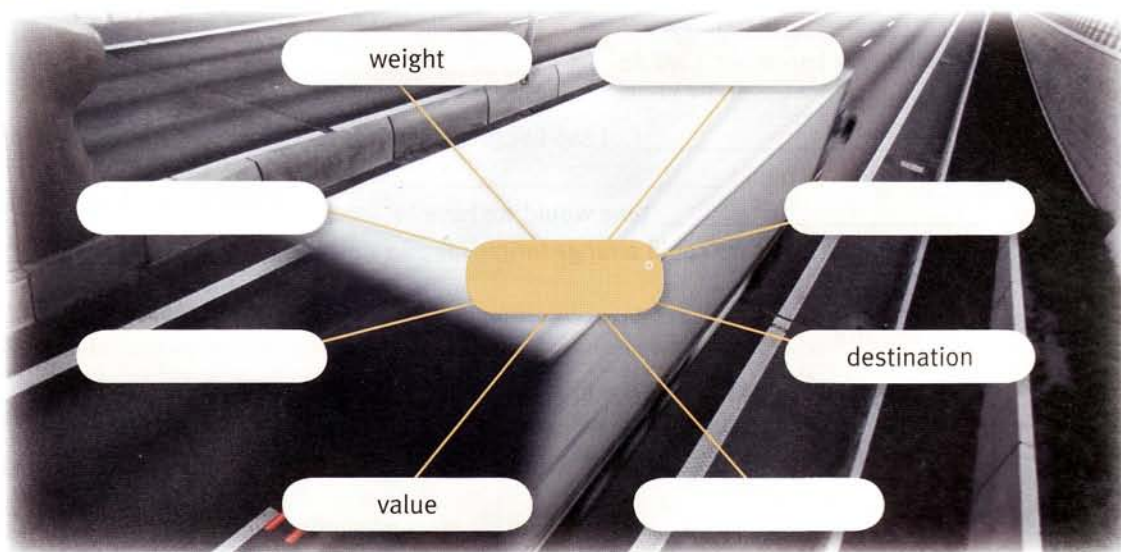


5

Planning and arranging transport

STARTER

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



AUDIO



11

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 | <input type="checkbox"/> |
| 2 Could you let me know | <input type="checkbox"/> |
| 3 In that case I suggest that you | <input type="checkbox"/> |
| 4 For a consignment this size I | <input type="checkbox"/> |
| 5 Of course it would also be | <input type="checkbox"/> |
| 6 We can also arrange transport | <input type="checkbox"/> |

- 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

Tell B what you would like to enquire about.

Give B some details of your shipment.

Tell B you are not sure you want this option.

Ask B about order/cancellation deadlines.

Thank B for help.

B

Ask A to be more specific.

Recommend one or two options.

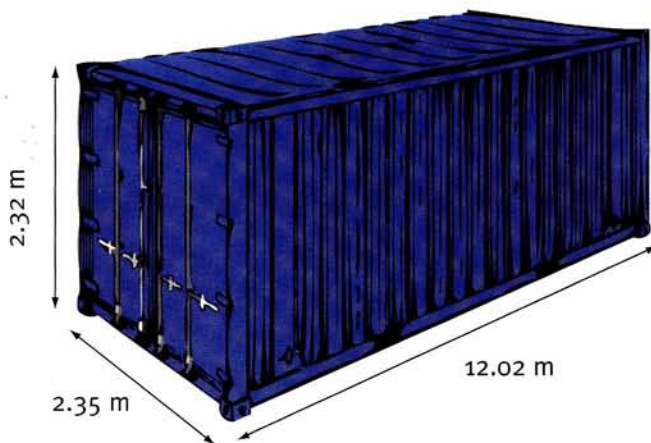
Offer another alternative.

Answer B's question. Tell B you will give him/her a quotation within the next hour.



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 m² _____
- 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		<i>yard (yd)</i>
weight	<i>gram (g)</i>	
surface	<i>square millimetre (mm²)</i>	
volume		
capacity		<i>fluid ounce (fl oz)</i>

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

PARTNER FILES

Partner A File 05, p.71
Partner B File 13, p.72

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:	<input type="text"/> 1
Contact:	Karla Hanssen
Tel No:	0046 890265030
Fax No:	0046 890265039
Email address:	khanssen@coolair.se
Shipping information	
Point of origin:	<input type="text"/> 2
Destination:	<input type="text"/> 3
Method of transport:	Air
Number of units/items:	<input type="text"/> 4
Pick-up date:	<input type="text"/> 5
Delivery date:	<input type="text"/> 6
Freight information	
Volume (m ³):	30.31 m ³
Total weight (kg):	<input type="text"/> 7
Dimensions (cm):	170 cm high, 145 cm wide and 82 cm deep
Type and nature of goods:	<input type="text"/> 8
Special requirements	
Hazardous:	<input type="text"/> 9
Other:	must arrive by <input type="text"/> 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

STARTER

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 _____.

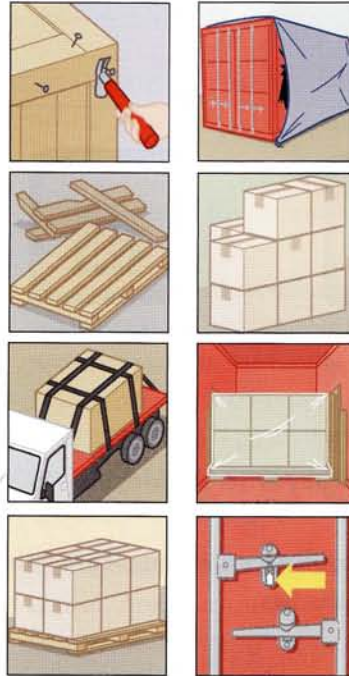
- 7 Ensure vehicle is _____ to be loaded.
- 8 Strap _____ loads.
- 9 When checking the vehicle, give special _____ to door securing mechanisms.
- 10 Examine vehicle and load _____ after loading.
- 11 _____ load as evenly as possible and make sure wheels are evenly loaded.
- 12 Check whether vehicle capacity has not been _____.

2 Now match the correct sentences with the instructions below.

- a before loading: 1, _____
- b during loading: _____
- c after loading: _____

3 Match the beginnings of the sentences (1-8) with the endings (a-h).

- 1 Remove protruding
- 2 Cover the damaged wall
- 3 Secure the load to
- 4 Fill empty
- 5 Replace damaged pallets
- 6 Align the load
- 7 Stack the boxes
- 8 Seal the container after



- a prevent movement.
- b on pallets.
- c vertically.
- d staples or nails.
- e spaces between products.
- f loading is complete.
- g of the container.
- h with new ones.

