

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 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 ...
 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/remittance 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

Your translation

A to **access** ['ækses]
to **accompany** [ə'kʌmpəni]
account [ə'kaʊnt]
to **acknowledge** [ək'nɒlɪdʒ]
actual ['æktʃuəl]
adjustable [ə'dʒʌstəbl]
advance [əd'vɑːns]
advice [əd'vaɪs]
to **advise** [əd'vaɪz]
to **align** [ə'laɪn]
amend [ə'mend]
amount [ə'maʊnt]
appropriate [ə'prəʊpriət]
approval [ə'pruːvl]
as **agreed** [əz ə'ɡriːd]
to **assemble** [ə'sembl]
assembly [ə'sembli]
to **attach** [ə'tæf]

B **bar code** [bɑː kəʊd]
barge [bɑːdʒ]
batch [bætʃ]
behalf on ~ of [ɒn bɪhɑːf ɒv]
benefit ['benɪfɪt]
bogie ['bəʊɡɪ]
break bulk [breɪk bʌlk]
buffer stock ['bʌfə stɒk]

C **carrier** ['kæriə]
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 tɜːm]
convenient [kən'viːniənt]
to **convey** [kən'veɪ]
courier ['kʊəriə]
credit ['kredit]
cross-docking [krɒs 'dɒkɪŋ]
customized ['kʌstəmaɪz]
customs clearance
[kʌstəmz 'klɪərəns]

D **debit** ['deɪtɪ]
declaration ['deklə'reɪʃn]
deduct [dɪ'dʌkt]
delay [dɪ'leɪ]
delivery [dɪ'lɪvəri]

depend: to ~ on [dɪ'pend ɒn]
destination [ˌdestɪ'neɪʃn]
device [dɪ'vaɪs]
discrepancy [dɪ'skrepənsɪ]
dispatch [dɪ'spætʃ]
to **display** [dɪ'spleɪ]
distribution [ˌdɪstrɪ'bjuːʃn]
draft [draːft]
driving ban ['draɪvɪŋ bæŋ]
due to [djuː tuː]
dump site [dʌmp saɪt]
duplicate ['djuːplɪkeɪt]

E **economies of scale**
[ɪ'kɒnəmɪz ɒv skeɪl]
embassy ['embəsi]
to **enclose** [ɪn'kleʊz]
enquire: to ~ about
[ɪn'kwɪər ə'baʊt]
equipped: to be ~ with
[bɪ r'kwɪpt wɪð]
evenly ['iːvnli]
to **exceed** [ɪk'siːd]
to **examine** [ɪg'zæmɪn]
exhibitor [ɪg'zɪbɪtə]
expertise [ˌeksɜːpɜː'tɪz]

F **feature** ['fiːʃə]
fitted: to be ~ with
[bɪ 'fɪtɪd wɪð]
fleet [fliːt]
forecast ['fɔːkɑːst]
fragile ['frɜːdaɪl]
freight [freɪt]
freight forwarder
[freɪt 'fɔːwədə]

G to **generate** ['dʒenəreɪt]
to **get back to** [get bæk tuː]
to **grant a discount**
[grɑːnt ə dɪs'kaʊnt]
ground space [graʊnd speɪs]

H **handling damage**
['hændlɪŋ 'dæmɪdʒ]
to **hand over** [hænd 'əʊvə]
haulage contractor
['hɔːlɪdʒ 'kɒntræktə]
hazardous/non-hazardous
['hæzədəs ɒn 'hæzədəs]
heavy-duty ['hevi 'djuːti]

I **insurance rate** [ɪn'ʃʊərəns reɪt]
intermediary [ˌɪntə'mɪːdiəri]

Your translation

inventory ['ɪnvəntri]**invoice** ['ɪnvoɪs]to **issue** ['ɪʃu:]**L**to **label** ['leɪbl]**lashing points** ['læʃɪŋ poɪnts]**lead time** [li:d taɪm]**lump sum** [lʌmp sʌm]**M****maintenance** ['meɪntənəns]**manual** ['mænjuəl]to **mark** [mɑ:k]**material flow** [mə'tɪəriəl fləʊ]**measurement** ['meʒəmənt]**mistake**: by ~ [baɪ mɪ'steɪk]**mode of transport**

