



SỞ GIÁO DỤC VÀ ĐÀO TẠO HÀ NỘI

GIÁO TRÌNH

Tiếng Anh chuyên ngành xuất nhập khẩu

English for export - import

DÙNG TRONG CÁC TRƯỜNG TRUNG HỌC CHUYÊN NGHIỆP



NHÀ XUẤT BẢN HÀ NỘI

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NGUYỄN THỊ HỒNG HẠNH

GIÁO TRÌNH
ENGLISH FOR EXPORT & IMPORT

(Dùng trong các trường THCN)

NHÀ XUẤT BẢN HÀ NỘI - 2006

Lời giới thiệu

*N*ước ta đang bước vào thời kỳ công nghiệp hóa, hiện đại hóa nhằm đưa Việt Nam trở thành nước công nghiệp văn minh, hiện đại.

Trong sự nghiệp cách mạng to lớn đó, công tác đào tạo nhân lực luôn giữ vai trò quan trọng. Báo cáo Chính trị của Ban Chấp hành Trung ương Đảng Cộng sản Việt Nam tại Đại hội Đảng toàn quốc lần thứ IX đã chỉ rõ: “Phát triển giáo dục và đào tạo là một trong những động lực quan trọng thúc đẩy sự nghiệp công nghiệp hóa, hiện đại hóa, là điều kiện để phát triển nguồn lực con người - yếu tố cơ bản để phát triển xã hội, tăng trưởng kinh tế nhanh và bền vững”.

Quán triệt chủ trương, Nghị quyết của Đảng và Nhà nước và nhận thức đúng đắn về tầm quan trọng của chương trình, giáo trình đối với việc nâng cao chất lượng đào tạo, theo đề nghị của Sở Giáo dục và Đào tạo Hà Nội, ngày 23/9/2003, Ủyban nhân dân thành phố Hà Nội đã ra Quyết định số 5620/QĐ-UB cho phép Sở Giáo dục và Đào tạo thực hiện đề án biên soạn chương trình, giáo trình trong các trường Trung học chuyên nghiệp (THCN) Hà Nội. Quyết định này thể hiện sự quan tâm sâu sắc của Thành ủy, UBND thành phố trong việc nâng cao chất lượng đào tạo và phát triển nguồn nhân lực Thủ đô.

Trên cơ sở chương trình khung của Bộ Giáo dục và Đào tạo ban hành và những kinh nghiệm rút ra từ thực tế đào tạo, Sở Giáo dục và Đào tạo đã chỉ đạo các trường THCN tổ chức biên soạn chương trình, giáo trình một cách khoa học, hệ

thống và cập nhật những kiến thức thực tiễn phù hợp với đối tượng học sinh THCN Hà Nội.

Bộ giáo trình này là tài liệu giảng dạy và học tập trong các trường THCN ở Hà Nội, đồng thời là tài liệu tham khảo hữu ích cho các trường có đào tạo các ngành kỹ thuật - nghiệp vụ và đồng đảo bạn đọc quan tâm đến vấn đề hướng nghiệp, dạy nghề.

Việc tổ chức biên soạn bộ chương trình, giáo trình này là một trong nhiều hoạt động thiết thực của ngành giáo dục và đào tạo Thủ đô để kỷ niệm “50 năm giải phóng Thủ đô”, “50 năm thành lập ngành” và hướng tới kỷ niệm “1000 năm Thăng Long - Hà Nội”.

Sở Giáo dục và Đào tạo Hà Nội chân thành cảm ơn Thành ủy, UBND, các sở, ban, ngành của Thành phố, Vụ Giáo dục chuyên nghiệp Bộ Giáo dục và Đào tạo, các nhà khoa học, các chuyên gia đầu ngành, các giảng viên, các nhà quản lý, các nhà doanh nghiệp đã tạo điều kiện giúp đỡ, đóng góp ý kiến, tham gia Hội đồng phản biện, Hội đồng thẩm định và Hội đồng nghiệm thu các chương trình, giáo trình.

Đây là lần đầu tiên Sở Giáo dục và Đào tạo Hà Nội tổ chức biên soạn chương trình, giáo trình. Dù đã hết sức cố gắng nhưng chắc chắn không tránh khỏi thiếu sót, bất cập. Chúng tôi mong nhận được những ý kiến đóng góp của bạn đọc để từng bước hoàn thiện bộ giáo trình trong các lần tái bản sau.

GIÁM ĐỐC SỞ GIÁO DỤC VÀ ĐÀO TẠO

INTRODUCTION

What is English for Export and Import?

This book is for learners with Intermediate level of English who need to understand and express the key concepts of Export and Import. It covers the most important areas of Shipping, Export Orders, Export Documentation, shipping Documents, Payment in International Trade....

Organization of the book

This book consists of eight units covering topics directly related to shipping and commerce, such as Export Documentation, Customs Procedure, Shipping problems... Each unit is arranged in seven sections:

1. Presentation
2. Reading
3. Speaking
4. Listening
5. Writing
6. Pronunciation
7. Language Study

Typescripts and answer key can be found at the back of the book

1. Presentation

This section prepares the students for section 2: Reading. Students should think about the topic and tell their teacher anything they know about it. Students can work together to find out the answers to the exercises and use the illustrations to help them.

2. Reading

Some reading texts give an overview of a particular topic, introduce Export & Import and include a large amount of relevant technical vocabulary, along with a variety of related comprehension and Vocabulary exercises.

At first students should read the passages two or three times silently. They shouldn't expect to understand everything immediately. The exercises are

varied and include word-matching exercises, gap-filling exercises, completion and true/ false exercises.

3. Speaking

Here question and answer exercises are used to check the students' ability to express new information clearly.

4. Listening

These exercises in this section help students to understand new information clearly.

5. Writing

Note-taking, letter writing and some types of business letter can be found here. There are also some exercises which provide practice in completing authentic documents from information given in this section.

6. Pronunciation

This section deals with the sound of English and with ways of marking your speech sound polite and natural. It includes dialogues and short texts to help students practice their pronunciation in everyday situations. Students can learn how to speak more clearly and naturally and communicate more successfully.

Language study

Some grammar structures are in units occurred in this section.

How much do you know about shipping?

1. Match the phrases with the pictures: passengers, general cargo, oil.

Unit 1

THE ORGANIZATION OF SHIPPING



Objectives

- Providing knowledge on kinds of ships
- Understanding about the organization of shipping
- Introducing parts of Business letter and the lay out style
- Using the present simple and the present continuous in situations

Contents

Language functions and skills

- The definition of shipping
- Some kinds of ships and shipping services
- Introduction to Business Correspondence

Pronunciation: Voiced and voiceless consonant

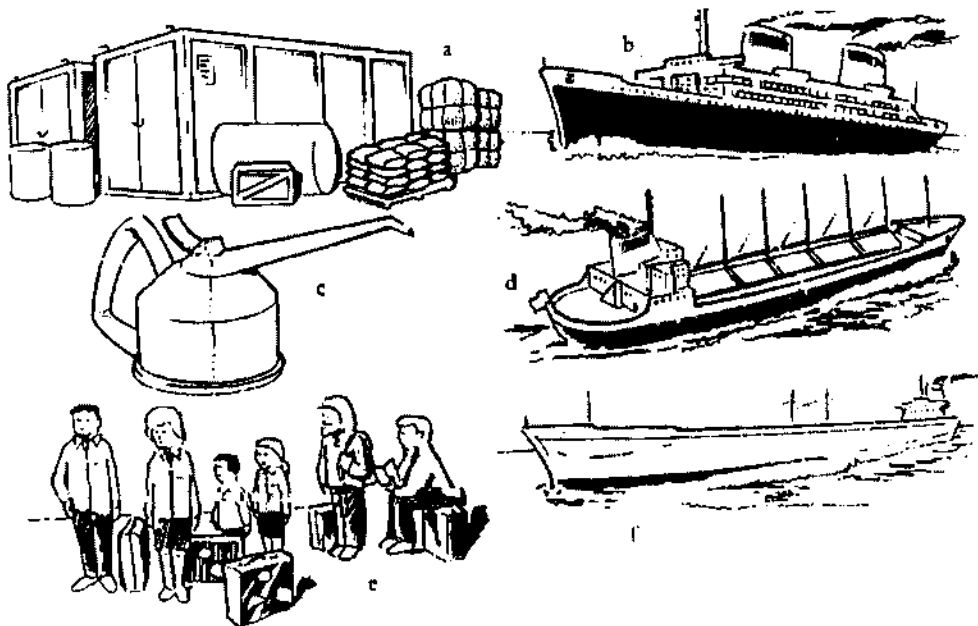
Language Study: The present simple

The present continuous

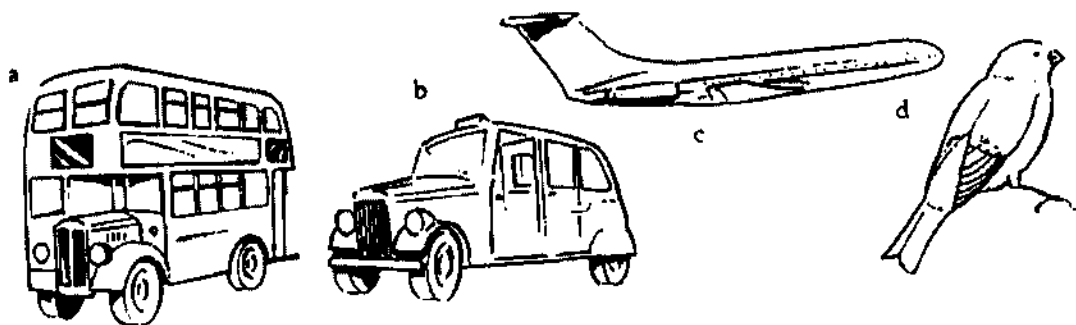
PRESENTATION

How much do you know about shipping?

1. Match the phrases with the pictures: passengers, general cargo, oil.



2. Fixed routes or go where you want? Which of the following have fixed routes?

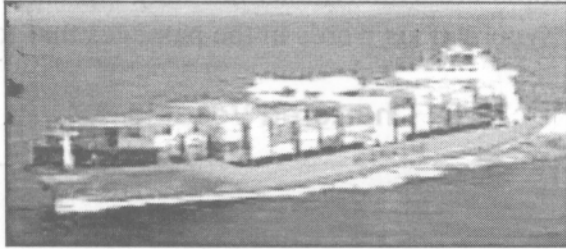


READING

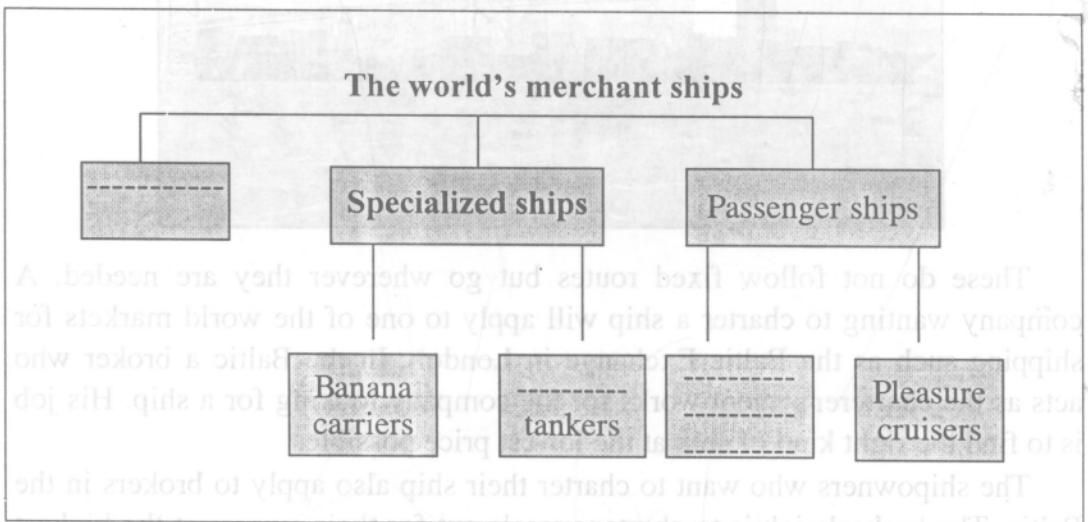
Read the following texts and find out more about shipping.

A- Different kinds of ships

There are over 70,000 merchant ships in the world. Some of these are general cargo ships. Others are specialized and are used for carrying one kind of cargo such as oil or bananas while others may be used for passengers or holiday cruises. But because people travel mostly by air nowadays the old passenger liners have gone out of service. However it is still possible to travel by sea on a cargo boat (freighter) which have passenger accommodation.