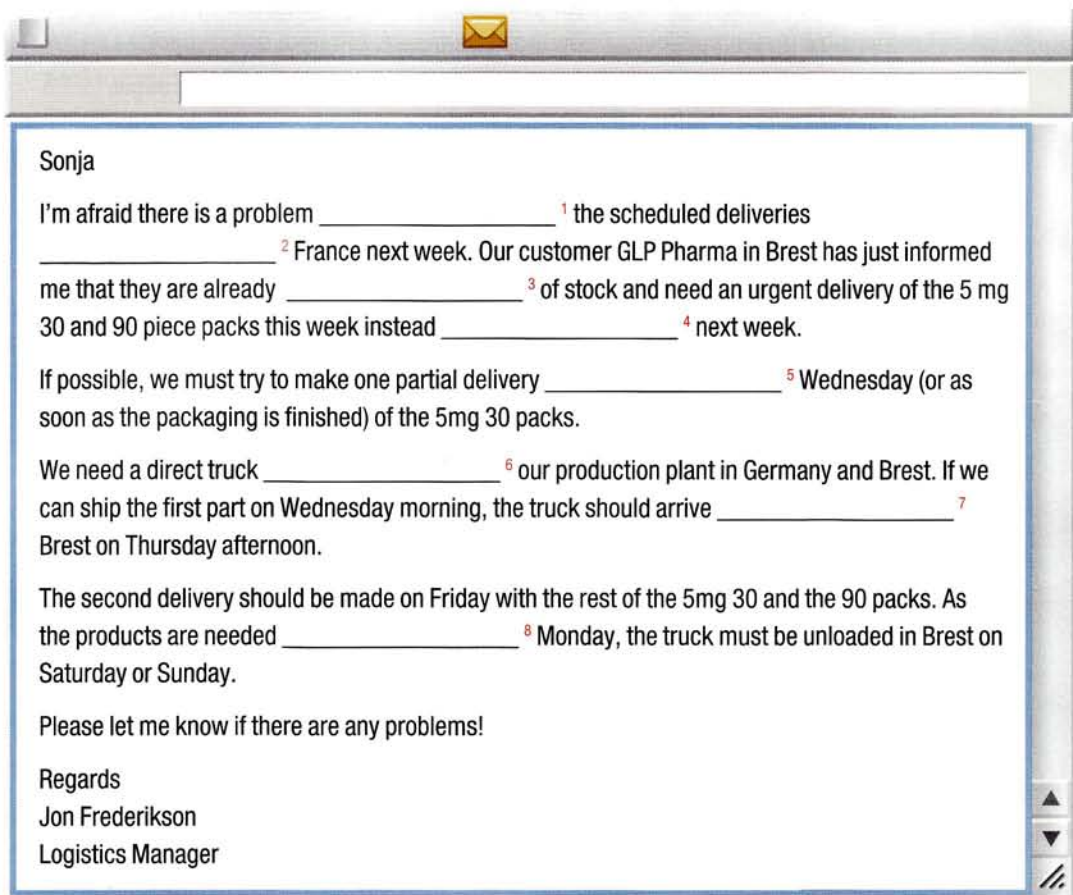
EXPLAINING HOW TO DO SOMETHING

When explaining how to do something, you can use the imperative form of the verb. Use the infinitive without *to*, like this:

- Examine** the load carefully.
- Do not overload** the vehicle.

4 Complete this email about an urgent shipment with prepositions from the box.

by • on • with • in • out • to • between • of



Sonja

I'm afraid there is a problem _____¹ the scheduled deliveries _____² France next week. Our customer GLP Pharma in Brest has just informed me that they are already _____³ of stock and need an urgent delivery of the 5 mg 30 and 90 piece packs this week instead _____⁴ next week.

If possible, we must try to make one partial delivery _____⁵ Wednesday (or as soon as the packaging is finished) of the 5mg 30 packs.

We need a direct truck _____⁶ our production plant in Germany and Brest. If we can ship the first part on Wednesday morning, the truck should arrive _____⁷ Brest on Thursday afternoon.

The second delivery should be made on Friday with the rest of the 5mg 30 and the 90 packs. As the products are needed _____⁸ Monday, the truck must be unloaded in Brest on Saturday or Sunday.

Please let me know if there are any problems!

Regards
Jon Frederikson
Logistics Manager



14

5 Sonja and Jon are discussing the urgent delivery over the phone. Listen and answer the questions.

- 1 Can they use one of their usual forwarding agents?
- 2 How long would the fastest delivery service take?
- 3 Would express delivery be a good option?
- 4 Why is it not possible to deliver at the weekend?
- 5 What does Jon want to do next?

6 Put the words in the order they are mentioned in the dialogue. Then listen again to check.

- 1 really / here / I think / a problem / we've / got
- 2 use / this shipment / our / for / one / unfortunately / we can't / of / regular forwarders
- 3 we / smaller / this / deliveries / means / partial / that / would / have several
- 4 have to / a lot more / and / as / we'd / pay / a result
- 5 Saturdays and Sundays / because of / deliver / we / can't / at the weekend / driving ban / on / the HGV
- 6 problems / this delivery / no idea / I / would / cause / so many / had

INFORMING SOMEONE ABOUT PROBLEMS

Telling someone that something cannot be handled in the way it was planned or that something has gone wrong can be difficult. That's why it is important to stay calm and use polite language. It is usually a good idea to say what the problem is exactly and then explain the situation. We often use beginnings such as *I'm afraid ...* or *I'm sorry, but ...*, even if we are not responsible for the problem.

First, we give a brief introduction and then go on to explain the situation in more detail:

I'm afraid there is a problem with customs clearance.

I'm sorry, but there will be a delivery delay.

We may also want to give reasons for the problem:

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.

We may also want to talk about contrast, e.g. when we explain that there was a problem, but it hasn't affected the outcome:

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.

Despite being delayed, the consignment arrived on time.

Sometimes we also need to explain the consequences of certain events:

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.

7 Complete the sentences with words from the box.

so • because • although • due • as a result • despite • because • in spite of

- 1 Our customer wants to ship valuable freight, _____ we need to think about insurance.
- 2 A part of the shipment seems to be damaged _____ of rough handling.
- 3 _____ the customer needed them urgently, the goods couldn't be delivered at the weekend.
- 4 The flight was cancelled _____ to bad weather.
- 5 The driver had the wrong address. _____, it took him three hours to deliver the pallets.
- 6 The consignment arrived on time _____ all the customs formalities at the border.
- 7 We are unable to ship today _____ we've had problems with our dispatch.
- 8 _____ being well secured, the load was damaged on arrival.

