

**CLS 2303**



วิทยาลัยโลจิสติกส์และซัพพลายเชน  
College of Logistics and Supply Chain  
มหาวิทยาลัยราชภัฏสวนสุนันทา  
Suan Sunandha Rajabhat University

## **Unit 2 Logistics and Supply Chain Services**

ภาษาอังกฤษสำหรับงานซัพพลายเชนธุรกิจ 1

(English for Supply Chain 1)

# 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 \_\_\_\_\_



## Exercise 1

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

- |   |                      |                          |
|---|----------------------|--------------------------|
| 1 | transshipment        | <input type="checkbox"/> |
| 2 | break-bulk           | <input type="checkbox"/> |
| 3 | cross-docking        | <input type="checkbox"/> |
| 4 | order picking        | <input type="checkbox"/> |
| 5 | reverse logistics    | <input type="checkbox"/> |
| 6 | tracking and tracing | <input type="checkbox"/> |
| 7 | warehousing          | <input type="checkbox"/> |
| 8 | collection           | <input type="checkbox"/> |

- 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



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)		

What's 3PL?



3PL is a service that allows you to outsource operational logistics from warehousing, all the way through to delivery, and ultimately enables you to focus on other parts of your business.



### 3PL Provider หรือ Third Party Logistics

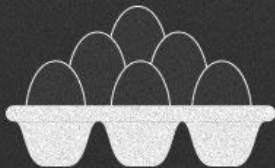
ตัวแทนให้บริการขนส่งและโลจิสติกส์หรือ 3PL (Third party Logistics) เป็นบริการที่ธุรกิจให้บริการแก่องค์กร ซึ่งอาจอยู่ในส่วนของระบบโลจิสติกส์เพียงบางส่วนหรือการใช้ระบบโลจิสติกส์ภายนอกทั้งหมดก็ได้ ซึ่งการ outsource นี้อาจครอบคลุมถึงคลังสินค้าจนถึงการจัดส่ง ทำให้องค์กรสามารถไปโฟกัสงานส่วนอื่น ๆ ของธุรกิจให้ดียิ่งขึ้น

บริษัท 3PL ให้บริการที่หลากหลายภายในกลุ่มโลจิสติกส์ ซึ่งรวมถึงการขนส่ง คลังสินค้า การเลือกและการบรรจุ การติดตามสินค้าคงคลัง การจัดการตามคำสั่งซื้อ การบรรจุหีบห่อ และการส่งต่อในระบบการขนส่ง

# WHAT IS 3PL?

Third-party logistics (3PL) is a supply chain model that involves three parties

BUSINESS



LOGISTICS PROVIDER

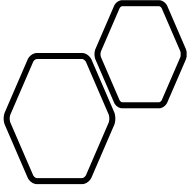
Sometimes known as a **3PL** or **3PL provider**.  
Common services:



INVENTORY MANAGEMENT

CARRIER





# Website Advertising



<b>company</b>	<b>Payment</b>	<b>Documenta tion</b>	<b>Product assembly</b>	<b>Packing/ Packaging</b>	<b>Other services</b>
Maxwell Express Logistics					
Sichuan International Logistics					
GLX Worldwide Logistics					

# Assignment 4

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



## 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.

- **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

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.



## ● Intercargo E-Shipping

- 1 .....allows you to make price enquiries.
- 2 .....you can cancel orders.
- 3 .....you can download pdf documents.

**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.



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

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.



- Today's role of major providers
- Changing logistics requirements for manufacturers
  - 3PL in the past
  - New challenges for 3PL
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## Recent trends in 3PL

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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.