1. Copy this diagram and complete it with expressions from the passage



2. Complete these sentences with words from the passage or diagram

- Ships which carry one kind of cargo are _____
- Ships which carry oil are called _____
- Ships which carry passengers on holiday are called _____
- Ships which carry only travelers are called _____

3. Match the words on the left with the words on the right

cargo

trader

merchant

petroleum

carrier

freight

boat

transporter

oil

ship

The matching words are synonymous but they are used differently. Look for different uses of synonymous words in the passages that follow.

B- Chartered Vessels



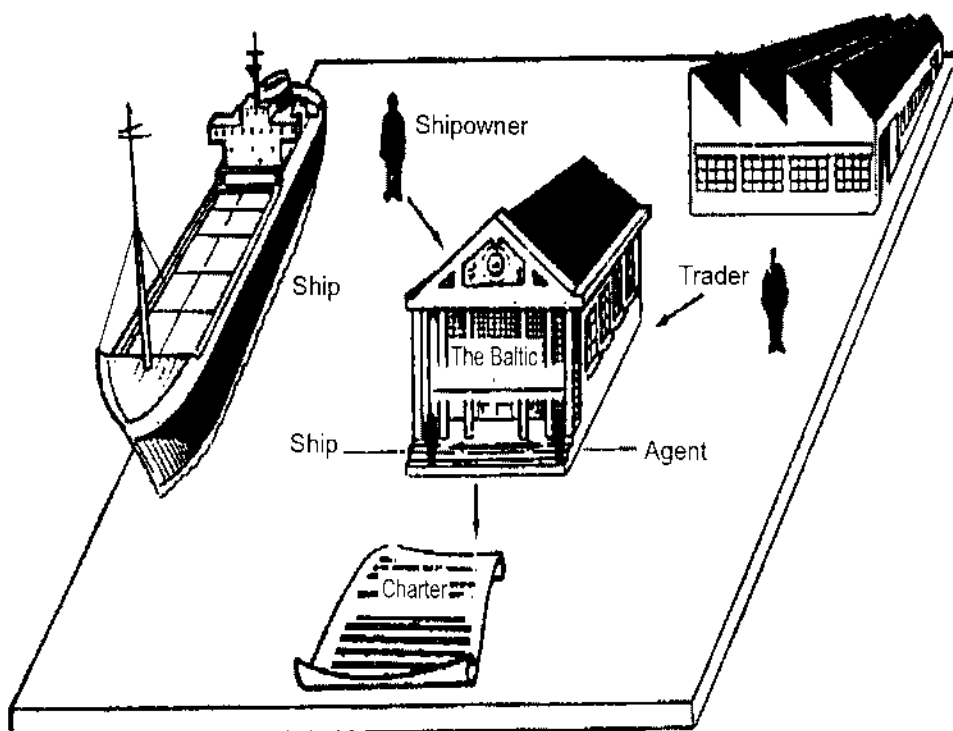
These do not follow fixed routes but go wherever they are needed. A company wanting to charter a ship will apply to one of the world markets for shipping such as the Baltic Exchange in London. In the Baltic a broker who acts as the charterer's agent works for the company looking for a ship. His job is to find the right kind of ship at the lowest price possible.

The shipowners who want to charter their ship also apply to brokers in the Baltic. The broker's job is to charter vessels out for their owners at the highest price possible.

The shipowners' brokers and charter's agents (who are also broker) negotiate the price and the terms of charter. The final price and terms depend on the market. If there are a lot of ships and few charterers the price will be low. If there is a big demand for ships and not many ships available, the price will be higher. The contract is called a charter party.

Many chartered ships do not visit their owners' countries, but their owners receive money for their services in distant waters. Most ship chartered in the Baltic are tankers and other bulk carriers. General cargo carriers, known as tramps, are less common nowadays.

1. Copy this diagram and complete it with expressions from the passage



2. Complete these sentences with words from the passage

- Merchant ships which follow no fixed route are ____
- Brokers who look for ships for trader are ____
- Brokers who charter out ships for shipowners are ____
- Ships which carry one kind of cargo in large quantities are ____
- The contract which fixes the price and terms of a charter is a ____
- The market in London where ships can be chartered is called the ____
- General cargo vessels under charter are called ____
- A company which charters a ship from shipowners is called a ____

3. Complete these sentences with words from the passage. Remember to put verbs in the right form

- a. I didn't know which bus to catch because I didn't know the bus ____.(line 1)
- b. He was looking for work so he ____ ____ a company which needed workers. (line 2)
- c. The buyer ____ the price with the seller. (line 10)
- d. The customer asked about the company's ____ of business. (line 10)
- e. Beer is not ____ in every restaurant. (line 13)
- f. Prices in a market depend on supply and _____. (line 12)

4. Match the words on the left with the words on the right, which have the nearest meaning

contract	frequent
distant	seas
waters	agreement
owners	far
common	proprietors

SPEAKING

1. Ask and answer questions with other students in the class. Some information is given to help you

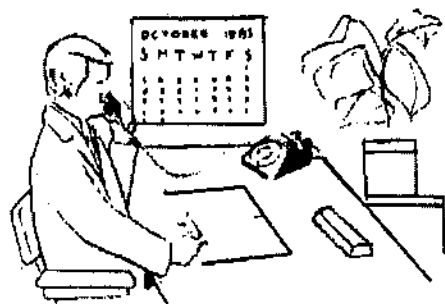
- | | |
|-------------------------------|--------------------------------------|
| 1. What is a chartered ship? | It is a ship which is chartered..... |
| 2. What is charterer's agent? | He is a ship broker in the..... |
| 3. What is an owner's broker? | He is a ship broker who..... |
| 4. What is a tanker? | It is a ship which |
| 5. What is a holiday cruiser? | It is a ship which..... |
| 6. What is a liner? | It is a..... |
| 7. What is a charter party? | It is a contract..... |
| 8. What is a conference? |group of |
| 9.....a bulk carrier? |ship..... |
| 10.a tramp? |which is chartered..... |
| 11.the Baltic Exchange? |market where. |
| 12. What are freight rates? | They are prices which..... |

2. Practice this telephone dialogue between an exporter and a shipping agent. The exporter wants to send goods from his nearest port to a port in another country. The date is 15th October.

Exporter: Hello, is that the shipping agent?
Agent: Yes, sir, can I help you?
Exporter: I want to send cargo to Busan, from Hamburg.
Agent: The next closing date at Hamburg is 23rd October.
Exporter: What is the name of the ship?
Agent: She is Elbe Maru bound to Busan.
Exporter: When does she arrive in Busan?
Agent: Her ETA at Busan is 30th November.
Exporter: Thank you.

3. Use the following information to make up your own dialogue. Use exercise 2 as a guide. You will also need to use the following sailing card.

Dialogue 1	Dialogue 2	Dialogue 3	Dialogue 4	Dialogue 5	Dialogue 6
25 th Oct	26 th Oct	1 st Nov	4 th Nov	20 th Nov	15 th Nov
Manila	Singapore	Kaohsiung	Tokyo	Kobe	Hong Kong
Southampton	Bremerhaven	Rotterdam	Antwerp	Le Havre	Southampton



Sailing to the far EAST

Vessel	Sails from	Continental closing dates						Estimated time of arrival (eta)						
		Hamburg	Bremerhaven	Roosterdam	Antwerp	Le Havre	Port Kelang	Singapore	Hong Kong	Manila	Kaohsiung	Tokyo	Kobe	Busan
Elbe Maru	31 Oct	23 Oct	25 Oct	26 Oct	26 Oct	—	—	—	—	—	—	—	—	—
Tokyo Express	1 Nov	18 Oct	23 Oct	23 Oct	22 Oct	26 Oct	22 Nov	23 Nov	30 Nov	5 Dec	27 Nov	—	—	—
Bremen Express	3 Nov	26 Oct	28 Oct	29 Oct	29 Oct	—	—	23 Nov	27 Nov	2 Dec	—	30 Nov	3 Dec	9 Dec
Benalder	10 Nov	2 Nov	4 Nov	5 Nov	5 Nov	—	30 Nov	2 Dec	6 Dec	11 Dec	8 Dec	—	—	—
Osaka Bay	15 Nov	6 Nov	8 Nov	9 Nov	9 Nov	12 Nov	—	—	19 Dec	24 Dec	17 Dec	8 Dec	11 Dec	17 Dec
Cadigan Bay	20 Nov	11 Nov	13 Nov	13 Nov	12 Nov	—	—	10 Dec	14 Dec	19 Dec	—	21 Dec	17 Dec	23 Dec
City of Edinburgh	25 Nov	13 Nov	20 Nov	20 Nov	19 Nov	—	15 Dec	17 Dec	20 Dec	25 Dec	22 Dec	—	—	—
Liverpool Bay	26 Nov	27 Nov	—	26 Nov	26 Nov	—	—	—	—	—	—	28 Dec	27 Dec	2 Jan
Kurama Maru	29 Nov	19 Nov	20 Nov	22 Nov	22 Nov	25 Nov	—	—	—	—	—	26 Dec	23 Dec	29 Dec
Benavon	30 Nov	20 Nov	23 Nov	24 Nov	24 Nov	—	20 Dec	22 Dec	29 Dec	8 Dec	26 Dec	—	—	—

LISTENING

Business correspondence

First read the letters below. Then listen to the three telephone calls. As you listen, match the telephone calls with the letters below.

- *Letter A:* Telephone Call _____

Dear George,

Just a note following our call. Sorry I couldn't lay my hands on the address. I've now found it:

Hotel Fijac

Moules,

5120 Toulouse

Tel: 8 - 594 - 6582

See you soon and best wishes to the family.

Geoff

- *Letter B:* Telephone call _____

Subject: Financial Consultancy Contract

Dear Mr James,

We would be grateful if you could send us a quotation for the above - mentioned contract.

Details of the contract are attached.

Since the work is due to start in December, we would appreciate a reply at your earliest convenience.

Yours sincerely,

J Fish

Corporate Finance Manager

- *Letter C:* Telephone Call _____

Subject: Post of Office Manager

Dear Sir,

Further to our telephone call this morning, I am writing to inform you of my availability for the above post.

I am now free to take up the post from 1st April this year.

I look forward to hearing from you.

Yours faithfully,

Emily Bronson

WRITING

Introduction to Business Correspondence

The business correspondence is often said to be the “ambassador” of an enterprise because it is, first of all, the principal means used by the enterprise to keep in touch with its customers; and customers form their impression of the enterprise from the tone and the quality of the letter it send out.

The form of the letter – good quality paper, an attractive letterhead plays its part, but what is more important is the message it carries. The business letter does not call for the elegant language of the poet. Yet, it does require the writer to express himself or herself accurately in a language that is plain, clear, courteous and readily understood.

The entire secret of success of good business letter writing is to write simply, in an easy and natural style.

1. The parts of a business letter

While the horizontal placement of letter parts may vary, the vertical order of these parts is standard. Refer to the model letter (Figure 1) as you study the following list of the parts of a letter.

1 **Soundsonic LTd.**
Warwick House, Warwick Street, Forest Hill, London SE23 1JF
Chairman John Franks O.B.E Directors S.B.Allen MSc, N. Ignor, R. Lichens B.A
Telephone (081) 566 1867 Fax: (081) 577 1385 Telex: 75637383

2 11th May 2005

3 Your ref:
Our ref: DS/MR

4 Ms B. Kassen
Bredgade 51
DK 1260
Copenhagen K
DENMARK

5 For the attention of the Sales Manager

6 Dear Ms Kaasen,

7 Thank you very much for your enquiry which we received today.
I am enclosing our catalogue and price list for the equipment you said
you were interested in. I would like to draw your attention to pages 31-35 in
the catalogue where you will find full details of the Omega range.
We would welcome any further enquiries you have, and look forward to
hearing from you.

8 Yours sincerely,
9 **Mary Raynor**
10 p.p D. Samson
11 Sales manager
12 Enc.
13 c.c. Messrs. Poole & Jackson Ltd., Solicitors

(1) **Letter head:** This, of course, is printed and supplied by your employer. It is used only for the first page of a letter.

(2) **Dateline:** The date on which the letter is being prepared is typed a few lines below the letterhead.

(3) **Reference:** Consisting of the signer's initials in capitals followed by a slash or colon followed by the typist's lowercase initials, this item serves as a reminder of who prepared the letter.

(4) **Inside addressee:** The address of your reader is typed as it will appear on the envelope.

(5) **Attention line:** An alternative to including the recipient's name or position in the address is to use an "attention line"

(6) **Salutation:** While "Dear Sir" "Dear Madam", and "Gentlemen" are acceptable in case of extreme formality; you should otherwise use an individual's name whenever it is known. When the reader's name is not known, the person's title is the next best term in salutation.