8 Choose the correct words to complete these sentences.

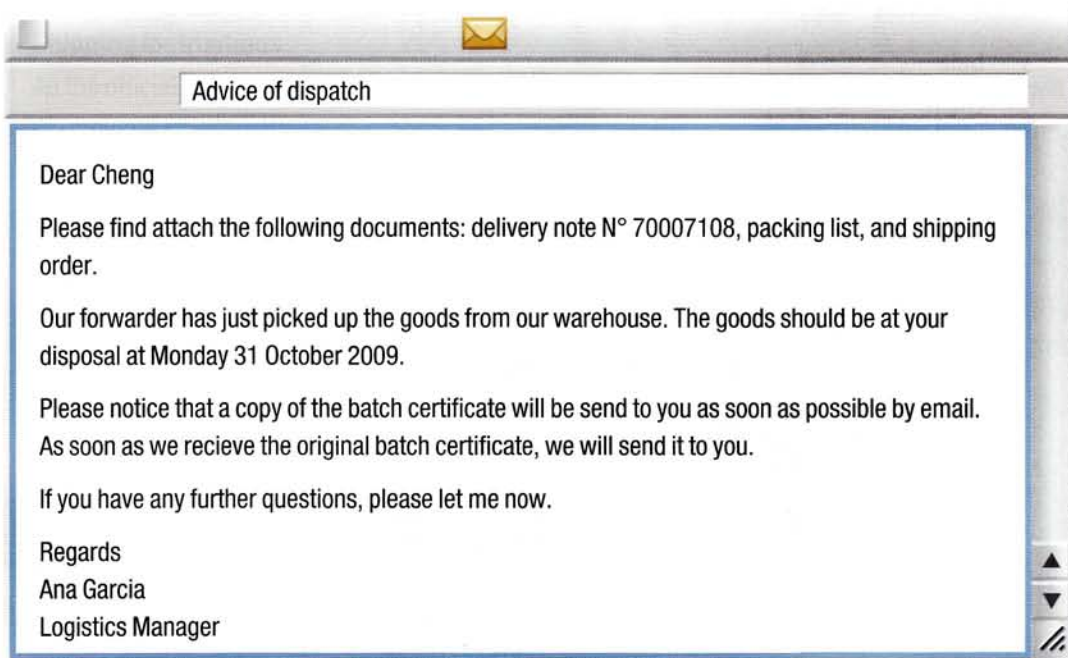
- 1 The documents stated the wrong quantities. As a **reason/result/cause**, the shipment was not accepted at the warehouse.
- 2 The delay was **found/noticed/caused** by an accident on the motorway.
- 3 When I spoke to the logistics manager, it **noticed/saw/turned** out that they had used different packing material.
- 4 Unfortunately, we are unable to deliver the consignment **due to/because/so** technical problems in our warehouse.
- 5 **Although/In spite of/But** the delay, the delivery will still arrive on time.
- 6 What is the **cause/reason/result** for this delay?

9 You are a freight forwarder. Call your partner to inform him/her about a delivery delay. Use phrases from this unit.

PARTNER FILES

Partner A File 06, p. 71
Partner B File 14, p. 72

10 There are six mistakes in this email. Can you correct them?



Dear Cheng

Please find attach the following documents: delivery note N° 70007108, packing list, and shipping order.

Our forwarder has just picked up the goods from our warehouse. The goods should be at your disposal at Monday 31 October 2009.

Please notice that a copy of the batch certificate will be send to you as soon as possible by email. As soon as we recieve the original batch certificate, we will send it to you.

If you have any further questions, please let me now.

Regards
Ana Garcia
Logistics Manager

ADVICE OF SHIPMENT

When dealing with shipments to customers, it is common practice to advise them that a shipment has been sent. Often details on departure and arrival times, order numbers, and documents are given.

We are pleased to inform you that your order has been dispatched by truck today.

Order N° 3012 has been dispatched by flight BA2379 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 August 25th.

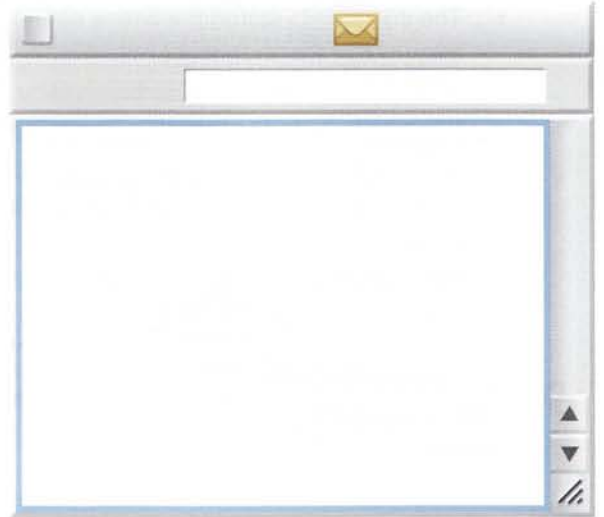
The above order has been handed over to our forwarding agents today.

The consignment will be delivered to your warehouse in Brussels.

11 Write a similar email informing a customer about dispatch.

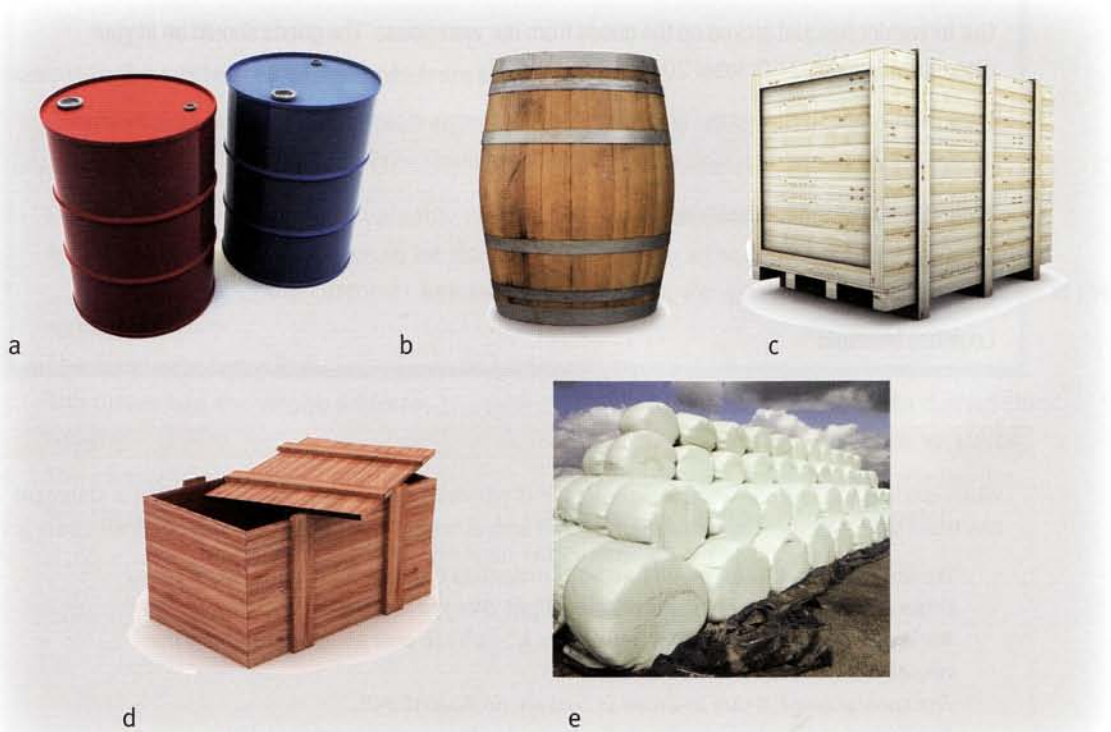
Include the following information:

- 1 The order number.
- 2 When the consignment was sent.
- 3 How the consignment was shipped (road, air, rail, sea).
- 4 Where it will be delivered.
- 5 When it will arrive at the customer's site.



