problems with it recently. I'll see if I can retrieve it. You said your name was Hanssen, didn't you?

*Karla* Yes, that's right.

*Martin* OK, here it is. Well, it's saved some of your details. We can go through the rest of the consignment details over the phone and I'll fill in the quotation for you.

*Karla* Thanks, go ahead.

*Martin* OK. Um ... let's start with the freight details. Could you briefly describe the goods you want to ship?

*Karla* They're cooling units and they're going to Dubai.

*Martin* OK, so that's non-hazardous material. How many units do you want to ship?

*Karla* 15 boxes with a gross weight of 150 kg each.

*Martin* Right. And the size of each box?

*Karla* Each box is 170 cm high, 145 cm wide and 82 cm deep. I think the volume would be about 30m³.

*Martin* OK, let me just check that for you. Hold the line. [Pause] Hello?

*Karla* Hi.

*Martin* OK, so the volume would be 30.31 m³ for the whole consignment ... Where do you want to ship the goods from?

*Karla* Stockholm, Sweden.

*Martin* And when would you like the units to be collected at your premises?

*Karla* On August 3rd.

*Martin* OK, got that. When should delivery be made?

*Karla* It's very important that our customer receives the units on August 6th. Would that be a problem?

*Martin* I don't think so, but I'll check. Do you have any other special requirements?

*Karla* No, just that delivery date.

*Martin* OK – I'll get back to you with a quotation within the next two hours. Could you give me your telephone and fax numbers, please?

*Karla* Yes, of course. My number is 0046 890265030 and the fax number is 0046 890265039. And my name is Karla Hanssen.

*Martin* Thanks very much Ms Hanssen. I'll speak to you soon. Goodbye.

*Karla* Thank you. Bye.

## UNIT 6, EXERCISE 5

14

*Jon* Jon Frederikson, Export Logistics.

*Sonja* Hi Jon, this is Sonja. I'm just phoning about your email.

*Jon* Hi Sonja. Thanks for getting back to me so quickly. So what can we do about GLP in France?

*Sonja* I think we've really got a problem here. Unfortunately, we can't use one of our regular forwarders for this shipment. I've talked to all of them and the fastest service would take 48 hours.

*Jon* Can't we use someone that specializes in express deliveries?

*Sonja* Not really. I've checked this option too, but I'm not sure it would work for us because they offer a very limited loading capacity. This means that we would have several smaller partial deliveries. And we'd have to pay a lot more as a result.

*Jon* Hmm. What about the weekend delivery? That's possible, isn't it?

*Sonja* I'm afraid not. We can't deliver at the weekend because of the HGV driving ban on Saturdays and Sundays.

*Jon* Oh dear. I had no idea this delivery would cause so many problems. I'll talk to GLP again and will get back to you later. Thanks for your help.

*Sonja* No problem. Speak to you soon. Bye.

*Jon* Bye.

## UNIT 7, EXERCISE 5

15 OK, let's get started. We are here today to discuss how we can improve our warehouse management system which, as you all know, is outdated and not very efficient. I think this new warehouse area management system WMS 2X would help us cut costs and optimize our processes. Let me give you some of its main features and benefits.

One great advantage of WMS 2X is that we could reduce the number of warehouses across Canada by centralizing the inventories in one single location. This means that we could service all our North American customers from one warehouse.
Another interesting feature of WMS 2X is customer order cycle times. It optimizes processes and can reduce customer order cycle times by up to 25%. If we manage to improve our processes in this area, we could increase customer satisfaction by getting the goods to them faster.
Warehouse managment could be improved as well by transferring departments now working at different places to one single place. This could involve the areas receiving, order picking, and packing.
WMS 2X would also help us reduce warehouse area and group space. I think it is another big plus point that we could have just one warehouse floor instead of the four we have now. This could be achieved by installing an automated storage and retrieval system. The new system would also enable us to track the material flow at any given moment.
And one last advantage is the print-on-demand feature. This allows printing of labels, brochures, and customer guidelines in 25 languages.

## UNIT 7, EXERCISE 9

16

*Peter* OK, this is how the systems works. It's actually quite simple. After the goods have arrived at the packing location, the first step is to scan in the barcode of the shipping box. After that you enter the packing location dialogue.