(7) **Body:** This is the actual message of your letter.

(8) **Complementary close:** This is a polite, format way to end a letter: standard forms are "Yours truly" or "Truly yours" "Sincerely yours" "Respectfully yours", etc. Overly familiar closings should be avoided, except in special situation. "Best wishes". For example, could be used when the reader is well known to you. Expression such as "fondly" or "love" should, obviously, be reserved for private correspondence.

(9) **Company signature:** Another item often omitted from less formal correspondence, it should be used when the signer of the letter is writing as a spokesperson for the company, not as an individual. Since this information appears in the letterhead, some companies omit it altogether. Sender's name and official position are typed four lines below the previous item to allow space for the signature, this includes the signer's name and any relevant titles.

(10) **Per pro:** The term *per pro* (p.p) is sometimes used in signatures and means *for and on behalf of*. Secretaries sometimes use *p.p.* when signing letters on behalf of their bosses.

(11) **Company position:** When signing on behalf of the company, it is useful to indicate your position in the firm in the signature.

(12) Enclosure: Consisting of the word “Enclosure” followed by a list of the enclosed item, this is a practical courtesy to prevent your reader from discarding important matter with the envelope.

(13) Copies: c.c. (carbon copies) is written, usually at the end of the letter, when copies are sent to people other than the named recipient.

2. The Layout

The layout and presentation of the letter are important as they give the reader the first impression of the firm's efficiency. There are two styles of letter, blocked and indented. Both are acceptable, but the blocked style will probably save time.

Blocked letter

SOUNDSONIC Ltd.

Warwick House, Warwick Street, Forest Hill, London SE23 1JF

Chairman John Franks O.B.E Directors S.B. Allen M.Sc. N. Ignot, R. Lichens B.A.

Telephone (081) 566 1861 Fax: (081) 566 1385 Telex: 819713

Your ref:

Our ref: DS/MR

Date: 11th May 200

Ms B. Kaasen

Bredgade 51

DK 1260

Copenhagen K

DENMARK

Dear Ms Kaasen,

Thank you very much for your enquiry which we received today.

I am closing our catalogue and price-list for the equipment you said you were interested in. I would like to draw your attention to page 31- 35 in the catalogue where you can find full details of the Omega range.

We would welcome any further enquiries you have, and look forward to hearing from you.

Yours sincerely,

Mary Raynor (Ms)

p.p. D. Samson

Sales manager

Enc.

Indented letter

Bredgade 51,
DK 1260,
Copenhagen K,
DENMARK
6th May 2005

Soundsonic Ltd.,
Warwick House,
Warwick Street,
Forest Hill,
London SE23 1JF
UNITED KINGDOM

For the attention of the Sales Manager

Dear Sir,

Please would you send me details of your quadrophonic sound systems which were advertised in the April edition of Sound Monthly?

I am particularly interested in the Omega range of equipment that you specialize in.

Yours faithfully,

B. Kaasen

B. Kaasen

3. Date and Addressing

These examples show the most widely used methods of writing dates. There is a tendency to decrease the amount of punctuation in correspondences, so that in the last few years it has become fashionable to write the date as 4th August. Also in the address, salutation and complementary close, commas considered to be superfluous, are frequently omitted.

For computer use the International Standards Organization (ISQ) recommends writing the date in all- numeric form, with the year first followed by the month in the date as 1960-9-12 or 1960-9-12

British style	American style
Date	
12 th November, 20... 12 th November, 20... 12 th November, 20	12 th November, 20...
Inside address (company)	
Messrs Black and Sons, 159 Knightsbridge London SWL 87C The International Trading Co. 24 Churchill Avenue Maidstone, Kent ZH8 92B UK	International Trading Company Sabas Building 507 A. Flores street Manila Philippines The American Magazine 119 Sixth Avenue New York, NY 11011
Addressing an individual on company business	
The Manager The Hong Kong Banking Corporation	Mr. C.C. Pan Far East Jewellery Co. 68 Queen's Road East

British Style	American style
<p>Main office Kuala Lumpur Malaysia Dear Sir, Messrs Mahmound and Son 329 Coast Road Karachi, Pakistan For the attention of Mr. R. Singh Dear Sirs,</p>	<p>Hong Kong Dear Sir: The standard Oil company Midland Building Cleveland, Ohio 44115 Attention: Mr. Glass, Jr. Gentlemen:</p>
Addressing an individual on company business	
<p>T. Hardy, Esq., c/o Wattons Ltd., 230 snow Street, Birmingham, England Dear Tom, Miss Claire Waterson c/o Miller & Sons Pty.Ltd Box 309 Sydney NSW 2000 Australia Dear Miss Waterson,</p>	<p>Mr.C.Mamzi Credito milano Via Cavour 86 Milan Italy Dear Mr. Manzi, Continental Supply Company 312 Suranwongse Bangkok Thailand Attention: Mr.P. Wilson, Jr. Dear Peter,</p>

Every English letter needs a salutation (e.g. Dear Sirs) and a complimentary close (e.g. Yours faithfully).

(1) Salutation

	British	American
Formal or Routine	Dear Sir, Dear Sirs, Dear Madam, Mesdames,	Dear sir/ Gentlemen Dear Mr. Brown: Dear Miss Smith: Dear Mrs. Brown:
Informal	Dear Mr. Brown, Dear Mr. Smith,	Dear Mr. Brown: Dear Miss Roberts
Personal	Dear Mr. Brown, My dear Brown, Dear Jim,	Dear Mr. Brown, My dear Mr. Brown, Dear George,

(2) Complimentary Close

	British	American
Formal or Routine	Yours faithfully,	Very truly yours, Sincerely yours, Yours very truly,
Informal	Yours sincerely, Yours truly,	Sincerely yours, Cordially yours,
Personal	Yours sincerely, Sincerely, With best wishes, Yours,	Yours sincerely, With kind regards, Sincerely, Sincerely, Yours,

4. Some final Notes on General Correspondence

Some business firms use Esq, after the name instead of Mr before it. But never use both,

For example:

Mr. John Scarce or

John Scarce Esq,

Neither of these forms is used when a title is put before a name,

For example:

Dr. Patricia Denham

Prof. Hoang Trong Phien

Sir Herman Black

Short forms of University Degrees are written after the name i.e. M.A (Master of Arts) MBA (Master of Business Administration), M.D (Doctor of Medicine), B.Com (Bachelor of Commerce), Ph.D (Doctor of Philosophy), e.g. Michale Cluster, M.D Thu Huong, MBA Herry Stewardm Ph.D Gladys Shopper, B.Com.

Messrs stand for Messieurs. This form is never written in full in English and is widely used for partnerships and limited companies.

‘Dear’ is never used with ‘Gentlemen’. The form Gentlemen is accepted when the letter is addressed to a committee, a Board of Directors of other public bodies and preferred by Americans.

5. Guidelines for writing

The rules for good business letter writing may be summarized as follows:

- (1) Think first of the reader and address yourself to his interests. Tell him all he wants to know and don't leave him to read between the lines.
- (2) Adopt a tone suited to the occasion and to the purpose of the letter.
- (3) Write naturally, as you would talk, using plain and familiar words.
- (4) Write clearly and to the point.
- (5) Write courteously and make your letter sound friendly and sincere.
- (6) Avoid wordiness, but at the same time remember that it is more important to be clear and courteous even if it means using more words.

(7) Avoid commercial jargon with its roundabout meaningless forms of expression.

(8) Write effectively by using simple, by being consistent and precise.

(9) Avoid monotony by introducing variety.

(10) Write to a plan if your letter is long or especially important.

(11) Pay special attention to the opening and closing paragraph as first and last impression leave a special mark on the reader.

(12) Check your letter carefully after writing.

Exercises

Answer the following questions

- How do you write a business letter?
- What kind of language does it require?
- What are the principal parts of a business letter?
- What does the letterhead contain?
- How do you treat the various topics of the business letter?
- What do you write in the complimentary closure?
- What does the signature consist of?
- What does Messrs. stand for? When is it used?
- When and where Gentlemen is used?
- Where do you write 'ref' which stands for reference in your letter?

PRONUNCIATION

CONSONANTS; INTONATION

1. Voiced and voiceless consonants

Some consonants are voiced and some are voiceless. When you say a voiced consonant, there is a vibration in your throat. When you say a voiceless consonant, there is no vibration. The voiced /voiceless difference can often show two different words.

a. Put your fingers on your throat and say these sounds. Write *voiced* and *voiceless* next to the correct list.

/b/ /d/ /g/ /v/ /z/ /l/ /r/ /m/ /n/ /w/ _____

/p/ /t/ /k/ /f/ /s/ /h/ _____

b. Listen and tick the words that you hear

girl	curl	sue	zoo
pig	big	pick	pig
pull	bull	rabbit	rapid
two	do	scent	send
come	gum	loose	lose

2. Question intonation

As a general rule intonation rises on a yes/no question and falls on a statement.

Do you get up early?  *Yes, I do* 

a. Listen. Is it a statement or a question?

Tick S or Q in the table

	1	2	3	4	5	6	7	8
S								
Q								

b. Listen to the sentences and check your answers.

c. Listen again and repeat.

d. Intonation only rises on Yes/No question. In "wh -question, the intonation falls. Listen to this example

Do you live near here?  *Where do you live?* 

e. Make the intonation curve above each question

1. What's your name?
2. Have you got a pen?
3. What do you do?
4. What are you doing?
5. Do you enjoy it?
6. Are you going out tonight?

f. Listen, check and repeat

g. Work with a partner. Ask and answer the questions.

LANGUAGE STUDY

* The Present continuous tense:

This tense is used to indicate:

- An activity at or around the moment of speaking.

For example:

What are you doing?

I am phoning a supplier.

We are pushing ourselves almost to breaking point.

- The temporary nature of an activity

For example:

I am working in Birmingham at the moment. (but normally I work in London)

- A fixed arrangement in the future

For example:

We are having the meeting in Jim's office.

- A characteristic habit that annoys the speaker

For example:

We are always discussing this, but we never reach a decision.

The verb is often used with a time marker such as *always, constantly, all the time* to emphasis the speaker's annoyance or disapproval.

Notes on the Present Continuous:

Typical time markers to indicate the present nature of an activity are:

At the moment, at present, currently, now

With the future use of the Present Continuous tense, it is important to specify the future time with a time expression, for example: *next week, in two year's time*, otherwise the time may be ambiguous between present and future:

For example:

What are you doing? (present)

What are you doing next weekend? (future)

* The present simple tense:

This tense is used to indicate:

- a general or permanent activity

For example:

The company *supplies* business software.

- a truth or current belief

For example:

Managers *plan, organize, lead* and *control*.

- the frequency of an activity

For example:

We always *discuss* major purchases.

- a fixed schedule in the future

For example:

The trading year *starts* on 1st January.

- a present activity with non- continuous verbs

For example:

I accept that we *don't want* to create a hierarchy.