12 Match the words (1-5) with the pictures (a-e).

- | | | |
|---|-------------|--------------------------|
| 1 | bale | <input type="checkbox"/> |
| 2 | chest | <input type="checkbox"/> |
| 3 | barrel/cask | <input type="checkbox"/> |
| 4 | drum | <input type="checkbox"/> |
| 5 | crate | <input type="checkbox"/> |



13 Now match the items in exercise 12 with the correct definition.

- a Large cylindrical container with a flat bottom and top. It is made of wood and is used for liquids.
- b Wooden box made of wooden slats. It can be open or closed and is used for packing goods.
- c Large package of presspacked goods (often raw material), which is tightly bound, wrapped, and banded.
- d Sturdy box with a lid which is made of metal and often used for storage.
- e Cylindrical metal container for liquids.

14 USTF, international freight forwarders based in Chicago, give some shipping instructions on their website. Complete the sentences with words from the box.

mark • clearance • withstand • weight • appointed • exhibitor • importing • individually

Shipping Instructions

As the official international freight forwarder _____¹ by EXPO CHICAGO, we will co-ordinate all international shipments and arrange customs _____² for this event. Please carefully read the following information regarding shipping requirements for _____³ goods into the US.

Packing and Marking

- 1 Ensure that all boxes are securely packed in order to _____⁴ handling by carriers and onsite contractors.
- 2 Clearly _____⁵ all cartons, cases, or crates on two sides.
- 3 If you ship your goods in a container, make sure that all cartons are _____⁶ marked and labelled in the following manner:

Address:
 Name of _____⁷:
 Number of stand:
 Case number (...) of (...)
 Total _____⁸ in kg:

Done

OUTPUT

Chaos at Heathrow's New Terminal 5

When Heathrow's Terminal 5 was officially opened by the Queen in March 2008, operator BAA said that it would put the airport at the cutting edge of global travel.

The complex, which cost £4.5bn, includes 50 new aircraft stands, a large car park as well as rail and underground links to London. It is designed to handle 12,000 bags an hour.



BAA claimed that checking in for flights would be simplified for up to 30 million passengers a year by online check-in, fast baggage dropping facilities and sophisticated baggage handling.

Two weeks later, on launch day, however, dozens of flights in and out of the new terminal had to be cancelled due to a breakdown of the baggage handling system. By the end of the first day, hundreds of passengers were left stranded at the airport and there was a backlog of more than 15,000 bags.

What had gone wrong?

On launch day problems started almost immediately, when staff and passengers had trouble locating car parks. Delayed opening of check-in then led to long queues. Additionally, workers in the baggage sorting area had problems logging on to the computer system or could not handle the RMS (Resource Management System), which allocates baggage handlers to load or unload aircraft.

As the check-in staff were not aware of the situation, they continued to add luggage to the system. As a consequence, check-in had to be suspended in the afternoon.

An aviation analyst later explained that the backlog of baggage was mainly caused by problems with the terminal's three-stage baggage processing system.

The first stage, the fast bag drop-off, was working as planned, but the second stage, an underground conveyor system, had become clogged up because baggage workers were not able to remove the bags quickly enough at the other end.

BA said that they knew the first day would be critical because of the size and complexity of the move into Terminal 5, and that they were working hard to resolve these issues.

OVER TO YOU

- 1 What are the main logistics problems mentioned in this article?
- 2 Have you ever experienced similar problems at an airport?
- 3 How important is logistics for an airport?

Warehousing and storage

STARTER

Look at the pictures of warehouse equipment. Match the pictures (a–f) with the words (1–6).



a b c d e f

- 1 hand pallet-truck
- 2 tote bin
- 3 fork-lift truck (CB truck)
- 4 roll-cage pallet
- 5 (Euro pallet or UK) pallet
- 6 trolley

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

1 Read the text describing warehouse areas and label the areas with words from the list.

sortation • marshalling and dispatch • receiving • collation and value-added services
• back-up storage • order picking

First of all, there is the _____¹ area. That's where all incoming goods arrive and documentation is checked and recorded. Goods are often unpacked or repacked here to make their format more suitable for warehouse handling.

The _____² area holds most of our warehouse inventory.

In the _____³ area the goods are selected in the right quantities, that means the quantities required by the customer. Here we also break bulk. That means, for example, after receiving goods in large quantities (e.g. pallets), we need to pack them in smaller separate units for the customer.

In the _____⁴ area we deal with smaller order sizes. Sometimes several orders have been batched together to simplify the picking process and now need to be sorted down to individual orders.

After picking, the goods are consolidated and made ready for dispatch. Depending on the customer's requirements the goods may be packed into cartons or cases or they are wrapped (i.e. stretch-wrapping or shrink-wrapping). Some warehouses also provide special services such as labelling. This part of warehouse operations is called _____⁵.

The final stage in warehouse operations is the _____⁶ area. The goods are brought together to form vehicle loads and are then loaded onto vehicles for onward dispatch.

2 Match the warehouse areas (1–5) to the activities that take place in them (a–f).

- | | | |
|---|-----------------------------|--------------------------|
| 1 | dispatch | <input type="checkbox"/> |
| 2 | collation | <input type="checkbox"/> |
| 3 | reserve storage | <input type="checkbox"/> |
| 4 | order picking and sortation | <input type="checkbox"/> |
| 5 | receiving | <input type="checkbox"/> |

- a goods are brought together for loading and transport
- b where the goods are kept until required
- c the goods are selected and put together in the units required by the customer
- d complete orders are packed and wrapped
- e the goods are prepared for warehouse operations

3 Match the verbs (1–8) from the text in exercise 1 to the correct definitions (a–h).

- | | | |
|---|--------|--------------------------|
| 1 | label | <input type="checkbox"/> |
| 2 | repack | <input type="checkbox"/> |
| 3 | handle | <input type="checkbox"/> |
| 4 | select | <input type="checkbox"/> |
| 5 | batch | <input type="checkbox"/> |
| 6 | sort | <input type="checkbox"/> |
| 7 | wrap | <input type="checkbox"/> |
| 8 | load | <input type="checkbox"/> |

- a put goods on a pallet or vehicle
- b provide specific information on the product itself or the packaging
- c deal with
- d pick or choose
- e put several things together
- f pack in special material for protection
- g put into new units or formats
- h arrange in a special way or order

THE PASSIVE

When describing processes, the passive voice is often used with modal verbs such as *can*, *must*, *may*, *should*, etc.

*The forks **can be raised** by a simple pump action.*

*This system **must be fitted** with detectors.*

Or we can use the passive in other tenses e.g. the present perfect tense.