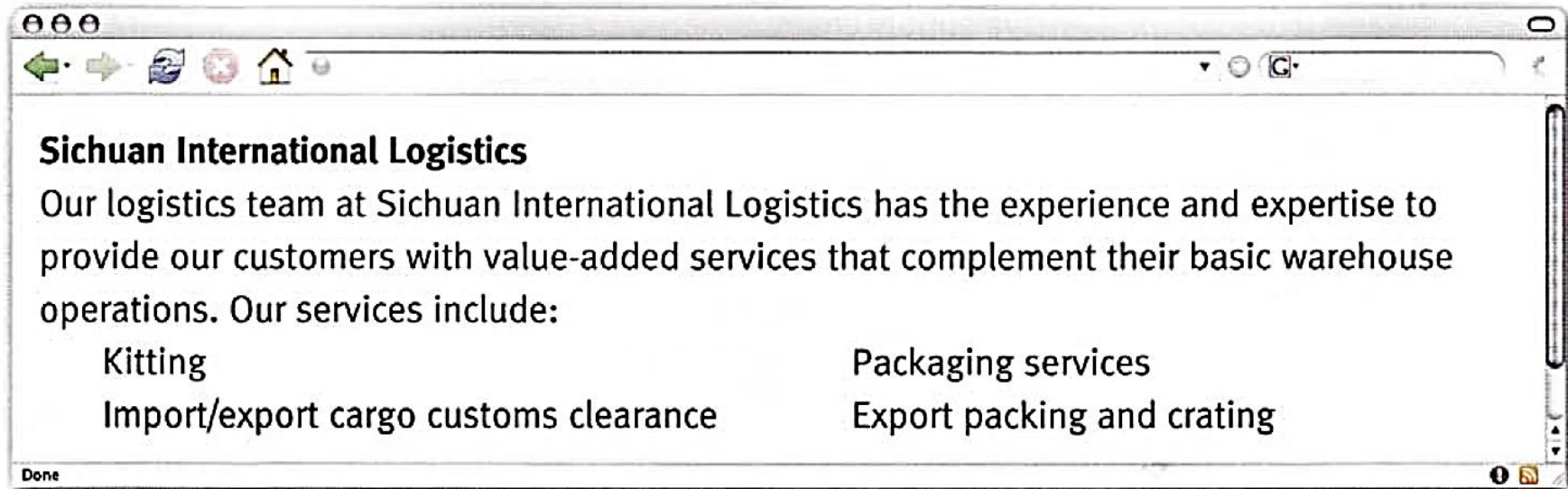
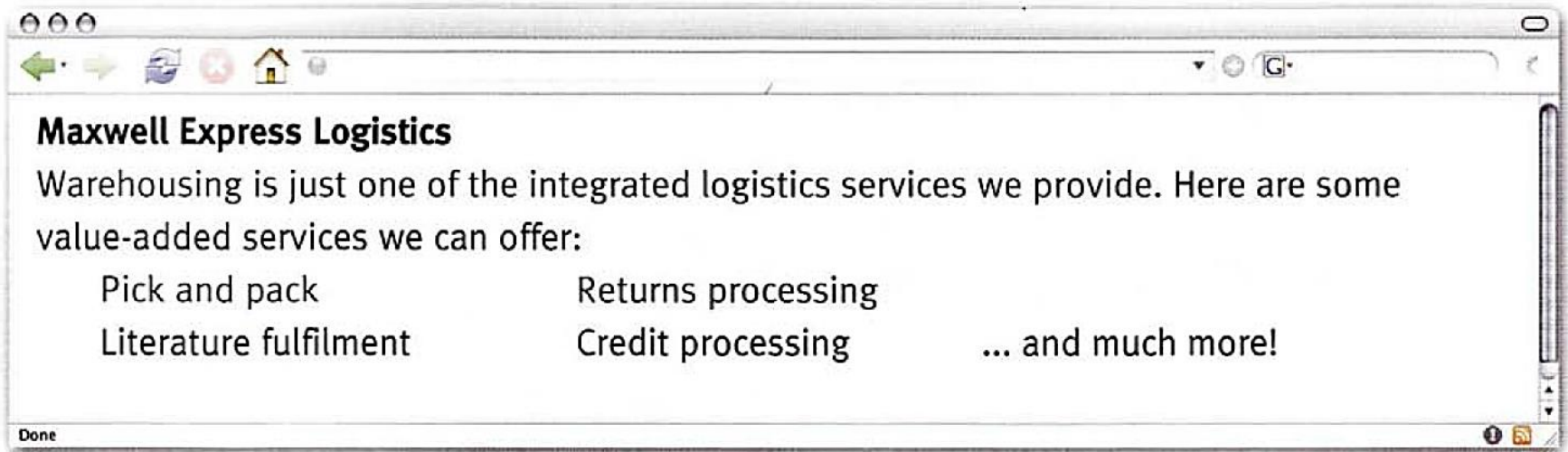