Notes on the Present Simple tense

Typical time markers to indicate the frequency of an activity include:

Expression of definite frequency

*once/ twice/ three times a day/ week/
year/ daily/ weekly/ monthly/ etc.*

Expression of definite frequency

always

usually

often

sometimes

occasionally

seldom

hardly

never

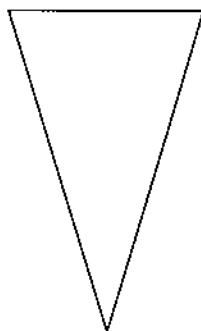
normally

frequently

rarely

ever

generally

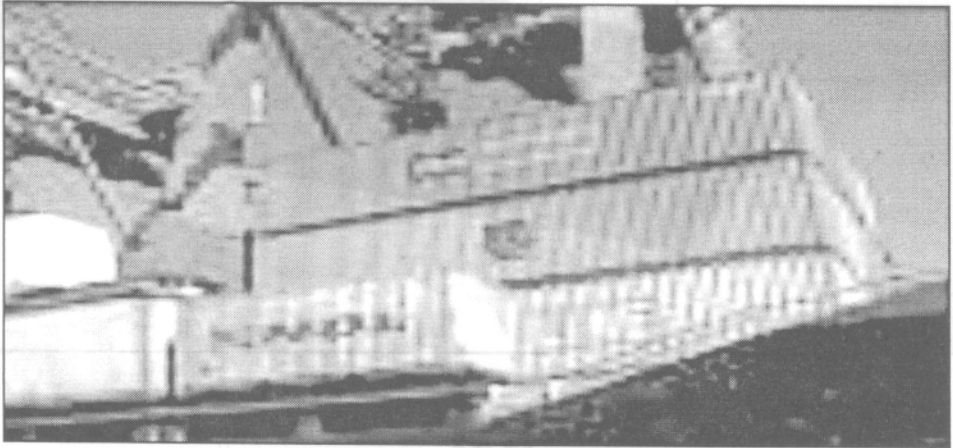


VOCABULARY

charterer's agent (n):	đại diện thuê tàu
tramp (n):	tàu chạy rong
bound for (v) :	đi về hướng
general cargo (n):	hàng bách hoá
passenger (n):	hành khách
cargo ship (n):	tàu chở hàng
charter (v):	thuê tàu
broker (n):	người môi giới
shipowner (n):	chủ tàu
vessel (n):	tàu lớn
negotiate (v):	đàm phán
contract (n):	hợp đồng
tanker (n):	tàu chở hàng lớn
bulk carrier (n):	tàu chứa khối lượng lớn

Unit 2

LOADING AND UNLOADING

**Objectives**

- Providing knowledge on loading and unloading, ways of packing
- Introducing the content and style of Business Correspondence
- Using the passive voice in loading and unloading situations

Contents**Language functions and skills**

- Packing
- Loading and unloading styles

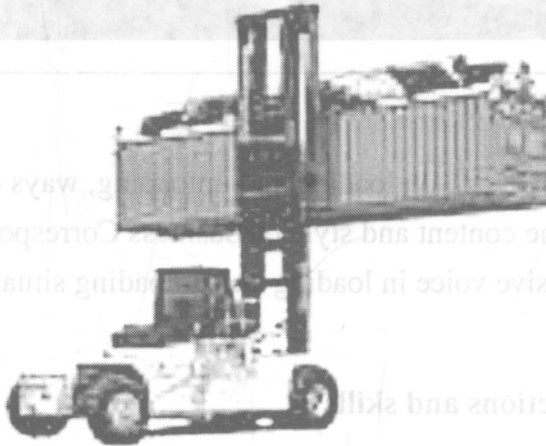
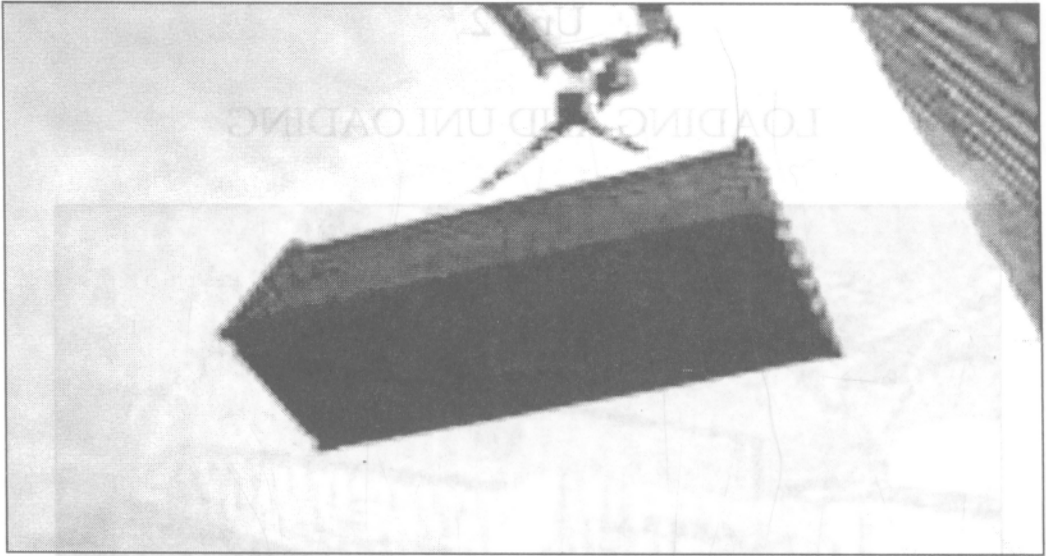
Pronunciation: ed ending, word stress with two syllables

Language Study:

The passive voice

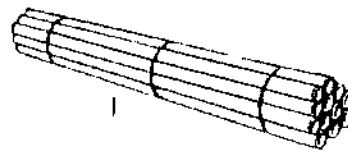
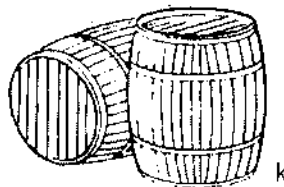
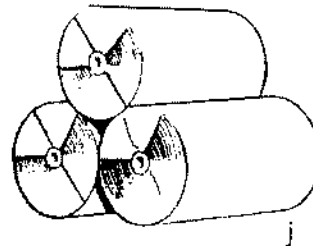
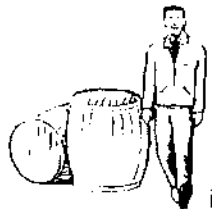
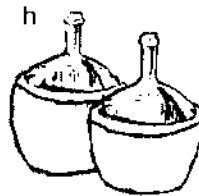
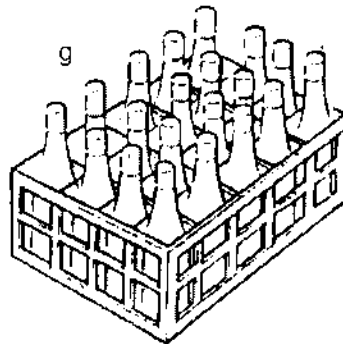
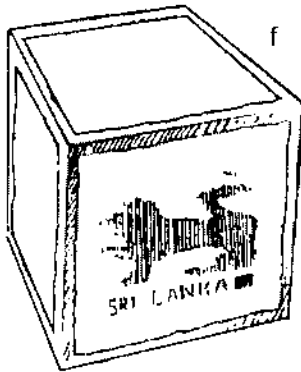
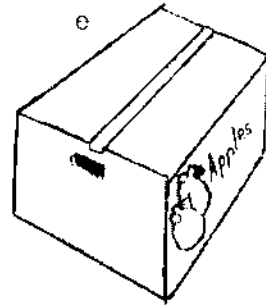
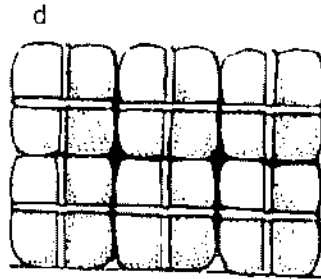
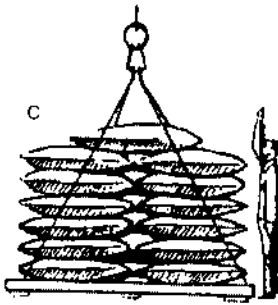
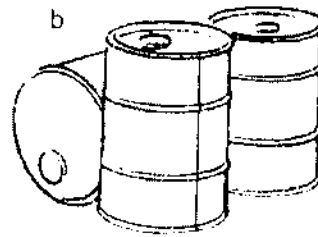
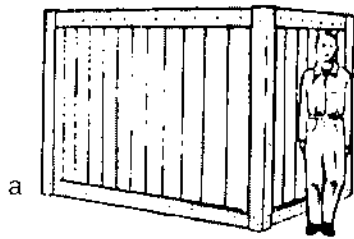
PRESENTATION

1. How much do you know about loading and unloading?



2. Use these words and the pictures to complete the phrases below

Bag, bale, bundle, case, carboy, carton, cask, chest, crate, drum, roll, sack,
NB crate = case, sack = bag, cask = barrel, box = any solid-sided square
container.



- a. A ... of machinery
- b. A... of oil
- c. A ... of wine
- d. A... of newsprint
- e. A... of wheat
- f. A ...cotton

- g. A... beer
- h. A...tea
- i. A ...pipe
- j. A ...bottles
- k. A ...apples
- l. A ...chemicals

READING

Read the following test and find out more about loading and unloading

A- Break-bulk Packing

Nowadays more and more goods in foreign trade are carried in large containers. But there are still ports and ships which use the old kind of packing. This means goods are packed separately (break-bulk) and not in bulk quantities.

Usually, when we talk of packaging we mean the wrapping of products for display in shops such as packets of biscuits, boxes of matches and jars of jam. The term packing refers to large quantities packed for transport such as tea chests, crates of machinery and barrels of wine.

1. Divide this list of words into two under packing and packaging

bales, barrels, bottles, crates, jars, packets

2. Find words in the text having these meanings

- a. in modern times (1st paragraph)
- b. exhibition (2nd paragraph)
- c. amounts (2nd paragraph)
- d. goods in separate packing (2nd paragraph)

B- At the docks: Old style loading

Many goods are palletized when old-style methods of loading and unloading are used. The sacks or cartons are stacked on pallets which are then lifted by crane or fork- lift truck. Larger crates and cases may be lifted over the ship's rails individually. In such cases the boxes will have shipping marks on them.

Often there are other instructions to the crane driver: e.g. **use no hooks, stow away from boilers, fragile, this way up.** The shipping marks are important for loading because the cargo which is going to be loaded first. The cargo for the first port of call has to be loaded last.

1. Tick whether these statements are true or false

- a. Bags of cement can be stacked on pallets for loading.
- b. Pallets are used for large cases.
- c. Loaded pallets can only be lifted by cranes.
- d. Shipping mark show the place where the goods are.
- e. Cargo is loaded first in- first out.
- f. People loading ships should be able to read simple notices in English.

2. Supply one suitable word for each space

The ship came in to the ____ and was tied up alongside the ____ next to one of the long _____. As soon as it was light, ____ came a board the vessel to remove ____ which they carefully stacked on the _____. Soon they were ready to start ____ the cargo. Down in the wide ____ the men had to attach the ____ of cotton to the hooks of the ____ which lifted them out on to the _____. After a few days the five ____ were empty and they could begin _____. The mixed cargo stored in the ____ was brought out quickly by several ____ trucks. Most of it was on ____ so it was easy for the ____ to lift the pieces. They were ____ of cement next to hundreds of ____ machinery in addition to several ____ of engine oil. All these were ____ in the holds of the ship but some ____ of steel pipes were put on ____

SPEAKING

1. Ask and answer questions with other students in the class. Some information is given to help you.

- | | |
|--------------------------------|---|
| 1. What is a container? | It is a large metal box used for transporting goods |
| 2. What is a stevedore? | He is a men who works unloading or loading a ship |
| 3. What is a straddle carrier? | It is a kind of crane used for moving containers from the stacking area to the ship |
| 4. ... transporter crane? | ...big crane designed for... |

- | | |
|-----------------------------|--|
| 5. ...ship's hold? | ...space in a...for... |
| 6. ...quay? | ...stone or concrete platform... for loading and un...ship |
| 7. ... dock? | ...basin where ships ... |
| 8. ...shed? | ...warehouse on the quay used for... |
| 9. ...container ship? | ...ship specially des... |
| 10. ...pallet? | ...flat pl ...used for... |
| 11. ...fork lift truck? | ... vehicle... for moving stacks |
| 12. ...wharf? | ... |
| 13. ... break- bulk ship | ... |
| 14. What is turnaround? | It is a time taken for a ship to dock, unloading and load... |
| 15. ...containerization? | It is the changing of a dock from... to... |
| 16. ...pilferage? | ...small scale... in docks |
| 17. ...stowage factor? | ... the weight of 40... of any one kind of goods |
| 18. ... the measurement to? | ... 40... |

2. Practise these two example dialogues

Exporter: Hullo, Is that the shipping agent?

Agent: Yes, Sir. Can I help you?

Exporter: I have a question about your r.o.r.o. services

Agent: Of course! What do you want to know?

Exporter: How can containers be loaded on to the ship without lorries?

Agent: That's no problem, Sir. We stack them on slave trailers and drive them aboard the ship.

Exporter: Hullo, Is that the shipping agent?

Agent: Yes, Sir. Can I help you?

Exporter: I have a question about your r.o.r.o. services

Agent: Of course! What do you want to know?

Exporter: How can cargo be raised and lowered inside the ship?

Agent: That's no problem, Sir. We take it up or down in the lifts on board the vessel.

3. Note each dialogue in exercise 2 follow the same pattern but the new information is contained in the last two speeches. Now make similar dialogue about r.o.r.o. services using the information below

- a. *Exporter:* ... space... saved a board the ship?
Shipping agent: We leave the cab behind and take only the container part on board.
- b. *Exporter:* ... the temprature ... controlled inside the...?
Shipping agent: They connect the container to... plant on ... the ship.
- c. *Exporter:* ... the containers ... brought to the dock?
Shipping agent: They bring them there by lorry.
- d. *Exporter:* ... the r.o.r.o. ship ... load ... so quickly
Shipping agent: We drive the ... aboard ... ly.
- e. *Exporter:* ...the trailers ... prepared for loading...docks?
Shipping agent: They stack them in the marshalling...
- f. *Exporter:* ... open containers ... protect... on ...deck?
Shipping agent: We cover them ... tarpaulins.
- g. *Exporter:* ... small ... and crates ... load... ?
Shipping agent: We take ... aboard by fork ...