*After the goods **have been checked**, they go into back-up storage.*

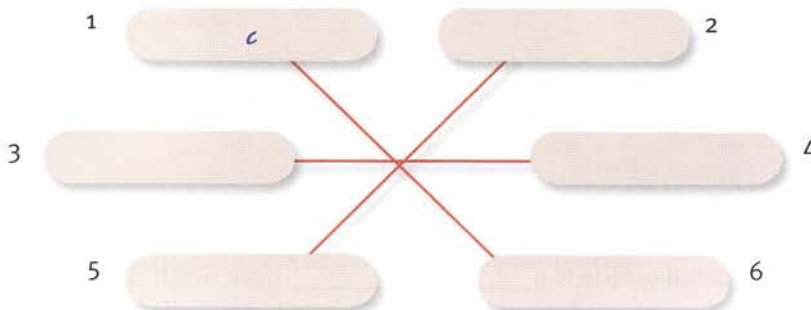
*The unloading **has been completed**.*



4 Complete the sentences using the correct active or passive form of the verbs in brackets.

- After the unit load _____ (check), it goes into automated storage.
- As soon as an appropriate location _____ (identify) by the warehouse management system, a put-away instruction _____ (must, issue).
- After the vehicle driver _____ (report) to the gatehouse, the vehicle documentation _____ (check) by staff.
- Then the packages _____ (process) i.e. they _____ (may, label) with bar codes.
- The goods _____ (check) on unloading.
- After that, staff _____ (direct) the driver to an unloading bay or a parking area.

Now put the steps in the goods receiving process in the correct order 1–6.



15

5 Listen to this extract from a presentation about a new warehouse management system. Now say which of these statements is true false .

- The existing system is not very efficient.
- They could centralize inventories in one Canadian warehouse.
- Cycle times can be reduced by at least half.
- They could reduce warehouse area from four floors to one.
- Print on demand allows them to print invoices in several languages.

6 Now listen to the recording again and complete the sentences.

- 1 I think this new warehouse area management system WMS 2X would help us cut costs and _____ our processes.
- 2 One great advantage of WMS 2X is that we could reduce the number of warehouses _____ across Canada.
- 3 Another interesting feature of WMS 2X is customer order _____.
- 4 Warehouse _____ could be improved as well by transferring departments.
- 5 WMS 2X would also help us reduce warehouse area and ground _____.
- 6 The could be achieved by installing an automated storage and _____ system.
- 7 The new system would also enable us to _____ the material flow at any given moment.
- 8 This allows printing of labels, brochures and customer _____ in 25 languages.

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 ...

7 Work with a partner. Each of you has a warehouse management system. Present the advantages of your system to your partner. Use phrases in the box.

PARTNER FILES

Partner A File 07, p.71
 Partner B File 15, p.72

8 Complete the descriptions of typical warehouse equipment and systems. Use the adjectives from the box.

stackable • mobile • adjustable • suitable • bulky • driverless • rigid • collapsible

- 1 An automated guided vehicle is a _____ truck which is controlled by computer and electrically powered.
- 2 IBCs (intermediate bulk containers) made of metal or plastic are _____, but there are also ones made of canvas, which are _____.
- 3 Cage and box pallets are fitted with corner-posts and sides. They are usually _____.
- 4 In palletized storage APR, i.e. _____ pallet racking, is used.
- 5 Some products are not _____ for palletization e.g. expensive electronic items or large and _____ items.
- 6 _____ shelving is often used for smaller products in non-palletized systems.



9 Put the steps in this integrated packing location system in the correct order (1–8). Then listen and check.

- You scan the barcode of the shipping label.
- The system calculates the weight of the package.
- You enter the system.
- You choose means of transport.
- You can put together packages.
- The shipping labels are printed.
- You can see and access all positions in the container.
- The order is complete – system prints delivery note.



10 Now listen to the dialogue again and complete the sentences.

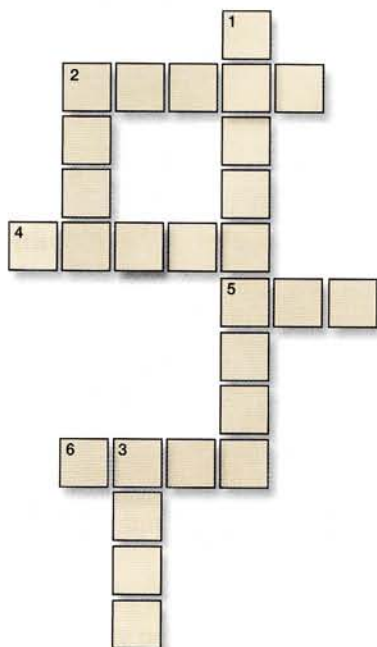
- 1 After the goods have arrived at the packing location, _____ to scan in the barcode of the shipping box.
- 2 _____ you enter the packing location dialogue.
- 3 OK. I got that. What is _____?
- 4 Well, _____ you can access all positions in the picking container.
- 5 _____ the package is complete, the system will automatically calculate the weight.
- 6 That is _____. The system will automatically print the shipping labels.
- 7 And now we _____ of this process.
- 8 _____ the order has been completed, the delivery note is printed automatically.

DESCRIBING THE STEPS OF A PROCESS

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

11 Work with a partner and describe a process from your own job in your own words. Use phrases from this unit.

12 Complete this crossword with words from the unit.

**Across**

- 2 Keep goods in a warehouse.
- 4 Put on top of each other.
- 5 Container for smaller products.
- 6 Select the right items.

Down

- 1 Form smaller units from larger units (2 words – 5, 4).
- 2 Put into the right order or package.
- 3 Another word for *article* or *piece*.

Read the text about modern warehousing and answer the questions below.

WAREHOUSING TODAY

In the past, a warehouse was only seen as a place to store things. It often took up a lot of ground space and goods were usually picked by hand or using a fork-lift truck.

During the last few years, however, the role and the design of the warehouse have radically changed. The warehouse is now considered a critical link between a manufacturing plant and the external world with a strong impact on the performance of the entire manufacturing and logistics system.



Warehouse automation and complex technologies are now used in order to produce effective operations. Many warehouses today are equipped with warehouse management systems (WMS), which automate the product flow throughout the warehouse and maximize the use of warehouse space through effective picking methods, location consolidation and cross docking.

Automated Storage and Retrieval Systems (AS/RS) have been introduced in many warehouses. AS/RS involves high-racking storage with a machine operating within the aisles, serving both sides of the aisle. These systems can pick, replenish, and perform inventory checks without a human operator.

In fully automated systems, conveyor belts are very important as they link the different areas of the warehouse and carry the goods to where they are required: for example between the receiving areas and reserve storage, or between the picking and loading areas.

The warehouse of today would be unthinkable without the barcode. The barcode label on each item provides specific information about the product, which can be transferred to a computer system. This makes it possible to locate the item's position in the warehouse and find it again. By using automated technology, such as barcode scanners and RFID (radio frequency identification), warehouse inventory and product flow can be efficiently managed. Combined with modern IT systems, barcodes enable warehouse staff to track and trace all items in the warehouse at any given time and usually in real time.

OVER TO YOU

- 1 How is your company's warehouse organized?
- 2 Do you work in a warehouse yourself?
- 3 How has warehousing changed over the last few years?

8

Documentation and finance

STARTER

Here are some more abbreviations. They all relate to documentation and finance. Do you know what they mean?

- 1 B/L Bill of l-----
- 2 D/P: Documents aga---t p-y---
- 3 EXW Ex -----
- 4 CIF Cost, in-----, fr-----
- 5 AWB Air w-- b---
- 6 IMO Int---t----- m-----y o-d--
- 7 B/E Bill of ex-----
- 8 L/C Letter of cr---



1 Complete this list of documents used in foreign trade with words from the box.

approved • authority • required • commercial • indicating • draft • receipt • conditions
 • carriage • hazardous

1 Commercial invoice

A document that contains specific information regarding the goods shipped and the _____ agreed between buyer and seller.