*Mike* OK, I got that. What is the next step?

*Peter* Well, following that you can see and access all positions in the picking container.

*Mike* I see.

*Peter* If you use this function, you can form one or several packages and once the package is complete, the system will automatically calculate the weight using a data interface between the scales and the system.

*Mike* Sounds good. What about the shipping labels?

*Peter* That is actually the next step. The system will print the shipping label after you have selected the means of transport. And now we come to the last stage of this process. After the order has been completed, the delivery note is printed automatically.

## UNIT 8 EXERCISE 3

17

1

*Simon* Hi Peter. It's Simon here.

*Peter* Hi Simon. How are you doing?

*Simon* Fine, thanks. Um, listen Peter, I've just had a call from our customer in Iceland. They are very upset because that shipment of bath pearls in plastic containers which was supposed to be delivered this morning, hasn't arrived yet. Do you know anything about this?

*Peter* Sorry, I have no idea at the moment, but I'll find out. Do you want me to get in touch with the customer as soon as I know what the problem is?

*Simon* Yes, that would be great. The customer says they urgently need the consignment because they want to start packaging on Monday.

*Peter* OK, I'll get on to it straight away. Talk to you later then. Bye.

*Simon* Bye.

18

2

*Brit* Bio Beauty Pharma, Brit Egbert speaking.

*Peter* Hello Ms Egbert. This is Peter Bott from Vita Cosmetics. I understand there is a problem regarding the shipment of bath pearls you should have received this morning.

*Brit* Yes, well ... the containers still haven't arrived. What's the problem?

*Peter* I've just checked all the documents and it seems that we used the wrong address. Your consignment was delivered to another customer by mistake. I'm really sorry about this, Ms Egbert, but I'll do everything I can to get this problem sorted out. If I talk to our forwarders here in the UK now, I'm sure we'll find a solution.

*Brit* OK. But make sure that we have the consignment by Monday, otherwise we'll be in serious trouble.

*Peter* Yes, I understand. I'll get back to you as soon as I've spoken to the forwarder.

19

3

*Peter* Hello, Ms Egbert. This is Peter Bott again. I've just talked to our freight forwarders here in the UK. They'll pick up the containers at the other customer's premises tomorrow morning and get them shipped to Iceland by express cargo. That way you should have them by Friday afternoon. Would that be OK for you?

*Brit* Yes, that sounds good.

*Peter* Excellent. There's just one other thing. As I said before, the address on the documents travelling with the containers is wrong. Could you make sure that your logistics people know that? Otherwise the consignment might be rejected at the gate.

*Brit* Yes, I'll see to that. Thanks for your help.

*Peter* It's the least I can do. Let me know if there are any other problems.

*Brit* I will. Bye.

## UNIT 8 EXERCISE 10

20

*Speaker 1* **Open account**

We mainly do business in Europe, where most of our customers expect us to give them open account terms. Obviously, this method of payment is good for the buyers, but not for us as exporters because we don't really have any control over the payment process. We can ask the customer to pay at a certain date or within a certain period, but we can never be sure that they will pay then. To protect ourselves against non-payment or customer insolvency, we usually take out credit insurance.

*Speaker 2* **Letter of credit**

With customers we haven't done business with before, we always use a letter of credit. It allows us to agree detailed terms with the buyer, which can't be changed once they have been fixed. Above all, it's one of the most secure payment methods in foreign trade. The buyer's and seller's bank work together and offer the seller a commitment of payment. With a documentary credit like this we can be sure that we'll be paid for the goods we supply.

*Speaker 3* **Advance payment**

We're a small company specializing in high quality computer hardware. Our company policy is that customers have to pay up front. That means the customers transfer the money before we ship the hardware to them. Because we're a small business, our cash flow situation doesn't allow us to offer customers longer credit periods. We wouldn't be able to cope with delayed payment or customers not paying at all. For us as sellers, it's the most secure payment method. We know, of course, that most of our customers would prefer other payment facilities.

# Useful phrases and vocabulary

## TALKING ABOUT YOUR JOB

What do you do?
What's your line of work?
I work for a major shipping company.
I work in the regional depot.
I'm responsible for ...
In my job I have to ...
My job involves ...
I often ...
I work for an international logistics company.
He usually spends a lot of time with his customers.
Do you ship goods to Asia?
He doesn't work in the European office.