LISTENING

Listen to a company chairman making an end - of - year presentation. As you listen, complete his presentation notes.

Three areas:

1. Financial
- | | | |
|------------|-------------|---------|
| a. Results | - turnover: | + 14% |
| | - costs: | _____ |
| | - _____ | + _____ |
- b. Exports: _____
Domestic consumer market: _____
2. _____
- a. Personnel Development
- b. Rectritment: _____

c. _____: has expanded

New areas: _____ and _____

3. _____

a. The Research Dept has tested prototype engine

b. _____

WRITING

Content and style of Business Correspondent

1. Length

This will depend on the subject of the letter, it may be a simple subject, e.g. thanking a customer for a cheque, or quite complicated e.g. explaining how a group insurance policy works. It is a question of how much information you put in the letter: you may give too little (even for a brief subject), in which case your letter will be too short, or too much your style and the kind of language you use can also effect the length. The right length includes the right amount of information.

Here is a letter that is suitable.

Dear Mr. Arrand,

Thank you for your enquiry of 5th November.

We have enclosed our winter catalogue and price list giving detail of C.I.F London price, discounts and delivery date.

Though you will see we offer a wide selection of watches, may we draw your attention to pp. 23- 28, and pp. 31- 36 in our catalogue which we think might suit the market you are dealing with? And on page 25 you will notice our latest designs in pendant watches which are becoming fashionable for both men and women.

As you are probably aware, all our products are fully guaranteed and backed by our world- wide reputation.

If there is any further information you require, please contact us.

Meanwhile, we look forward to hearing from you soon.

Yours sincerely,

2. Order and sequence

The letter should also make all the necessary points in a logical sequence, with each idea or piece of information linking up with the previous one in a pattern that can be followed. Do not jump around making a statement, switching to other subjects, then referring back to the point you made a few sentences or paragraphs before.

Here is a letter in which the ideas and information are in logical order.

Dear Mr. Jarry,

We are a chain of retail stores and are looking for an efficient security system. You were recommended to us by our associates DMS (Wholesales) Ltd. for whom you recently installed an alarm system, the Secure 18

We need an installation which would give us comprehensive protection against robbery and shoplifting all departments and the Secure 15 featured in our catalogue appears to suit us.

However if one of your representatives could come along and see us, he would probably be able to give us more advice and details of the available systems.

Initially we will test your system in our main branch, and if successful, then extend it throughout our other branches, but of course a competitive quotation and full guarantees for maintenance and service would be necessary.

Please reply as soon as possible we would like to make decision within the next few months. Thank you.

Yours sincerely,

3. Planning the letter

The way to get the right amount of information in your letter, and to get it in the right order, is by planning your letter in advance.

Here, for example, is the plan for the letter.

1st paragraph

acknowledge enquiry

2nd paragraph

enclose catalogue, price- list

3rd paragraph

draw attention to watches suitable for Arrand, and latest designs

4th paragraph

mention guarantees and reputation

5th paragraph

encourage further contact

• **First paragraph**

The first sentence or paragraph of a letter is an important one since it sets the tone of the letter and gives your reader his first impression of you and your company. Generally speaking, in the first paragraph you will thank your correspondent for his letter (if reply to an enquiry), introduce yourself and your company if necessary, state the subject of the letter, and set out the purpose of the letter. Here is an example:

Thank you for your enquiry dated 8 July in which you asked us about our range of cosmetics. As you have probably seen in our advertisements in fashion magazines, we appeal to a wide age- group from the teenage market through to more mature women, with our products being retailed in leading stores throughout the world.

• **Middle paragraphs**

This is the main part of your letter and will concern the points that need to be made, answers you wish to give, or questions you want to ask. As this can vary widely with the type of the letter that you are writing, it will be dealt with in the relevant units. It is in the middle paragraphs of a letter that planning is most important, to make sure that your most important, to make sure that your points are made clearly, fully and in logical sequence.

• **Final paragraph**

When closing the letter, you should thank the person for writing, if your letter is a reply and if you have not done so at the beginning. Encourage further enquiries or correspondence, and mention that you look forward to hearing from your correspondent soon. You may also wish to restate, very briefly, one or two of the most important of the points you have made in the main part of the letter. Here is an example:

Once again thank you for writing to us, and please contact us if you would like any further information. To go briefly over the points I have made all prices are quoted C.I.F. Yokahama, delivery would be six weeks from receipt of order, and payment should be made by bank draft. I look forward to hearing from you soon.

4. Style and language

Commercial correspondence must be simple and clear style however the style should not so simple that it becomes discourteous. Here is an example of a letter that is so short and simple that it sounds rude.

For example:

Dear Mr. John,

I have already written to you concerning your out standing debt of \$ 466. This should have been cleared three months ago. You don't seem to want to co- operate in paying us, and therefore we will sure you if your debt is not cleared within the next ten days.

Yours, etc

Here is a simple version of the letter. Mr. Aldine will be satisfied with it because it tells him, in a simple and clear style, what he wants to know. First, his customer remembers his name. Second, he has apologized. Third, Mr. Aldine knows he was not the only account that has not been paid, and knows why. Finally, he has his cheque.

Dear Mr Aldine,

I am replying to your letter of 15th July asking us to clear our June balance.

I apologize for not setting the account sooner, but due to the unfortunate death of Mr. Noel, our accountant, we were not able to settle any of our outstanding balances.

Please find enclosed our cheque for \$575, and accept our apologies for any inconvenience.

Yours sincerely,

5. Idioms and colloquial language

It is important to try to get the tight “tone” in your letter. This means that, generally speaking, you should aim for a neutral tone, avoiding pompous language on the one hand and informal or colloquial language on the other hand. A letter may give the wrong tone by the use of inappropriate vocabulary, idioms, phrasal verbs, and short forms, among other things. Here are a few examples of each, together with a preferred alternative:

You’ve probably guessed

You probably know

You’ll get your money back

The loan will be repaid

To go into property

To invest in property etc.

The point is that you should be very wary of using idiomatic or colloquial language in your letters

6. Clarity

Correspondent must be able to understand what you have written. Confusion in correspondence often arises through a lack of thought and care, and there are a number of ways in which it can happen.

7. Accuracy

Careless mistakes in a letter can create a bad impression on your reader. Spelling, punctuation, and grammar should all be checked carefully, but there are some other ways in which inaccuracy may spoil your letter. Pay special attention to titles, names and addresses, references, prices and specifications, enclosures.

8. Guidelines for writing

- Include just the right amount of information in the letter.
- Plan the letter before starting writing, to make sure it says in a logical sequence.
- Use a simple but polite style of language. Beware of idioms.
- The letter should be clear and unambiguous. Take care with abbreviations and figures.

- Accuracy is important. Pay special attention to titles, names and addresses, references, prices and specifications, enclosures.

Exercise

Answer these questions:

1. Should the letter be too long? Why?
2. Why do we plan the letter before starting writing?
3. Analyze the following letter

Dear sir,

Thank you for your enquiry. We have a wide selection of watches which we are sure you will like. We will be sending a catalogue soon.

Yours faithfully,

PRONUNCIATION

-ed ending; word stress

1. The past simple –ed ending

The regular past simple *ed* ending can be pronounced in three different ways, /t/, /d/ and /ɪd/

a. Match the ending to the correct type of verb

1. When the verb ends with the voiced consonant
e.g. *rob – robbed, use – used*
2. When the verb ends with the voiceless consonant
e.g. *walk – walked, laugh – laughed*
3. When the verb ends with /t/ or /d/
e.g. *want – wanted, need – needed*

b. Complete the table with these verbs.

attacked	blamed	promised	waited
liked	decided	helped	pushed
counted	started	watched	lived
avoided	talked	seemed	turned

/d/	/t/	/id/

c. Listen, check and repeat

2. Word stress with two syllables

In words with more than one syllables we usually stress only one of the syllables.

Examples:

• •
• •
Problem
expect

a. Say these words. Which has the stress ?

Mark the syllable with the stress

study	question	attack	picture
money	machine	headache	spelling
woman	tennis	number	extra
pronounce	again	people	address
children	sorry	colour	divorced
model	forget	repeat	husband

b. Listen, check and repeat

c. Which syllable usually has the stress

LANGUAGE STUDY

The Passive voice

The passive is used:

a. When it is not necessary to mention the doer of the action as it is obvious who he is/ was/ will be.

For example:

The rubbish hasn't been collected.

Your hand will be X-rayed.

The streets are swept every day.

b. When we don't know, or don't know exactly, or have forgotten who did the action.

For example:

The minister was murdered.

My car has been moved!

You will be met at the station.

c. When the subject of the active verb would be "people"

For example:

He is suspected of receiving stolen goods.

They are supposed to be living in New York.

d. When the subject of the active sentence would be the indefinite pronoun one.

For example:

This sort of advertisement is seen everywhere.

In colloquial speech we can use the indefinite pronoun **you** and an active verb.

For example:

You see this sort of advertisement everywhere

But more formal English requires **one** + active verb or the more usual passive form.

e. When we are more interested in the action than the person who does it.

For example:

The house next door has been bought (by Mr. John).

If, however, we know Mr. John, we would use the active.

For example:

Your father's friend, Mr. John, has bought the house next door.

f. The passive may be used to avoid an awkward or ungrammatical sentence. This is usually done by avoiding a change of subject.

For example:

When he arrived home a detective arrested him.

Would be better expressed:

When he arrived home he was arrested (by a detective).

g. The passive is sometimes preferred for psychological reasons.

A speaker may use it to disclaim responsibility for disagreeable announcements.

For example: *Overtime rates are being reduced/ will have to be reduced.*

The active will, of course, be used for agreeable announcements.

For example: *We are going to increase overtime rates.*

VOCABULARY

agent (n):	đại lý
associate (n):	hiệp hội
bag (n):	bao
bale (n):	kiện
barrel (n):	thùng, phuy
break- bulk pack (v):	đóng gói hàng rời
bulk buyer (n):	người mua với số lượng lớn
bundle (n):	bó
carboy (n):	bình
carton (n):	thùng cát tông
case (n):	hòm
cask (n):	thùng gỗ, thùng phuy
chest (n):	hòm, két

Unit 3

WORLD SHIPPING PROBLEMS

Objectives

- Providing knowledge on world shipping problems
- Understanding about the way of writing inquiries
- Using the conditional sentences

Contents

Language functions and skills

- The shipping problems
- Inquiries

Pronunciation: /I/, /I:/ sound, sentence stress

Language Study:

The conditional sentences

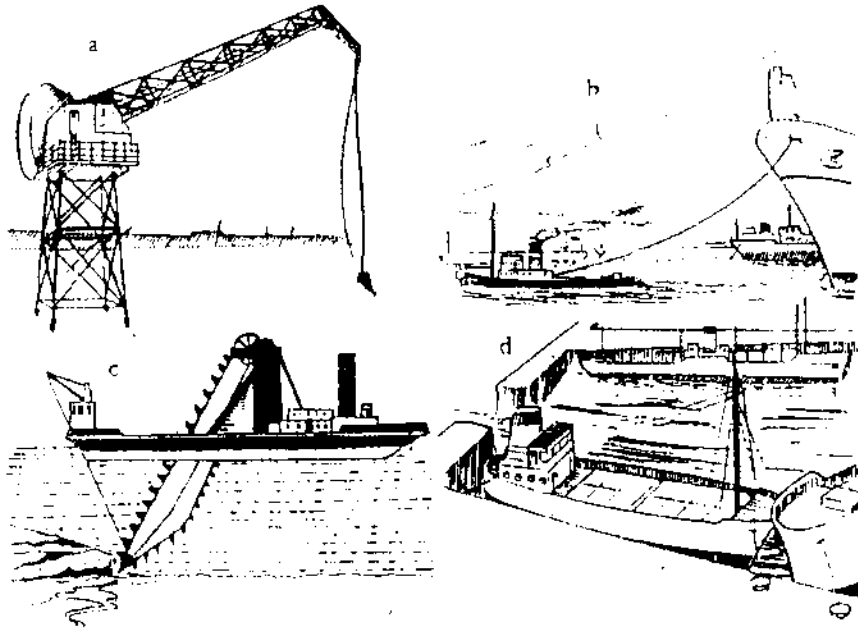
PRESENTATION

How much do you know about shipping problems?

Discuss the dock facilities at your nearest port and answer the questions below.

Are the cranes working ?