2 Certificate of origin

Document used in foreign trade which states where the goods were produced. It is often _____ by customs authorities.

3 Packing list

A document which specifies the contents of any form of packaging, e.g. boxes, containers, cartons, without _____ the value of the goods shipped.

4 Air waybill

A contract between airline and shipper. It is a shipping document which states the terms and conditions of _____ and is also a receipt for the consignment.

5 Consular invoice

A special kind of invoice sometimes required by the importing country. It needs to be _____ by an embassy.

6 Pro forma invoice

A _____ invoice which the seller prepares before the actual shipment takes place.

7 Export licence

A document which is granted by a government _____ and states that specified goods can be exported.

8 Customs invoice

A specific document required by customs in some countries e.g. US when importing goods. It includes more details than a _____ invoice.

9 Dangerous goods declaration

Certificate prepared by the shipper/consignor which states that _____ goods are handled according to international shipping regulations.

10 Bill of lading

A contract between carrier and shipper which specifies the goods to be shipped and the delivery terms. It is also a _____ of shipment and accompanies the goods until they reach their destination.

2 CB GLOBAL SHIPPING, US customs brokers handling an international trade event, provide some instructions on their website. Put the words in the correct order. The first word has been done already.

CB Global shipping

To ensure customs entry and avoid delays, please read the following instructions carefully:

- Provide** / you / the goods / to ship / descriptions / clear and detailed / of / wish

- Identify** / to be / HTS or BTN numbers / by using / the goods / shipped

- Clearly** / the items / the value / indicate / of

- State** / were / where / manufactured / the goods

- Send** / and packing list / six copies / the commercial invoice / of / prior to arrival / four days

- The documents** / details / include / the following / must

- List** / of / each / the quantity / item

- Include** / the documents / and signature / the person / the name / preparing / of

- Do not use** / and lump sum / on / general descriptions / values / your invoices

- Specify** / each / weight / and dimensions / the contents / of / box



3 There is a problem with an urgent delivery. Listen to the three phone conversations and answer the questions.

Conversation 1

- 1 Why is the customer in Iceland upset?
- 2 Why do they need the consignment so urgently?

Conversation 2

- 3 What went wrong with the shipment?
- 4 When does Ms Egbert say she needs the consignment?

Conversation 3

- 5 When and how will the containers be shipped to Iceland?
- 6 When should the containers arrive in Iceland?
- 7 Why could the consignment be rejected at the gate?



4 Complete the sentences with words from the box. Then listen again and check.

get back • the least • very sorry • be OK • just talked • find out • should have
 • see to • seems that • sorted out • get on

- 1 Sorry, I have no idea at the moment, but I'll _____.
- 2 OK, I'll _____ to this straight away.
- 3 I've just checked all the documents and it _____ we used the wrong address.
- 4 I'm _____ about this, Ms Egbert, but I'll do everything I can to get this problem _____.
- 5 I'll _____ to you as soon as I've spoken to the forwarder.
- 6 I've _____ to our freight forwarders here in the UK.
- 7 That way you _____ them by Friday afternoon.
- 8 Would that _____ for you?
- 9 Yes, I'll _____ that.
- 10 It's _____ I can do for you.

TAKING ACTION AND APOLOGIZING

After a problem or mistake has been brought to your attention, it is important to deal with it promptly. Note that we tend to use a more formal style in written communication.

When responding to a customer, it is a good idea to acknowledge that we are aware of the problem:

We are replying to your email of April 24th informing us that ... (more formal)

Thank you for informing us about an error in our December statement. (more formal)

Thanks very much for pointing out the mistake.

I understand there is a confusion in addresses/delivery dates.

Then we say what we want to do (or have done) to solve the problem. We often use phrasal verbs when talking about taking action:

We are looking into this matter and will contact you again later today. (more formal)

I shall/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 usually also apologize for the problem or mistake:

We would like to apologize for the inconvenience. (more formal)

We very much regret this misunderstanding. (more formal)

I'm very sorry about that.

Let me apologize for this delay/mistake/error (once again).

5 Complete the sentences with verbs from the box.

look • take care • see to • get on • get in touch • get back

- I'll _____ to this immediately.
- Can I _____ to you on that in about half an hour?
- OK, I'll _____ of that straight away.
- Fine. I'll _____ with the courier people at once.
- Thanks for letting me know. I'll _____ this right away.
- Yes, we'll _____ into the case and call you back tomorrow.

6 Work with a partner to solve a problem. Use phrases from this unit.

A

Tell B that you have just found out you have shipped the wrong products to them.

Apologize for the mistake. Tell B what you have done so far.

Tell B what exactly you want to do next. Ask B if he/she is happy with that.

End with a friendly sentence.

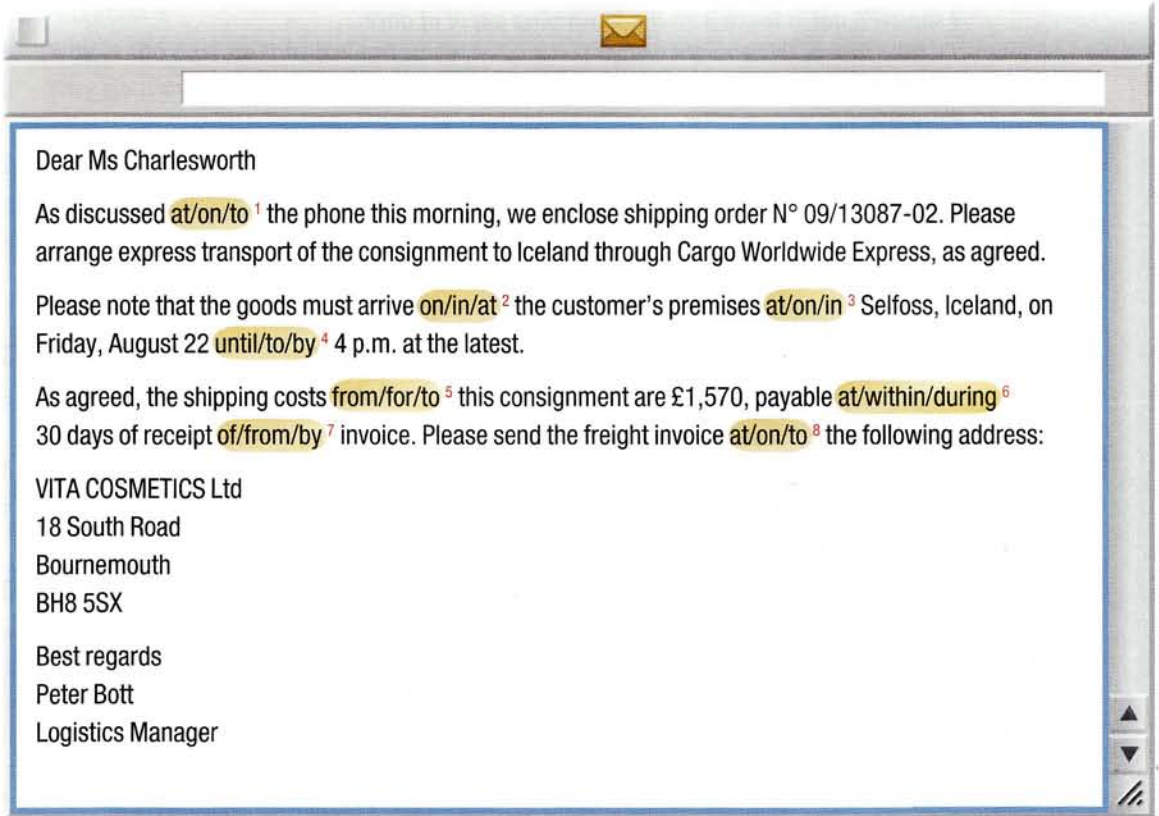
B

Ask A what he/she wants to do about it.