## SELLING YOUR COMPANY'S SERVICES

We can offer you a wide range of ...
We can provide (you with) customized/tailor-made logistics solutions for ...
We spezialize in ...
As a specialist for/in ... we can ...
With our many years of experience ...
We have experience and expertise in providing ...
Our team will be happy to handle .../assist you with ...
With our dedicated team of logistics experts we can ...
The price request tool allows you to obtain prices for shipments.
E-Shipping helps you prepare/print/track/select ... online.
To ... , (just) sign up/register for/log on to ...
For price requests, please use ...
To access shipment details, click ...

## DESCRIBING PROCESSES

The goods are delivered to a depot.
The order is generated by the computer.
Problems are quickly identified.
Information is transferred to the warehouse.
The forks can be raised by a simple pump action.
This system must be fitted with detectors.
After the goods have been checked, they go into backup storage.
The unloading has been completed.

## ASKING FOR AND GIVING OPINIONS

What do you think?
How do you feel about that?
What are your thoughts on that?
Do you agree?
I suggest that we ...
In my opinion we should ...
Perhaps we should ...
Why don't we ...
That's a good idea.
That sounds good.
I agree.
That's right.

## REQUESTING A QUOTATION

We/I need a quotation for a shipment to ...
Please quote for (the supply/transport of) ...
Please send us a quotation for ...
Please quote your lowest price for ...
Your quotation should include detailed information on freight and insurance rates, delivery terms, delivery date, and terms of payment.

## GIVING A QUOTATION

Please find attached our quotation for ...
We are pleased to quote as follows.
We can quote you a gross/net price of ...
The prices quoted above include ...
We can offer you a price of ... per ...
We can offer you 10% off the retail price.
We allow a 2% cash discount for payment within 30 days.
Our prices are subject to a 25% trade discount off net price.
We grant a trade/quantity/cash discount of ... % on our list prices.
If your order exceeds 2,000 items, we can offer you a further 10% discount.
Delivery can be effected immediately after receipt of order.
As requested, we will deliver on pallets to ...
We would be able to deliver within ten days of receipt of order.

## MAKING COMPARISONS

Transport by sea is cheaper than transport by air.
Steel is heavier than paper.
Shipping goods by road is more expensive than shipping them by rail.
Some transport modes are more reliable than others.
Our rates are better than theirs.
Their service is worse than ours.
This shipment will travel further than the last one.

## MAKING ENQUIRIES

I'd like to ask/enquire about ...
I'm calling about ...
I'm writing about/with regard to ...
Could you tell me how much/many/long/often ...?

## ADVISING THE CUSTOMER

For this consignment I would recommend/suggest using air transport.
I recommend/suggest that you ship the goods by road.
We/You should also consider air transport for ...
That depends on your specific requirements.
Another option would be to ...
Of course it would also be possible to ... (instead).
Alternatively, you/we could ...

## TALKING ABOUT DIMENSIONS AND WEIGHT

Our consignment is 3 by 2 by 2.5 metres.
This box measures 2 by 1.5 by 2.5 metres.
Its measurements are 20 by 85 by 60 centimetres.
The empty container weighs 5,000 kg.
The net/tare/gross weight of the container is ... kg/tons.
The container's maximum payload is ...
The box is 40 cm high/long/wide/deep.
Its/the height/length/width/depth is 40 cm.

## TALKING ABOUT PROBLEMS

I'm afraid there is a problem with customs clearance.
I'm sorry, but there will be a delivery delay.
The delay was caused by a rail strike in Italy.
The consignment has to be repacked because the carton is damaged.
There was a delay because of bad weather.
There was a delay because the weather was bad.
Although the load wasn't secured properly, it arrived intact.
The load wasn't secured properly, but it arrived intact.
In spite of the strike, the consignment arrived on time.
The result was that the goods didn't leave the warehouse until Friday.
As a result, the shipment arrived two hours late.
There's fog at the airport so the flight hasn't taken off yet.

## ADVISING CUSTOMERS OF SHIPMENT

We are pleased to inform you that Order N° 30-12 has been dispatched by truck today.
Order No 30-12 has been dispatched by flight BA0237A today.
We are pleased to advise that your order N° 23/1346 was shipped on board the vessel Ocean Line.
The consignment is due to arrive in Sydney on 25th August.
The above order has been handed over to our forwarding agents today.
The consignment will be delivered to your warehouse in Brussels.