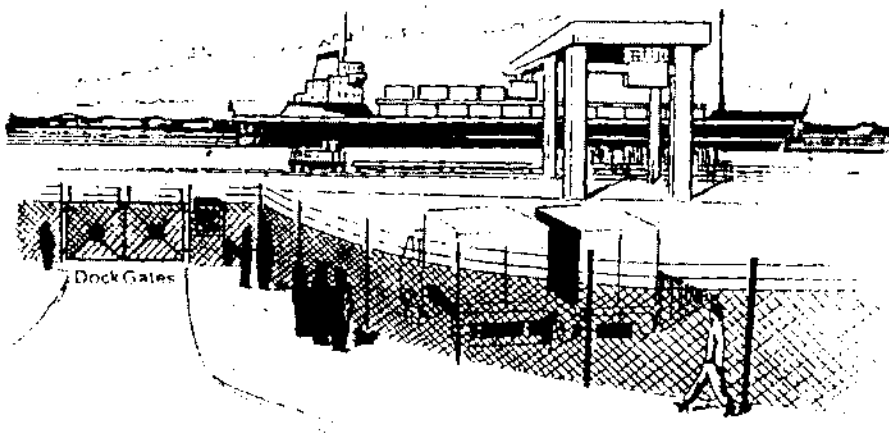
Are there enough tugs?



Is the harbour deep enough?

Is there enough room for the ships in the dock?

What problems has containerization brought?



READING

Read the following texts and find out more about world shipping problems

A- The Traders' point of view

There are two kinds of problems for trades: in creasing costs and inefficient services.

Freight is just one of the expenses which traders have to cost into the price of the goods to their customer. Increasing freights lead to increasing prices which decrease sales. This is the especially hard for exporters selling goods like cotton, coffee and copper. The prices of these commodities sometimes decrease even when the freight rates are rising. The second problem is caused by liner companies and ports failing to modernize. Traders have to pay demurrage for the time goods are delayed and their customer may get tired of waiting and buy goods elsewhere.

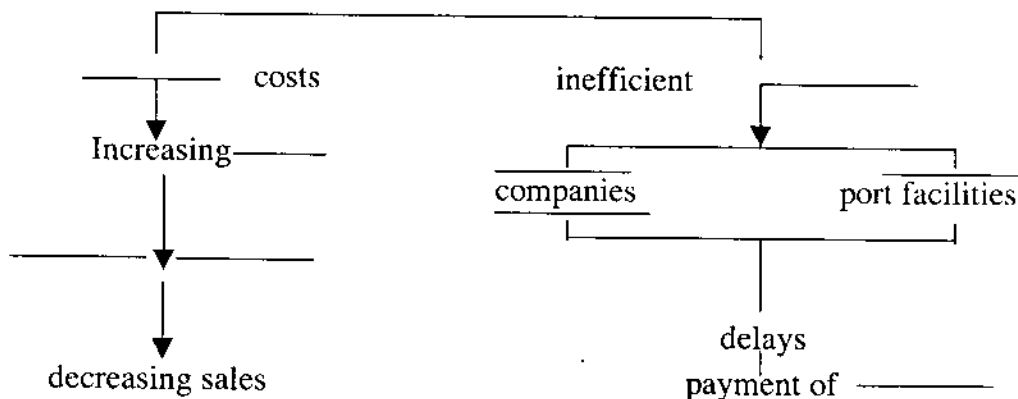
1. Find the meanings of the words on the left from the list on the right

decrease
increasing
inefficient
modernize
commodities
demurrage
elsewhere

raw material goods
making up to date
not working well
get less
in other place
getting larger
tax for delay

2. Complete this diagram with expression from text

Problems for Traders



B- The Shipping Companies' Point of View

Shipowners often complain of poor facilities at ports. Sometimes tugs do not arrive or cranes are broken. Delay keeps expensive ships waiting and waste money. Port congestion is caused by some trades allowing their goods to pile up on wharves, or by sudden large increase of traffic. Once the Nigerian government ordered 16 million tons of cement. There were so many tramps trying to berth at Lagos that all trade was stopped. World trade recessions are also bad for shipowners. The 1960s saw a big surplus over demand for ships built and many vessels were laid up.

Find words or phrases in the following sentences which are like expressions in text

- a. The British often grumble about the weather. (line1)
- b. Farmers use tractors to move their machinery. (line1)
- c. Building containers is very costly. (line2)
- d. There was a big traffic jam in the high street. (line3)
- e. It was difficult to find a parking space for the car. (line6)
- f. The farmer had more than he could sell. (line7)
- g. He stored as much as possible of the extra produce. (line8)

SPEAKING

1. Read the following dialogues and the practise them in pairs. In the first dialogue a trader complains to shipping agent over the telephone

Trader: Hullo, is that the shipping agents?

Agents: Yes, sir. What can I do for you?

Trader: Why haven't my goods arrived yet?

Agents: I'm afraid there's been a delay, sir.

Trader: What's holding things up?

Agents: It's because of congestion in the port, sir.

Notice the trader is a bit rude because he is angry or worried. The agent is polite

Customer: Hullo, is that shipping agents?

Agent: Yes, sir. What can I do for you?

Customer: Why hasn't my car arrived yet?

Agent: I'm afraid there's been a delay, sir

Customer: What's holding things up?

Agents: It's because crane at the docks was not working.

2. Use the reasons the agents gives below, to make your own dialogues

1. It's because all the berths were full and the ship could not get into dock.
2. It's because there was no tug available to bring ship into dock.
3. It's because the ship couldn't berth because the river was being deepened.
4. It's because of building at the new container terminal.

3. Now practise the dialogues with the customer or trader being more polite

Customer/Trader: Can you tell me why my goods haven't arrived yet?

Agent: I'm afraid.....

Customer/Trader: Can you tell me what's holding things up?

Agent: It's because.....

LISTENING

Listen to the discussion about company strategy. Match the conditions to the results. The first one has been done for you

<i>Conditions</i>	<i>Results</i>
1. Reduce prices	a. Cut unit costs
2. Margins smaller	b. Job losses
3. Increase production	c. Reduced sales
4. Invest in new plant	d. Marketing share increases
5. Upgrade product	e. Cut profits
6. Higher prices	f. Unit
7. Reduce manufacturing costs	g. Higher profits
8. Sub - contract production	h. Adapt to market

WRITING

Enquiries

As a business person, you will inevitably have to write many request letters. The need for information or special favors, services, or products arises daily in almost every type of business. The reasons for writing a request letter are diverse:

- To obtain information (such as prices or technical data)
- To receive printed matter (such as booklets, catalogs, price lists, and reports)
- To receive sample products
- To order merchandise
- To engage services (including repair or maintenance services)
- To make reservations (at hotels, restaurants, theaters, etc.)
- To seek special favors (such as permission, assistance, or advice)

While certain requests, such as ordering merchandise, are routine matters, the general guideless for business letter writing are especially important when writing any request. Tact and courtesy are essential when you want your reader to act. And if you want him to act promptly, your letter must encourage him to do so. Therefore, all requests should:

- Be specific and brief
- Be reasonable
- Provide complete accurate information

Usually, an inquiry offers the recipient no immediate reward or advantage beyond the prospect of a future customer or the maintenance of goodwill. Therefore your inquiry must be worded in such away that the recipient will respond as soon as they can. To do this, you must make your inquiry easy to answer.

First of all, you should decide exactly what you want before you write. This should included the specific information that you need as well as the action you would like your reader to take.

1. When making an inquiry observes the following rules

- Begin with the question you want to ask, your reader then knows at once what your enquiry is about.
- Try to put your request in the form of a question.

- Keep your inquiry short and to the point say what needs to be said and then stop.

If your inquiry is to a supplier whom you have not previously deal with.

- Tell him how you have obtained his name and address.

- Give him some details of your business, for example, the range of goods you handle.

2. Hints for writing inquiries

*** Opening**

Tell your supplier what sort of firm you are

+ *We are a co-operative wholesale society based in HCM city.*

+ *Our company is a subsidiary of Universal Business Machines and we specialize in...*

+ *We are one of the main producers of industrial chemicals in Vietnam and we are interested in....*

How did you hear about the firm you are writing to? It might be useful to point out that you know a firm's associates or those they were recommended to you by a consulate or Trade Association.

+ *We were given you name by the Hotelier's Association in Paris.*

+ *You were recommended to us by Mr. John King, of Lasworn & Davies, Merchant Bankers.*

+ *We were advised by Spett. Marco Gennovisa of Milan that you were interested in supplying...*

+ *The British Embassy in Madrid told us that you were looking for an agent in Spain to represent you.*

It is possible to use other references:

+ *We were impressed by the selection of gardening tools that were displayed on your stand at this year's Gardening Exhibition held in Hamburg.*

+ *Our associates in the packaging industry speak highly of your Zeta packing machines and we would like to have more information about them. Could you send us...*

*** Asking for catalogues, price-lists, prospectuses**

It is not necessary to give a lot of information about yourself when asking for catalogue, brochures, booklets, etc. This can be done by postcards, but

remember to supply your address, unless it is already printed, phone number, telex, and fax number if you have one. It would also be helpful if you could briefly point out any particular items you are interested in.

+ *Could you please send your current catalogue and price-list for exhibition stands? We are particularly interested in "furniture display" stands.*

+ *Would you let us have your summer brochure for holiday to Greece and the Greek Islands, and supply details of any low fares and tariffs for the month of September?*

+ *I would appreciate your sending me an up to date price-list for your building materials*

+ *I am planning to come and study in London next autumn and I would like a prospectus for your college giving me information about fees and special courses in computing*

+ *We have heard about your latest equipment in laser surgery and would like more details. Please send us any information you can supply, marking the letter "For the Attention of Professor Kazuhiro", Tokyo General Hospital, Kinuta-Setagayaku, Tokyo, Japan.*

*** Asking for details**

When asking for goods or services you must be specific and state exactly what you want. If reply to an advertisement you should mention the journal or newspaper, the date and quote any box number or department number given.

E.g. Box No. 354; Dept. 4/12 B. And if referring to, or ordering from a catalogue, brochure leaflet or prospectus, always quote the reference, e.g. Cat. No. A163; Holiday No. J/M/3; item No. 263; Course BL 676.

+ *I am replying to your advertisement in the June edition of Tailor AND Cutter' I would like to know more about the "steam pressers" which you offer at cost price.*

+ *I am interested in holiday No. J/M/3, the South Yugoslavian tour.*

+ *I will be attending the auction to be held in Turner House on 16th February this year and I am particularly interested in the job lot listed as item No. 464.*

+ *Could you give me more information about course BL 756 which appears in the language learning section of your summer prospectus?*

+ *I would appreciate more details about the "University Communications System" which you are advertising on Grampian Television.*

*** Asking for samples, patterns, demonstrations**

You might want to see what a material or item looks like before placing an order. Most suppliers are willing to provide samples or patterns so that you can make a selection. However, few would send a complex piece of machinery for you to look at. In that case you would be invited to visit a showroom, or the supplier would offer to send a representative. Nevertheless, if it is practical, ask to see an example of the article you want to buy.

+ *When replying, could you please enclose a pattern card?*

+ *We would also appreciate it if you could send some samples of the material so that we can examine the texture and quality.*

+ *Before selling toys we prefer to test them for safety. Could you therefore send us at least two examples of these children's cars in the "Sprite" range?*

+ *I would like to discuss the problem of maintenance before deciding which model to install in my factory. I would be grateful if you could arrange for one of your representatives to call on me within the next two weeks.*

*** Suggesting terms, methods of payment, discounts**

Firms sometimes state prices and conditions in their advertisements or literature and may not like prospective customers making additional demands. However, even if conditions are quoted. It is possible to mention that you usually expect certain concessions. Although it is true that once a supplier has quoted a price and stated terms, he may be unwilling to change them, by suggesting your terms you indicate that certain condition may persuade you to place an order.

+ *We usually deal on a 30% trade discount basis with an additional quantity discount for order over 1,000 units.*

+ *As a rule our suppliers allow us to settle by monthly statement and we can offer the usual references if necessary.*

+ *We would also like to point out that we usually settle our accounts on a documents against acceptance basis with payment by 30- day bill of exchange.*

+ *Could you let us know if you allow cash or trade discounts?*

+ *We intend to place a substantial order, and would therefore like to know what quantity discounts you allow.*

*** Asking for goods on approval or on sale or return**

Sometimes wholesalers and retailers want to see how a line will sell before placing a firm order with the supplier. They may be able to do this by getting goods on approval or on a sale or return basis. In either case the supplier would

have to know the customer well, or would want trade references. He will also place a time limit on when the goods must be returned or paid for.

+ *Your leaflet advertising your latest publication of History magazines interested us and we would like to stock a selection of these. However, we would also consider placing an order provided it was on the usual basis of sale or return. If this is acceptable we will send you our official order.*

*** Closing**

Usually a simple "thank you" is sufficient to close an enquiry. However, you could mention that a prompt reply would be appreciated, or as the example show, that certain terms or guarantees would be necessary.