Tell B that you need the items urgently. You expect to have them within two days.

Thank A for help.

7 After arranging the express transport with the forwarder, Peter, the logistics manager writes an email to confirm what has been agreed. Choose the correct preposition.



Dear Ms Charlesworth

As discussed **at/on/to**¹ the phone this morning, we enclose shipping order N° 09/13087-02. Please arrange express transport of the consignment to Iceland through Cargo Worldwide Express, as agreed.

Please note that the goods must arrive **on/in/at**² the customer's premises **at/on/in**³ Selfoss, Iceland, on Friday, August 22 **until/to/by**⁴ 4 p.m. at the latest.

As agreed, the shipping costs **from/for/to**⁵ this consignment are £1,570, payable **at/within/during**⁶ 30 days of receipt **of/from/by**⁷ invoice. Please send the freight invoice **at/on/to**⁸ the following address:

VITA COSMETICS Ltd
 18 South Road
 Bournemouth
 BH8 5SX

Best regards
 Peter Bott
 Logistics Manager

BY AND UNTIL

We use the prepositions *by* and *until* to describe different situations:

by = something happens (or should happen) not later than a specific point in time

The consignment must be delivered by Friday.

until/till = something continues up to a specific point in time

The logistics manager will be away until Friday.

8 Complete the sentences with *by* or *until*.

- 1 I'll make sure that the documents arrive _____ the end of the week.
- 2 We have to arrange shipment _____ August 4th.
- 3 I'm afraid there will be delays _____ the beginning of July.
- 4 They said we would receive the consignment _____ Monday.
- 5 Call me if there are any problems. I'll be in my office _____ 6.30 today.
- 6 We require the goods _____ March 15th.

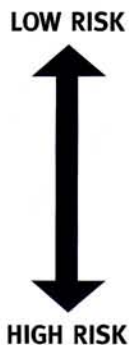
9 Match the payment methods (1–6) with the definitions (a–f).

- 1 advance payment
- 2 cash on delivery
- 3 open account
- 4 documents against payment
- 5 documentary credit
- 6 bank guarantee

- a Customer pays immediately on receiving the goods. This service is usually provided by the post office.
- b Used to cover financial risk in international transactions e.g. if a buyer does not pay.
- c The exporter supplies the goods and the importer/customer pays for them at an agreed date in the future.
- d Involves the buyer's and the seller's bank. It is a promise made by the opening bank that payment will be made on receiving documents that comply with the terms agreed.
- e Also called cash against documents (CAD). It means that the exporter has full control over the documents until payment has been made by the importer.
- f Customer/importer has to pay for the goods before they are shipped.



10 Three people are talking about payment methods in their companies. Listen and complete the table.



	Method of payment used	How secure is it for the seller? (very secure, secure, not secure)
Company A:	_____	_____
Company B:	_____	_____
Company C:	_____	_____

11 Listen again and say which of these statements are true or false according to the recordings.

- 1 Most of their European customers expect open account facilities.
- 2 Open account terms are good for the exporter.
- 3 They can take out special insurance against the risk of non-payment.
- 4 A letter of credit is often used for customers you have worked with for a long time.
- 5 A letter of credit is a very secure payment method.
- 6 Most customers do not like advance payment.

HANDLING PAYMENT

It is common to let trading partners know when payment is requested, has been made, or has been received. This is usually done in a short standard email or letter. More complicated international transactions sometimes require additional information.

Requesting and arranging 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?

Acknowledging payment

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.

12 Here are some more sentences. Match the beginnings of the sentences (1–8) with the endings (a–h).

- | | | |
|---|---|--------------------------|
| 1 | We enclose your statement of | <input type="checkbox"/> |
| 2 | Our bank informs us that they have received the documents and will transfer | <input type="checkbox"/> |
| 3 | Thank you for sending | <input type="checkbox"/> |
| 4 | We are pleased to inform you that we have arranged for a | <input type="checkbox"/> |
| 5 | Please find enclosed our bank draft for £13,468.40 as | <input type="checkbox"/> |
| 6 | We would like to inform you that the amount of £2,567.89 has | <input type="checkbox"/> |
| 7 | Please transfer the amount of \$2,200 | <input type="checkbox"/> |
| 8 | As agreed, we are sending you | <input type="checkbox"/> |
| a | credit transfer through our bank for the amount of \$20,000. | |
| b | our invoice for order N° 9089 in duplicate. | |
| c | your draft for invoice N° SR-5602. | |
| d | account as of 30 September. | |
| e | been credited to our account today. | |
| f | to the following account. | |
| g | payment on pro forma invoice N° 08/5643. | |
| h | the amount of £8,670 to your account. | |

13 Look at the words in the box and exercise 11 and use your dictionary (if necessary) to complete the table.

Verb	Noun
1 remit	
2	transfer
3 receive	
4	draft
5 advise	
6 pay	
7	credit
8 acknowledge	

14 Write a short email to a trading partner.

PARTNER FILES

Partner A File 08, p. 71
Partner B File 16, p. 72

DEALING WITH ERRORS AND MISTAKES IN TRADE DOCUMENTS, STATEMENTS AND INVOICES

When dealing with errors it is particularly important to use polite and diplomatic language. It is also a good idea to use passive sentences to make your statements less direct and personal. If we want to inform someone that there has been a mistake, we often use impersonal expressions with the verbs *seem* and *appear*.

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.

It is important to say what we will do or expect the other person to do:

We are returning your invoice as the 2 per cent 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?

15 Say which sentence in each pair is more polite and/or less direct.

- a You have made an error on the December statement.
b There appears to be an error on the December statement.
- a The discount has not been deducted from the total amount.
b You did not deduct the discount from the total amount.
- a There is a discrepancy between invoice and packing list.
b It appears that there is a discrepancy between invoice and packing list.
- a Could you let us have a corrected invoice?
b Send us a corrected invoice.
- a A mistake has been made in invoice N° 09-234.
b There is a mistake in invoice N° 09-234.
- a Use the above bank account number for future transactions.
b Please make sure that the above bank account number is used for future transactions.

OUTPUT

Read these answers to frequently asked questions relating to financial risk in international trade. Answer the questions below.

Handling financial risk in international trade

What are the main financial risks for companies doing business overseas?

The first risk area obviously has to do with the customers' credit rating and status. There's always the danger that the customer does not pay for the goods you have supplied. But there are quite a lot of other country-related trade risks which need to be considered.