## TALKING ABOUT ADVANTAGES AND POSSIBLE IMPROVEMENTS

One great advantage is ...
The most interesting feature is ...
It would help us reduce/increase/improve/optimize ...
Another major advantage is/would be ...
It would also guarantee/ensure ...

## DESCRIBING THE STEPS OF A PROCESS

First(ly)/First of all ...
The first step/stage (of the process) is ...
Second(ly) ...
Then ...
After that ...
The next step/stage is ...
Following that ...
Finally ...
The last step is ...
Once/After X has happened ...

## DEALING WITH COMPLAINTS

Thank you for informing us about an error in our December statement. (formal)
Thanks very much for pointing out the mistake.
I understand there is a confusion in addresses/delivery dates.
We are looking into this matter and will contact you again later today. (formal)
I will get in touch with the forwarding agent at once.
I'll take care of this straight away.
I'll get on to that now.
I'll see to this immediately.
I'll get back to you on that as soon as possible.
We would like to apologize for the inconvenience. (formal)
We very much regret this misunderstanding. (formal)
I'm very sorry about that.
Let me apologize for this delay/mistake/error (once again).
The consignment must be delivered by Friday.
The logistics manager will be away until Friday.

## DEALING WITH PAYMENT

Please find attached our pro forma invoice for order N° 45-09-23.
We enclose a copy of your invoice. The original will be sent to you together with the documents on settlement of our draft.
We have instructed our bank today to transfer/remit the amount of £6,320 to your account with Royal Bank of Scotland.

Please find enclosed a cheque for $745.55 in payment of your invoice N° 2/08/2457.
We enclose our draft for $23,840 drawn on Pacific Bank, Seattle. Could you please acknowledge receipt?
Thank you for your credit transfer for 4,500 in payment of our July statement.
Our bank has advised us today that your transfer for invoice N° FR 1235 has been credited to our account.
We have received your draft for invoice N° 12349. Thank you for sending it so promptly.

## DEALING WITH MISTAKES

It seems/appears that a mistake has been made with regard to the customs invoice.
There seems to be a discrepancy between the items listed on your June statement and the goods delivered.
When checking your statement, we noted that invoice TX 274 has been debited twice.
We are returning your invoice as the 2% discount has not been deducted from the total amount.
Could you please let us have a corrected/an amended invoice by return?
Please confirm the corrected amount of ...
Could you make sure that weight and dimensions of the items are specified on the commercial invoice?

# Glossary of acronyms and abbreviations

| | |
|---|---|
| APR | adjustable pallet racking |
| AS/RS | automated storage and retrieval system |
| AWB | air waybill |
| B/E | bill of exchange |
| B/L | bill of lading |
| BTN | Brussels tariff number |
| CAD | cash against documents |
| CM | category management |
| CO | certificate of origin |
| COD | cash on delivery |
| CRP | continuous replenishment |
| D/P | documents against payment |
| DC | distribution centre |
| DSD | direct store delivery |
| EDI | electronic data interchange |
| ETA | estimated time of arrival |
| ETS | estimated time of sailing |
| FCL | full container load |
| GPC | general purpose container |
| GPS | global positioning system |
| HGV | heavy goods vehicle |
| HTS | harmonized tariff system |
| IATA | International Air Transport Association |
| IBC | intermediate bulk container |
| IMO | international money order |
| ISO | International Standards Organization |
| JIT | just-in-time |
| LC | letter of credit |
| LCL | less than container load |
| LGV | large goods vehicle |
| NVOCC | non-vessel operating common carrier |
| POD | proof of delivery |
| QR | quick response |
| RFID | radio frequency identification |
| RMS | resource management system |
| RORO | roll-on/roll-off ferry |
| SCM | supply chain management |
| SMS | short message service |
| 3PL | third-party logistics |
| VAL | value-added logistics |
| VAS | value-added services |
| VMI | vendor-managed inventory |
| WMS | warehouse management system |