+ *Thank you for your attention. We hope to hear from you in the near future.*

+ *We would be grateful for an early reply.*

+ *Finally, we would like to point out that delivery before Christmas is essential and hope that you can offer us that guarantee.*

You can also indicate further business, or either lines you would be interested in if you think they could be supplied. If a supplier thinks that you may become a regular customer, rather than someone who have placed an odd order, he would be more inclined to quote competitive terms and offer concessions.

+ *If the product is satisfactory, we will place further orders with you in the near future.*

+ *If the prices quoted are competitive, and the quality up to standard, we will order on a regular basis.*

+ *Provided you can offer favorable quotations, and guarantee delivery within four weeks from receipt of order, we will place regular orders with you.*

3. Guidelines for writing

- Enquiries can take the form of telephoned, faxed or telexed requests for information. Only use these forms if you can make your enquiry very brief. For fuller enquiries, write a letter.

- Give details of your own firm as well as asking for information from your prospective supplier.

- Be specific and state exactly what you want. Quote box numbers, catalogue references, etc. to help your supplier to identify what you want.

- Ask for samples if you are uncertain about a product.

- You can suggest terms and discounts, but be prepared for your supplier to make a counter-offer.

- You can be direct in your letter, yet still polite. Notice how the use of the passive can soften a request

Close with a simple "thank you" or "I look forward to hearing from you", unless you want to indicate the possibility of substantial orders or further business.

Exercise

1. In this letter the customer is replying to an advertisement for cassettes which he saw in trade journal. The advertiser gave little information, so the writer will have to ask for details.

Disc Sa

465 rue des Raimonieres F- 86000 Poitiers Cedex

Tel: (33) 7564646464 Telecopie: (33) 676444545

Ref: PG/AL

25th May 200-

The Sales Dept.

R.G. Electronics AG

Havmart 464

D- 5000 Köln 1

Dear Sirs,

We are a large record store in the centre of Poitiers and would like to know more about the tapes and cassettes you advertised in this month's edition of "Hi Fi News"

Could you tell us if the cassettes are leading brand names, or made by small independent companies, and whether they would be suitable for recording classical music or only dictations and messages? It would also be helpful if you could send us some samples and if they are of the standard we require, we will place a substantial order. We would also like to know if you are offering any trade discounts. Thank you.

Yours faithfully,

P. GERARD

P. Gerard

Questions

- Why does Mr. Gerard say they are a large record store?
- Is he interested in high- quality cassettes or low - quality cassettes?
- What two things does he require before he place an order?
- How did he hear about the advert?
- If the letter began Dear Mr... what would the complimentary close be?
- Is Mr. Gerard asking about any special concessions?
- Which words in the letter correspond to the following: publication, product's name, vocal instructions, examples, large?

2. Match these sentences

- | | |
|--|---|
| 1. Could you send me... | a. samples of the products you advertised in Sunday's paper? |
| 2. I would like you... | b. give me more information about the possibility of subscribing to your magazine. |
| 3. I would be grateful if you could... | c. a cheque for \$ 27.85. |
| 4. Could you please mail us ... | d. to inform me about shipping costs of text-books. |
| 5. I also include... | e. an estimate of the large size jackets please? |

3. Write a letter with the following content

Chúng tôi là một công ty thép lớn và muốn xuất khẩu một số hàng thép ống, trọng lượng khoảng 16 tấn và có chiều dài khác nhau từ 2 tới 5 mét. Số hàng ấy được gửi tới Dortner Industries, ở Hamburg. Ngài có thể đến lấy hàng, vận chuyển từ Sheffield tới London, rồi sau đó giao tại nơi đến ở Đức vào trước cuối tháng 4 được không.

Xin cho chúng tôi biết chi tiết về các loại vận phí và lịch tàu khởi hành, chúng tôi có thể hứa với ngài là thường xuyên gửi hàng nếu các ngài cho được mức giá có khả năng cạnh tranh.

Người viết là ông Thomas Pike - Phòng xuất khẩu

PRONUNCIATION

/I/, I:/; sentences stress

1. The sounds /I/, /i:/

Some vowels are short, e.g /ə/ (as in dog)

Some vowel are long, e.g /ɔ:/ (as in door)

The short /long difference is important, because it can show two different words.

Examples

cat /æ/

cart /ɑ:/

fit /ɪ/

feet /i:/

In this unit you will practice one of these short/long difference: /I/ and /I:/.

a. Say these words

hill

he'll

it

eat

live

leave

slip

sleep

will

we'll

his

he's

chip

cheap

rich

reach

sit

seat

hit

heat

fill

fell

this

these

b. Listen and tick the words you hear

c. Listen again and repeat

2. Sentence stress

We saw in unit 2 that not all the syllables in the word are stressed equally. This is the seem for sentence. Not all of the syllables are stressed equally.

a. Listen to these sentences. What kind of words have the stress?

• • • • •

I'll see you tomorrow.

• • • • •

What do you want?

• • • • •

I'm going to have drink.

b. Each sentences in the converstation has two stressed syllables. Listen and mark them

A: Where are you going?

B: I'm going to the shops.

A: Can I come with you?

B: Yes, if you like.

A: Are you talking the car?

B: I want to walk.

A: But it's starting to rain.

B: That doesn't matter.

A: I'll stay at home then.

B: Ok, see you later.

c. Listen and check

d. Listen again and repeat

LANGUAGE STUDY

Conditional sentences

1. Possible Conditions

They are used to express possible outcomes.

For example:

If we don't start breaking even this year, we'll have to dispose of the company.

2. Hypothetical Conditions

They are used to express more outcomes.

For example:

If we made a big profit, everybody would be happy.

3. Unfulfilled Conditions

They are used to hypothesize about the past.

For example:

If you had wanted to achieve those sorts of profit figures, your best bet would have been to continue selling...

Notes on conditional sentences:

The rule above outline standard conditional sentences, but common usage is often not as precise.

a. The condition is often **unstated**.

For example: Surely, your established customers *would be interested* in updating their office accommodation (*if we offered them Manx products*)

b. The sentences are sometimes composed of mixed conditionals, especially where a past action has an effect on a present or future outcome.

For example: If we *had done* nothing, we *might be looking* at some sort of return on our investment

c. Possible conditions are introduced not only by “if”. Other makers are:

provided/ providing (that)

on condition that

so long as

in the even that

unless (if not)

VOCABULARY

tug (n):	tàu kéo
exporter (n):	nhà xuất khẩu
liner (n):	tàu chở hàng
demurrage (n):	sự chần chừ, ngăn ngại
congestion (n):	đông nghịt, tắc nghẽn
pile (n):	đống, lô, khối
wharve (n):	cầu tàu, bến tàu
berth (n):	bến
surplus (n):	số thặng dư

Unit 4

EXPORT ORDERS

Objectives

- Providing the knowledge on the ways of placing orders and export clauses
- Developing the way of writing reply to enquiry
- Using the present perfect tense (1)

Contents

Language functions and skills

- Placing orders
- The definition of Export clauses

Pronunciation: Reduced vowels

Language Study:

The present perfect tense (1)

PRESENTATION

1. How much do you know about orders?

2. What information does this orders form ask for? What information does it give? Complete the labels. Use the list to help you.

1. Name and address of supplier
2. Name and address of customer
3. Method of payment
4. Specifications
5. Supplier's Reference

6. Total amount paid
7. Request for more information
8. Signature of customer

TO IDEAL HOUSE TOWEL OFFER													
MAY 2005													
Packs	Prices	Colourways	Use one for each item ordered										
A	\$35.60	GREEN TAN	PACK REQUIRED State A B or C					COLOURWAY REQUIRED					
B	\$ 9.95												
C	\$71.50												
NAME ADDRESS													
I wish to pay by My number is													
Signature													
BACK REQUIRED State A B or C								COLOURWAY REQUIRED					
NAME ADDRESS													

READING

Read the following texts and find out more about export orders

A- Placing orders

An export orders can be letter, order form both. Well-known customer will probably use a form. An unknown customer or one placing a single order will probably use a letter. The order shows the terms offered by the customers. If the terms are not acceptable to the suppliers, they can offer fresh terms to the customers. Whether the order is by indent or letter it must have the following information:

1. The name and address of the customers and the address where they want to take delivery of the goods if different

2. The name and address of the suppliers

3. An order reference number

4. The date

5. An exact description of the goods or services needed, including the quantity, type or model number, size, colour, technical specifications and catalogue number , where these thing apply.

6. The method of payment and the name of the customers' bank.

7. The details of carriage and kind of packing the customers want. If this is left out of the order the suppliers will carry out the packing and shipping which they usually do for the country of the customer.

8. The date by which the customers want to have the goods.

9. The export clause abbreviation. The export clause is part of the contract of sale between the customers and suppliers. It shows how the other contracts are to be made. These are about:

a. payment through banks

b. land transport in both exporting and importing countries

c. sea freight (or air carriage)

d. insurance

Some of the transport may be arranged but the suppliers and some by the customers, depending on the export clause used.

1. Find one word in the passage to fill each blank in these sentences so as to complete the sense

- a. Their.....of payment are cash with order (lines 3-5).
- b. She a cup of tea in the restaurant for him (lines 2-4).
- c. U.S. dollars are..... as payment in shops all over the world (lines 3-5).
- d. I didn't know which train to catch, so I went to the desk (lines 4-6).
- e. Dictionaries are kept in.....the library (lines 6-10).
- f. The electricalof her new cassette radio were in a leaflet inside the box (lines 11-15).
- g. UNO is anfor the United Nations Organization (lines 20-23).
- h. She To meet her friend after lunch (lines 27-29).

2. Supply one suitable word for each space

Export orders or order forms called_____ must give all the information needed _____ the suppliers so that they know_____ what the customers want. Details like _____ numbers, technical specifications and order reference _____ should be include. The customers also_____ what shipping and insurance costs _____ include in the price of the _____. They use certain abbreviation called export which so how this. The method of_____must also be mentioned and the_____ between the customers' bank. The order _____ basic of the contract of_____ between the customers and exporters_____contract will be made when the_____reply confirming the order and agreeing _____ the customers' reply. The contract _____all the other contracts in the _____.For instance, it is decided who _____going to arrange transport and insurance.

B- What are export clauses?

Export clauses show what part of the transport and insurance costs will be paid by the suppliers and what part by the customers. So FOB (free on board) means that the suppliers pay transport to the docks and the cost of loading over the ships rail. The customers pay the sea freight, marine insurance, and all the transport costs from the port of discharge to their own address.

Incoterms (definitions according to the International Chamber of Commerce) show exactly what costs should be paid by whom under each export clause. For example, Incoterms FOB means that all dock dues charged before the ship sails are paid by the importers.

、 Naturally, if an exporter quotes as a price FOB the transport costs under FOB are costed into the price of the goods. Export clauses simply show who is responsible for arranging the different stages of the transport.

1. Match the words on the left with their synonyms on the right

marine	demand payment
discharge	description
definition	tax
dues	give a price
charge (verb)	sea
quote	unloading

2. Choose the best way of completing the sentences

1. The third passage is about:
a. transport costs
b. export quotations
c. export clauses
2. Incoterms definitions are needed because:
a. Transport charges are complicate
b. export clauses need too be made clear
c. traders should all follow the International Chamber of Commerce
3. In the end all transport costs are paid by:
a. the customers
b. the exporters and importers
c. the International Chamber of Commerce

SPEAKING

1. Ask and answer questions with other students in the class. Some information is given to help you.

1. What does an order form show? It show a list of the.....
2. What else does it show? It shows the name and.....
3.show? The date and reference.....
4.? Specifications of the.....
5. Anything else? Itthe terms of.....
6. Anything other than that ?

- | | |
|--|---|
| 7.an export clause? | Itthe terms of carriage
who is going to pay the..... |
| 8.else.....? | |
| 9. What does FOB stand for? | It stands for free on board. |
| 10.....C&F.....? |cost and..... |
| 11.FOQ.....? | |
| 12.....FOT? | |
| 13.....DPD.....? | |
| 14.....CIF.....? | |
| 15.....FOR.....? | |
| 16.....FAD.....? | |
| 17.....FAS.....? | |
| 18.....ex-works.....? | |
| 19. In an FOB, contract what expenses do the buyers pay? | The buyers have to pay the sea
..... and insurance, all..... |

Now ask questions like question 19 about all the export clauses listed in questions 9 to 18.

**2. Practice the dialogue below between two workers in an export office.
New information is clearly shown**

- A: Have you seen the Brunci order?

B: Yes, it's in the file.

A: Ah yes. I see they're arranging shipping.

B: Then we'd better quote them FOB.
- A: Have you seen the Dubai order?

B: Yes, it's on my deck.