Could you give some examples?

Well, this could be anything that delays or stops trade or payment e.g. some unexpected economic measures, political unrest, import bans, or breakdown of banking systems in the country you are doing business with.

What can traders do to minimize financial risks?

Before doing business abroad, it is essential to investigate both customer and target country carefully. Check whether the potential customer is solvent, then study your target country's accounting and credit practices and learn something about import and export procedures. To reduce the risk of non-payment, you can take out an export credit insurance policy.



What payment methods would you recommend for exporting goods?

That's a difficult question to answer. The exporter should, of course, always try to minimize financial risk by choosing a secure payment method e.g. advance payment or a confirmed, irrevocable letter of credit. On the other hand, that's not always possible or even desirable.

Why is that?

Well, if you want to do business in a country or market, you have to see what payment facilities your competitors are offering and offer something similar – even if that's not what you really want. And sometimes exporters may decide against secure payment methods such as a letter of credit because the bank charges are high and eat up their profits.

OVER TO YOU

- 1 What are the main financial risks in foreign trade mentioned in this article?
- 2 How can traders reduce their financial risk?
- 3 Does your company export or import goods? If yes, do you know what methods of payment are used?
- 4 Have you ever heard about payment or credit problems with customers?

Test yourself!

See how much logistics vocabulary you've learned.

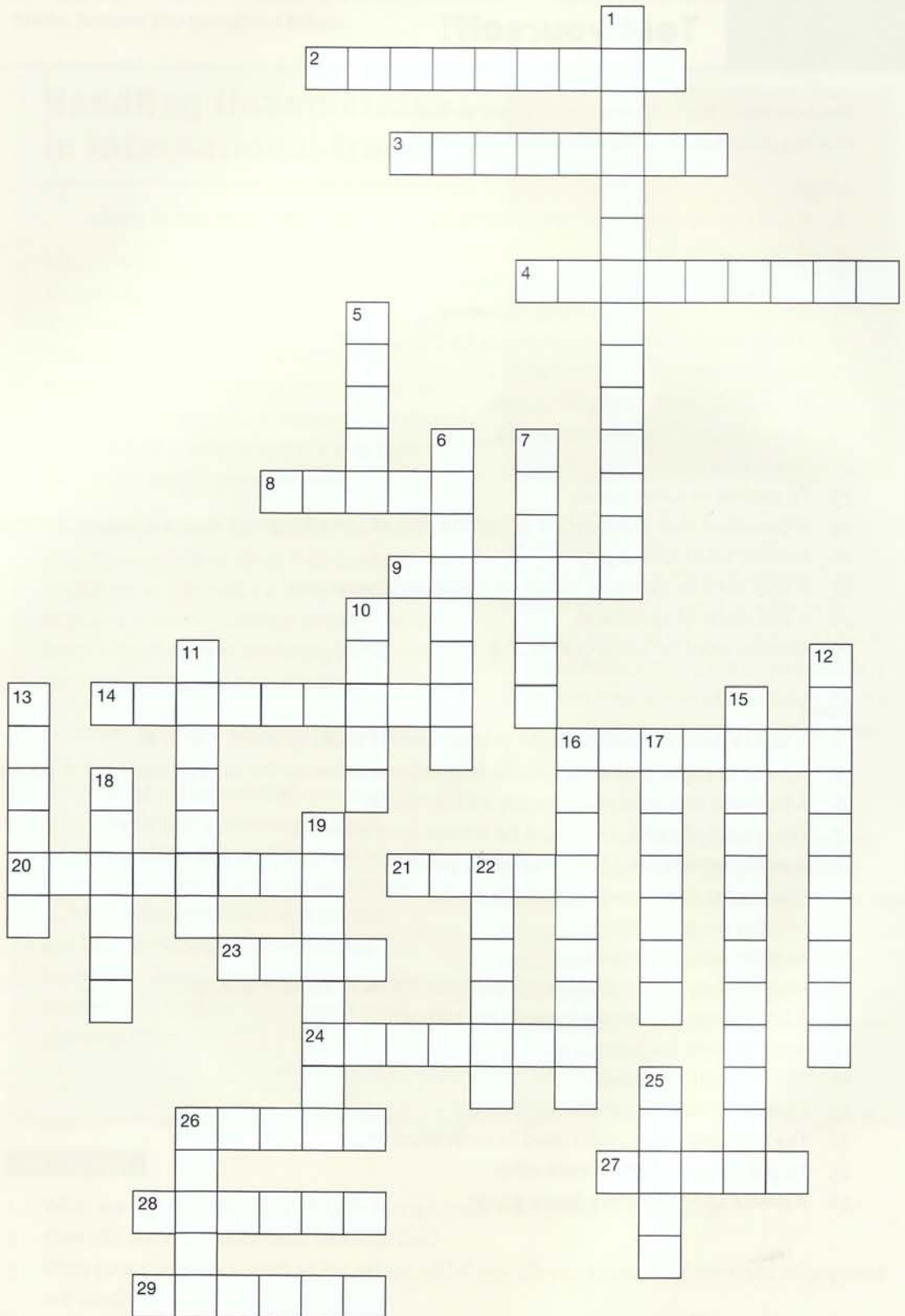
Use the clues to complete the crossword puzzle.

Across

- 2 A company which specializes in arranging and handling the transport of goods.
- 3 Another word for *send*, used in connection with goods.
- 4 An offer stating prices and conditions.
- 8 How much something is worth in money.
- 9 A wooden base on which goods can be transported.
- 14 This is where goods are stored.
- 16 A company which transports goods.
- 20 A company which provides goods.
- 21 To send money.
- 23 To choose or select goods.
- 24 A document that gives details about the cost of something and is also a request for payment.
- 26 Another word for *freight*.
- 27 A ship used to transport goods on inland waterways.
- 28 A box made of cardboard.
- 29 Another word for *consequence*, e.g. *as a ...* .

Down

- 1 A secure payment method used in international trade. (3 words – 6, 2, 6)
- 5 A piece of paper providing specific information, either on the product itself or the packaging.
- 6 A business that sells goods to the end consumer.
- 7 The weight of goods which can be loaded onto a vehicle.
- 10 A motor vehicle used for transporting goods.
- 11 This means that something breaks easily.
- 12 Another word for *buying*.
- 13 Another word for *inform*.
- 15 Important document used in international trade. (3 words – 4, 2, 6)
- 16 A large metal box in which goods are shipped.
- 17 Another word for *get*.
- 18 The opposite of *export*.
- 19 Finding an item in transit.
- 22 The measurement system used in most countries.
- 25 To put things on top of each other.
- 26 A device used for lifting heavy goods.



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 *Simon* 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 30m^3 .
Martin OK, let me just check that for you. Hold the line. [Pause] Hello?
Karla Hi.
Martin OK, so the volume would be 30.31m^3 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?
Sonja That's possible, isn't it?
Jon 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 management 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

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
Peter

Bio Beauty Pharma, Brit Egbert speaking. 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. Yes, I'll see to that. Thanks for your help. 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.

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 (mi)	= 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 mi)	= 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