# A–Z word list

| | | Your translation |
|---|---|---|
| A | to **access** ['ækses] | |
| | to **accompany** [ə'kʌmpəni] | |
| | **account** [ə'kaʊnt] | |
| | to **acknowledge** [ək'nɒlɪdʒ] | |
| | **actual** ['æktʃuəl] | |
| | **adjustable** [ə'dʒʌstəbl] | |
| | **advance** [əd'vɑ:ns] | |
| | **advice** [əd'vaɪs] | |
| | to **advise** [əd'vaɪz] | |
| | to **align** [ə'laɪn] | |
| | **amend** [ə'mend] | |
| | **amount** [ə'maʊnt] | |
| | **appropriate** [ə'prəʊpriət] | |
| | **approval** [ə'pru:vl] | |
| | as **agreed** [əz ə'gri:d] | |
| | to **assemble** [ə'sembl] | |
| | **assembly** [ə'sembli] | |
| | to **attach** [ə'tætʃ] | |
| B | **bar code** [bɑ: kəʊd] | |
| | **barge** [bɑ:dʒ] | |
| | **batch** [bætʃ] | |
| | **behalf** on ~ of [ɒn bɪhɑ:f ɒv] | |
| | **benefit** ['benɪfɪt] | |
| | bogie ['bəʊgɪ] | |
| | **break bulk** [breɪk bʌlk] | |
| | **buffer stock** ['bʌfə stɒk] | |
| C | **carrier** ['kærɪə] | |
| | **collapsible** [kə'læpsəbl] | |
| | **collection** [kə'lekʃn] | |
| | **competitive** [kəm'petətɪv] | |
| | **comply**: to ~ **with** [kəm'plaɪ wɪð] | |
| | to **consider** [kən'sɪdə] | |
| | **consignment** [kən'saɪnmənt] | |
| | **consist**: to ~ **of** [kən'sɪst ɒv] | |
| | to **consolidate** [kən'sɒlɪdeɪt] | |
| | **contractor** ['kɒntræktə] | |
| | **contract term** [kən'trækt tɜ:m] | |
| | **convenient** [kən'vi:nɪənt] | |
| | to **convey** [kən'veɪ] | |
| | **courier** ['kʊrɪə] | |
| | **credit** ['kredɪt] | |
| | **cross-docking** [krɒs 'dɒkɪŋ] | |
| | **customized** ['kʌstəmaɪz] | |
| | **customs clearance** ['kʌstəmz 'klɪərəns] | |
| D | **debit** ['debɪt] | |
| | **declaration** ['deklə'reɪʃn] | |
| | **deduct** [dɪ'dʌkt] | |
| | **delay** [dɪ'leɪ] | |
| | **delivery** [dɪ'lɪvərɪ] | |

| | | Your translation |
|---|---|---|
| | **depend**: to ~ **on** [dɪ'pend ɒn] | |
| | **destination** [,destɪ'neɪʃn] | |
| | **device** [dɪ'vaɪs] | |
| | **discrepancy** [dɪ'skrepənsɪ] | |
| | **dispatch** [dɪ'spætʃ] | |
| | to **display** [dɪ'spleɪ] | |
| | **distribution** [,dɪstrɪ'bju:ʃn] | |
| | **draft** [drɑ:ft] | |
| | **driving ban** ['draɪvɪŋ bæn] | |
| | **due to** [dju: tu:] | |
| | **dump site** [dʌmp saɪt] | |
| | **duplicate** ['dju:plɪkeɪt] | |
| E | **economies** of scale [ɪ'kɒnəmɪz ɒv skeɪl] | |
| | **embassy** ['embəsɪ] | |
| | to **enclose** [ɪn'kləʊz] | |
| | **enquire**: to ~ about [ɪn'kwaɪər ə'baʊt] | |
| | **equipped**: to **be** ~ **with** [bi ɪ'kwɪpt wɪð] | |
| | **evenly** ['i:vnli] | |
| | to **exceed** [ɪk'si:d] | |
| | to **examine** [ɪg'zæmɪn] | |
| | **exhibitor** [ɪg'zɪbɪtə] | |
| | **expertise** [,ekspɜ:'ti:z] | |
| F | **feature** ['fi:ʃə] | |
| | **fitted**: to **be** ~ **with** [bi 'fɪtɪd wɪð] | |
| | **fleet** [fli:t] | |
| | **forecast** ['fɔ:kɑ:st] | |
| | **fragile** ['frʒdaɪl] | |
| | **freight** [freɪt] | |
| | **freight forwarder** [freɪt 'fɔ:wədə] | |
| G | to **generate** ['dʒenəreɪt] | |
| | to **get back to** [get bæk tu:] | |
| | to **grant a discount** [grɑ:nt ə dɪs'kaʊnt] | |
| | **ground space** [graʊnd speɪs] | |
| H | **handling damage** ['hændlɪŋ 'dæmɪdʒ] | |
| | to **hand over** [hænd 'əʊvə] | |
| | **haulage contractor** ['hɔ:lɪdʒ 'kɒntræktə] | |
| | **hazardous/non-hazardous** ['hæzədəsŋ nɒn 'hæzədəs] | |
| | **heavy-duty** ['hevɪ 'dju:tɪ] | |
| I | **insurance rate** [ɪn'ʃʊərəns reɪt] | |
| | **intermediary** [,ɪntə'mi:dɪərɪ] | |