[məʊd ɒv træns'pɔ:t]

to **monitor** ['mɒnɪtə]to **mount** [maʊnt]**N**to **negotiate** [nɪ'ɡəʊʃieɪt]to **note** [nəʊt]**O****onward** ['ɒnwəd]**origin** ['ɒrɪdʒɪn]**outdated** [aʊt'deɪtɪd]**P****packing list** ['pækɪŋ lɪst]**partial** ['pɑ:ʃl]**payload** ['peɪləʊd]**pick-up** ['pɪk ʌp]**piggyback** ['pɪɡɪbæk]to **pile** [paɪl]to **place orders** [pleɪs 'ɔ:dəz]**point of sale** [pɔɪnt ɒv seɪl]to **prefer** [prɪ'fɜ:r]**premises** ['premɪsɪz]to **prevent** [prɪ'vent]**prior to** ['praɪə tu:]**processing** ['prəʊsesɪŋ]**procurement** [prə'kju:mənt]to **protrude** [prə'tru:d]to **purchase** ['pɜ:tʃəs]**Q****quotation** [kwəʊ'teɪʃn]to **quote** [kwəʊt]**R****raw material** [rɔ: mə'tɪəriəl]to **reach** [ri:tʃ]**receipt** [ri'si:t]to **recommend** [ˌrekə'mend]to **record** [rɪ'kɔ:d]to **reject** [rɪ'dʒekt]**reliable** [rɪ'laɪəbl]to **remit** [rɪ'mɪt]to **remove** [rɪ'mu:v]**replenishment** [rɪ'plenɪʃmənt]**requirements**: to **meet** ~

[mɪ:t rɪ'kwaɪəmənts]

Your translation

retailer ['ri:teɪlə]**retrieval** [rɪ'tri:vəl]**rigid** ['rɪdʒɪd]**rubbish** ['rʌbɪʃ]**S**to **schedule** ['ʃedju:l]to **seal** [si:l]to **secure** [sɪ'kjʊə]**ship** [ʃɪp]**shipment** ['ʃɪpmənt]**shrink/stretch-wrapping**

[ʃrɪŋk/stretʃ 'ræpɪŋ]

solution [sə'lu:ʃn]**sophisticated** [sə'fɪstɪkətɪd]**sort**: to ~ **down** [sɔ:t daʊn],to ~ **out** [sɔ:t aʊt]to **span** [spæn]to **stack** [stæk]to **state** [steɪt]**stock** [stɒk]**storage** ['stɔ:ɪdʒ]to **straddle** ['strædl]to **strap** [stræp]**sturdy** ['stɜ:di]**subject**: to **be** ~ to

[bi səb'dʒekt tu:]

to **suggest** [sə'dʒest]**suitable** ['su:təbl]to **supply** [sə'plaɪ]**T****tag** [tæg]**tarpaulin** [tɑ:'pɔ:lin]**tender** ['tendə]**terms of payment**

[tɜ:mz ɒv 'peɪmənt]

Third-Party Logistics (3PL)

[θɜ:d 'pɑ:tɪ lə'dʒɪstɪks]

timber ['tɪmbə]**toxic** ['tɒksɪk]to **track** [træk]**trailer** ['treɪlə]to **transfer** [træns'fɜ:r]**transit times** ['trænsɪt taɪmz]**V****valuable** ['væljuəbl]**value-added services**

[ˌvælju:'ædɪd 'sɜ:vɪsɪz]

vehicle load ['vi:ɪkl ləʊd]**vendor** ['vendə]**vessel** ['vesəl]**volume** ['vɒlju:m]**W****warehousing** ['weəhaʊzɪŋ]**weight**: **gross/net/tare** ~

[grəʊs net tə weɪt]

well ahead of [wel ə'hed ɒv]**wholesaler** ['həʊlsələ]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