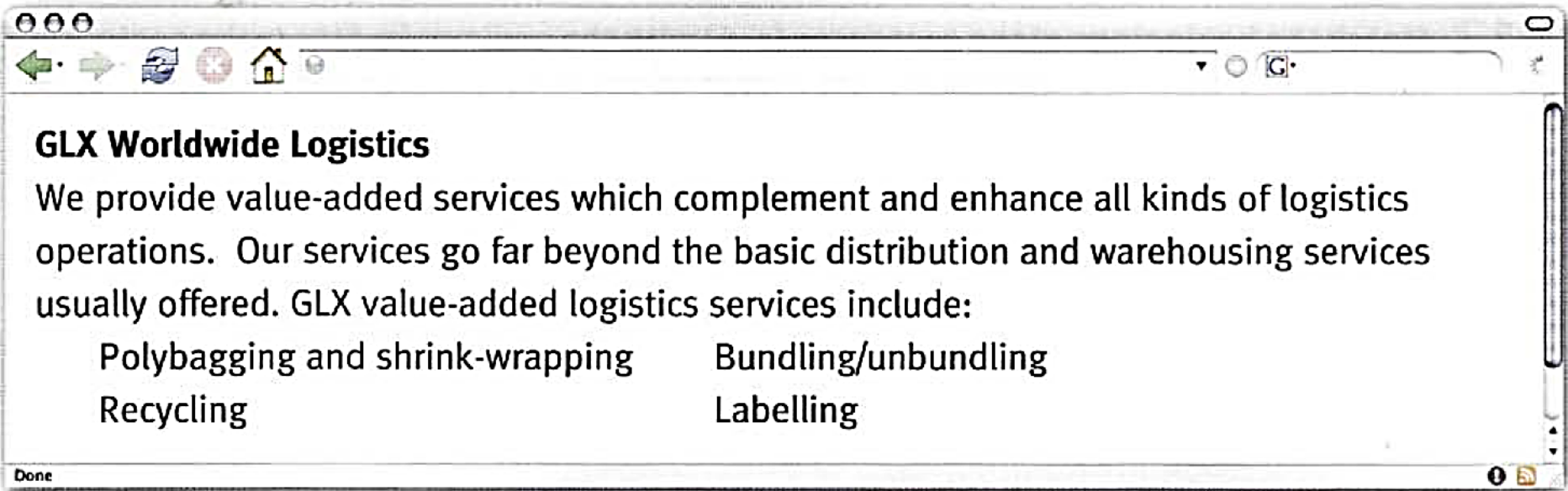
**10 Match the words (1–6) from the text with the correct definition (a–f).**

- |   |               |                          |
|---|---------------|--------------------------|
| 1 | outsourcing   | <input type="checkbox"/> |
| 2 | comprehensive | <input type="checkbox"/> |
| 3 | consolidation | <input type="checkbox"/> |
| 4 | requirements  | <input type="checkbox"/> |
| 5 | demand        | <input type="checkbox"/> |
| 6 | competition   | <input type="checkbox"/> |

- 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.





	<b>payment</b>	<b>documentation</b>	<b>product assembly</b>	<b>packing / packaging</b>	<b>other services</b>
Maxwell Express Logistics					
Sichuan International Logistics					
GLX Worldwide Logistics					

# ใบงานที่ 5

	<b>payment</b>	<b>documentation</b>	<b>product assembly</b>	<b>packing / packaging</b>	<b>other services</b>
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 .

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### Intercargo E-Shipping

- 4 ... allows you to make price enquiries.
- 5 ... you can cancel orders.
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**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 \_\_\_\_\_<sup>1</sup> to find out where my shipment is. I just have to \_\_\_\_\_<sup>2</sup> 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 \_\_\_\_\_<sup>3</sup> 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 \_\_\_\_\_<sup>4</sup> 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 \_\_\_\_\_<sup>5</sup> 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 \_\_\_\_\_<sup>6</sup> 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 \_\_\_\_\_<sup>7</sup> on a trailer and use a mobile \_\_\_\_\_<sup>8</sup> to identify it. It really saves us a lot of time.