Your translation

**inventory** ['ɪnvəntrɪ]
**invoice** ['ɪnvɔɪs]
to **issue** ['ɪʃuː]

L
to **label** ['leɪbl]
**lashing points** ['læʃɪŋ pɔɪnts]
**lead time** [liːd taɪm]
**lump sum** [lʌmp sʌm]

M
**maintenance** ['meɪntənəns]
**manual** ['mænjuəl]
to **mark** [mɑːk]
**material flow** [mə'tɪərɪəl fləʊ]
**measurement** ['meʒəmənt]
**mistake: by ~** [baɪ mɪ'steɪk]
**mode of transport**
[məʊd ɒv træn'spɔːt]
to **monitor** ['mɒnɪtə]
to **mount** [maʊnt]

N
to **negotiate** [nɪ'gəʊʃɪeɪt]
to **note** [nəʊt]

O
**onward** ['ɒnwəd]
**origin** ['ɒrɪdʒɪn]
**outdated** [aʊt'deɪtɪd]

P
**packing list** ['pækɪŋ lɪst]
**partial** ['pɑːʃl]
**payload** ['peɪləʊd]
**pick-up** ['pɪk ʌp]
**piggyback** ['pɪgɪbæk]
to **pile** [paɪl]
to **place orders** [pleɪs 'ɔːdəz]
**point of sale** [pɔɪnt ɒv seɪl]
to **prefer** [prɪ'fɜːr]
**premises** ['premɪsɪz]
to **prevent** [prɪ'vent]
**prior to** ['praɪə tuː]
**processing** ['prəʊsesɪŋ]
**procurement** [prə'kjʊəmənt]
to **protrude** [prə'truːd]
to **purchase** ['pɜːtʃəs]

Q
**quotation** [kwəʊ'teɪʃn]
to **quote** [kwəʊt]

R
**raw material** [rɔː mə'tɪərɪəl]
to **reach** [riːtʃ]
**receipt** [rɪ'siːt]
to **recommend** [ˌrekə'mend]
to **record** [rɪ'kɔːd]
to **reject** [rɪ'dʒekt]
**reliable** [rɪ'laɪəbl]
to **remit** [rɪ'mɪt]
to **remove** [rɪ'muːv]
**replenishment** [rɪ'plenɪʃmənt]
**requirements: to meet ~**
[miːt rɪ'kwaɪəmənts]

Your translation

**retailer** ['riːteɪlə]
**retrieval** [rɪ'triːvəl]
**rigid** ['rɪdʒɪd]
**rubbish** ['rʌbɪʃ]

S
to **schedule** ['ʃedjuːl]
to **seal** [siːl]
to **secure** [sɪ'kjʊə]
**ship** [ʃɪp]
**shipment** ['ʃɪpmənt]
**shrink/stretch-wrapping**
[ʃrɪŋk/stretʃ 'ræpɪŋ]
**solution** [sə'luːʃn]
**sophisticated** [sə'fɪstɪkeɪtɪd]
**sort: to ~ down** [sɔːt daʊn],
**to ~ out** [sɔːt aʊt]
to **span** [spæn]
to **stack** [stæk]
to **state** [steɪt]
**stock** [stɒk]
**storage** ['stɔːrɪdʒ]
to **straddle** ['strædl]
to **strap** [stræp]
**sturdy** ['stɜːdɪ]
**subject: to be ~ to**
[bi səb'dʒekt tuː]
to **suggest** [sə'dʒest]
**suitable** ['suːtəbl]
to **supply** [sə'plaɪ]

T
**tag** [tæg]
**tarpaulin** [tɑː'pɔːlɪn]
**tender** ['tendə]
**terms of payment**
[tɜːmz ɒv 'peɪmənt]
**Third-Party Logistics (3PL)**
[θɜːd 'pɑːtɪ lə'dʒɪstɪks]
**timber** ['tɪmbə]
**toxic** ['tɒksɪk]
to **track** [træk]
**trailer** ['treɪlə]
to **transfer** [træns'fɜːr]
**transit times** ['trænsɪt taɪmz]

V
**valuable** ['væljʊəbl]
**value-added services**
[ˌvæljuː 'ædɪd 'sɜːvɪsɪz]
**vehicle load** ['viːɪkl ləʊd]
**vendor** ['vendə]
**vessel** ['vesəl]
**volume** ['vɒljuːm]

W
**warehousing** ['weəhaʊzɪŋ]
**weight: gross/net/tare ~**
[greɪs net teə weɪt]
**well ahead** of [wel ə'hed ɒv]
**wholesaler** ['həʊlseɪlə]
to **withstand** [wɪð'stænd]
to **wrap** [ræp]

## Weights and measures conversion chart

| | Non-metric | | | | Metric |
|---|---|---|---|---|---|
| weight (UK) | | | 1 ounce (oz) | = | 28.35 grams (g) |
| | 16 ounces | = | 1 pound (lb) | = | 0.454 kilogram (kg) |
| | 14 pounds | = | 1 stone (st) | = | 6.356 kilograms |
| | 8 stone | = | 1 hundredweight (cwt) | = | 50.8 kilograms |
| | 20 cwt | = | 1 (long) ton | = | 1,016.04 kilograms |
| | | | 1 tonne (t) | = | 1,000 kilograms |
| weight (US) | | | 1 ounce (oz) | = | 28.35 grams (g) |
| | 16 ounces | = | 1 pound (lb) | = | 0.454 kilogram (kg) |
| | 100 pounds | = | 1 hundredweight (cwt) | = | 45.359 kilograms |
| | 20 cwt | = | 1 (short) ton (t) | = | 907.18 kilograms |
| length | | | 1 inch (1 in; 1") | = | 25.4 millimetres (mm) |
| | 12 inches | = | 1 foot (1 ft; 1') | = | 30.48 centimetres (cm) |
| | 3 feet | = | 1 yard (yd) | = | 0.914 metre (m) |
| | 1760 yards | = | 1 mile (m) | = | 1.609 kilometres (km) |
| surface | | | 1 square inch (sq in) | = | 6.452 sq centimetres ($cm^2$) |
| | 144 sq inches | = | 1 sq foot (sq ft) | = | 929.03 $cm^2$ |
| | 9 sq feet | = | 1 sq yard (sq yd) | = | 0.836 sq metre ($m^2$) |
| | 4,840 sq yards | = | 1 acre | = | 0.405 hectare (ha) |
| | 640 acres | = | 1 sq mile (sq m) | = | 2.59 $km^2$ |
| volume | | | 1 cubic inch (cu in) | = | 16.4 $cm^3$ or cc |
| | 1728 cubic inches | = | 1 cubic foot (cu ft) | = | 0.028 $m^3$ |
| | 27 cubic feet | = | 1 cubic yard (cu yd) | = | 0.765 $m^3$ |
| capacity (UK) | 20 fluid ounces (fl oz) | = | 1 pint (pt) | = | 0.568 litre (l) |
| | 2 pints | = | 1 quart (qt) | = | 1.136 litres |
| | 4 quarts | = | 1 gallon (gal) | = | 4.546 litres |
| capacity (US) | 16 fluid ounces (fl oz) | = | 1 pint (pt) | = | 0.473 liter (l) |
| | 2 pints | = | 1 quart (qt) | = | 0.946 liter |
| | 4 quarts | = | 1 gallon (gal) | = | 3.785 liters |