A: Ah yes, I see they're not arranging shipping or insurance.

B: Then we'd better quote them CIF.

3. Now make your own dialogues as in exercise is using the information below

- Brazil?/near the telephone/they don't want to pay import taxes/..
- Ghana?/on the photocopier/... arrange all transport/ex-works.

3. Rome?/typewrite/arrange marine insurance themselves/....
4. London?/on the duplicator/they want us to arrange all transport/...
5. Stockholm?/in the drawer/container transport from our nearest rail terminal/ for.

LISTENING

The managing Director, Financial Controller and Personnel Manager are discussing ways of tightening financial control and reducing costs. As you listen, decide whether the statements are true (T) or false (F) by writing T or F in the right - hand column.

T/F

Statements

The MD feels they must tighten up on financial control.

The Financial Controller feels they have got to reduce payment times.

They must reduce payment times to 30 days.

They must get tough with their customers.

Their suppliers must help them.

The Managing Director feels they must reduce costs.

The Personnel Manager feels they don't have to cut training and personnel development.

The Managing Director feels have got to stop some existing training.

Both the Managing Director and he Personnel Manager have to leave for other meetings.

WRITING

Replies to Inquiries

I. All inquiries should be answered, even those that cannot for some reason be given a complete response. An inquiry indicates interest in your company and a potential customer. The inquiry reply should be designed not only to increase that interest, but also to inspire the inquirer to action.

An inquiry reply should begin by thanking the reader, acknowledging the interest in your company. It should end by offering further assistance but only if you actually want additional inquire from this person.

The substance of an inquiry reply is usually information. You should be included not just the specific facts your correspondent requested, but any others that may of help. (This is, of course, assuming that the original inquiry or request was reasonable). If you cannot provide all the relevant data right away, you should promise it.

For example:

A & Mewing supplies, INC.

40 - 04 Summit Avenue

Fairlawn, NJ 07662

June 2, 20...

264 Minh Khai Street

Hai Ba Trung District

Ha noi

Dear Sirs,

Thank you for your interest in A & M equipment. We are happy to supply you with the information you requested.

The following prices are quoted per dozen CIF Hai Phong

Individual units are slightly higher:

Item	1 Dozen
------	---------

Garment Turner	\$ 125.00
----------------	-----------

Automatic Winder	59.00
------------------	-------

Thread Trimmer	85.00
----------------	-------

Feed Puller	98.00
-------------	-------

In case you have any further questions, please do not hesitate to contact us.

We are looking forward to being of service to you soon.

Truly yours,

(Signed)

Suzan Taylor

2. If the information request cannot be provide at all, if it is confidential, you should explain this in your letter. You must be careful, however, to word your explanation tactfully and resist the impulse to accuse your reader or trying to gather information to which he or she is not entitled. Assume the inquiry was innocent and try to maintain goodwill.

For example:

Maxine Sportswear manufacturing Co., Inc.

842 Seventh Avenue

New York, NY 10018

June 10, 20..

Mrs. Ha Linh

244 Minh Khai Street

Hai Ba Trung District

Ha noi

Dear Mrs. Ha Linh,

We certainly appreciate your interest in Maxine Sportswear. Nevertheless, I am afraid I cannot supply you with the information you request.

Because we do not sell our garments directly to the consumer, we try to keep our wholesale prices between ourselves and our dealers. It is our way of meriting both the loyalty and good faith of those with whom we do business. Clearly, divulging our wholesale prices to a consumer would be a violation of a trust.

However, I have enclosed for your reference a list of our dealers in Vietnam which sell Maxine sportswear at discount.

Very truly yours

3. Sometimes a request for information about a company's products or services may be answered with a brochure or catalog. Such materials, though, must always be accompanied by a personalized cover letter. You should not only explain why you've sent the brochure and arouse your reader's interest in it, you should also call attention to particulars of the brochure and attempt to encourage a sale.

4. There are many times when a businessperson must say “no”. When granting a favor, awarding a contract, hiring an applicant, or for that matter making any decision, saying “yes” to one person often means saying “no” to another. The key, however, is to say “no” gracefully. Here, as in most correspondence, maintaining goodwill is extremely important.

When saying “no”, you should first of all never actually say “no”. Your letter should be as positive as you can make it. The actual refusal should be stated once and briefly. The rest of the letter should be reader-oriented and very friendly.

Example 1: Inquiry for Ladies’ woolens

(a) Enquiry

Dear Sirs,

We have seen your advertisement in the “Textile World” and should be glad if you would send us patterns of Ladies’ woolens with your best terms.

Yours faithfully,

(b) Reply

Dear Sirs,

Thank you for your enquiry of 1st Dec. for Ladies’ woolens.

We have much pleasure in sending you here with a fairly full collection of our latest and best selling attention to our exclusive quality “Gold Ring” which has been an outstanding success. We believe that it represents the best value for money in this type of goods and we are sure that you will find it sells very well indeed.

If the range of patterns we have selected does not contain anything you want, please do not hesitate to let us know your exact requirements.

We look forward to your order, which will have our best attention.

Yours faithfully,

Example 2: Enquiry for Machine Tools

(a) Inquiry

Dear Sirs,

We are interested in cutter Model GH advertised by you in the latest issue of the "Industry".

We shall be obliged if you will send us a quotation for the above mentioned tool. Please quote your latest price and state the time of delivery and the most favorable terms of payment, the prices is preferred to be quoted C.F.R. Hai Phong.

We also request you to send us Brochures and Specifications of your other products.

Yours faithfully,

(b) Reply

Re: Cutter Model GH

Dear Sirs,

We thank you for your inquiry of 8th March concerning our cutter Model GH. We are pleased to offer 5 machines at the price of £5,500 per unit CRF Hai Phong including packing. Our terms are Payment to be made against a Bill of Lading, an Invoice and a Work's Test Certificate, by an Irrevocable letter of Credit to be opened in our favour with The Commercial Bank, London for the full value of the goods intended for shipment.

The machines can be dispatched within 6 months upon receipt of your formal order. We enclose a list of firms which we have been supplying with our machines for the last few years for your reference.

Yours faithfully,

Exercises

1. Answer the following questions

- What rules do you observe when making an inquiry?
- How do you acknowledge an inquiry?

- c. How do you write a routine letter or inquiry?
- d. This is a reply letter.

R. G. Electronics AG

Havmart 444 D- 500 Köln 1

Tel: (221) 64 47 87 Fax: (221) 56. 87. 34 Telex: 7579303

Your Ref: PG/AL

26th May 200-

P. Gerard

Dics S.A.

251 rue des Raimonieres

F- 86000 Pointiers Cedex

Dear Mr. Gerard,

Thank you, for your enquiry of 12 May in which you asked about the tapes we advertised in this month's edition of "Hi Fi News".

The cassettes are ferrous based and high quality Cr O2 which as you know means they would be suitable for any tape of recording. They are "Kolby" products which is a brand name you will certainly recognize, and the reason their prices are so competitive is that they are part of a bankrupt stock that was offered to us.

Because of their low price and the small profit margin we are working on, we will not be offering any trade discounts on this consignment. But we sell are wide range of cassettes and have enclosed a price- list giving you details of trade, quantity, and cash discounts on our other products.

We have sent, by separate post, sample of a advertised cassettes and other brands we stock, and would urge you to place an order as soon as possible as there has been a huge response to our advertisement. Thank you for your interest.

Yours sincerely,

R. Gerlach

R. Gerlach

Sales Director

Encl. price-list

Questions

- How does Herr Gerlach refer M. Gerard's enquiry?
- Why are the cassettes being so cheaply?
- Does Herr Gerlach offer any discounts?
- Can Dics S.A. order whenever they want to?
- Are these the only cassettes that R. G. Electronics sell?
- What other material has been sent to Dics S. A?

2. Fill in the blanks

- Thank you your..... of 21 October.
- I was please to your inquiry our cars.
- We will be..... to give you..... information.
- I enclosing our purchase.....
- We will promptlyyour orders.
- I am a cheque for the total amount.

3. Write a letter with the following content

Kính thưa ông Pike.

Cảm ơn ông về lá thư yêu cầu thông tin, ngày 15 tháng 3, chúng tôi đã nhận được hôm nay. Ông sẽ thấy các chi tiết về giá và lịch trình hàng hải được đính kèm, và những chứng từ cần thiết cho việc vận chuyển.

Hầu hết các côngtenơ thích hợp cho hàng của ông gửi sẽ phải là loại côngtenơ có phân nửa chiều cao là 20 fit x 8 fit x 4 fit hoặc bằng mét là 6,1 x 2,4 x 1,2. Loại này có thể có trọng tải hữu hiệu 18,300 kg. Phần nắp đỉnh phải cứng có thể tháo rời và bảo vệ kim loại chống lại mọi môi trường.

Tôi đề nghị, vì số hàng gửi sẽ được chất lên tàu từ xe tải, rồi được chuyển trở lại xe tải. Ông nên dùng vận đơn liên hợp (Combined Transport Bill) của chúng tôi để sẽ được bảo đảm hàng hoá từ điểm nhận tới điểm giao. Và nếu nghiệp vụ này theo phương thức tín dụng thư, thì ông phải thông báo cho ngân hàng của ông là chứng từ này sẽ có thể chấp nhận thay cho vận đơn.

Xin ông điền vào chỉ thị chất hàng xuất khẩu lên tàu và chỉ thị đóng bao bì hàng xuất khẩu được gửi kèm và giao chúng cho tài xế của chúng tôi khi ông gọi đến. Tuy chúng tôi nhận trách nhiệm gửi hàng tới tận nơi nhưng chúng tôi khuyên ông hãy chọn hợp đồng bảo hiểm mọi rủi ro và gửi 1 bản này và 3 liên hoá đơn thương mại tới chúng tôi.

Europe, xin điền vào các m

g sớm càng tốt.

got caught went

--	--	--

2. Reduced vowels

a. In connected speech the vowels in some words are reduced to the

16/

For example: $\sin / \partial /$ for \sin is $\partial \sin \partial$

What are you doing?

What kind of words do you think are reduced in this way?

b. Look at these sentences. Circle the reduced vowels

1. How much are these jeans?
2. Does he like this shirt?
3. I need a pair of socks.
4. Could I try them on?
5. Come on. It time to go.
6. There's a good film in TV.
7. I can play the piano.
8. Were you at home yesterday?
9. No, I was out all day.
10. Here's a postcard from Jane.

c. Listen and check

d. Practise saying the sentences

LANGUAGE STUDY

• The Present Perfect tense

This tense is used to indicate:

+ An activity at some non - specific time in the past with an impact or result in the present or future.

For example:

Well, we've talked about planning and managing. Now what about improving the organization?

Here, the verb phrase is in the simple form because the speaker wants to focus on an action which ended at a point of time.

For example:

We have been talking about planning and managing and we have had an interesting discussion.

Here, the verb phrase is in the continuous form because the speaker wants to focus on the process which happened over a period of time.

+ An activity within a period of time which is not yet finished.

For example:

Sales have increased this year.

We have been developing a number of new products this year.

In both cases the year is not finished. In the first sentence, the verb is in the simple form because the focus is on the end result, an increase in sale, in the second, the verb is in the continuous form because the focus is on the process through time, the development of the new products.

+ An activity which started in the past and continues to the present.

For example:

Since the beginning of the year we have tested three new applications.

We have been testing three new applications since the beginning of the year.

In the first sentence the verb is in the simple form to focus on the result, i.e. that the tests are now finished, in the second sentence the verb is in the continuous form to focus on the process itself and its duration.

Note on the present perfect:

Typical time markers to indicate an unfinished period of time include.

today, this week/ month/ year over the last... days/ weeks/ months/ years recently, now

Typical time markers to indicate an activity which started in the past and continues to the present include.

for (+ period of time) since (+ point of time)

VOCABULARY

term (n):

điều khoản

fresh term (n):

điều khoản mới

indent (n):

đơn uỷ thác đặt hàng

take delivery (v):

nhận hàng

method of payment (n):	phương thức thanh toán
carriage (n):	toa xe chở hành khách, phí vận chuyển
export clause (n):	điều khoản xuất khẩu
abbreviation (n):	tóm tắt, chữ viết tắt
insurance (n):	bảo hiểm
transport (v):	vận chuyển
dock (n):	cầu tàu, bến tàu, cảng
shiprail (n):	lan can tàu
marine insurance (n):	bảo hiểm hàng hải
port of discharge (n):	cảng, bến dỡ hàng
quote (v):	báo giá

REVIEW

Objectives

- Consolidating the contents learnt in unit 1- unit 4
- Revising the way of writing

READING

The container revolution



Big ports have changed completely in the last twenty years. Docks and ships look quite different nowadays. Instead of forests of tall thin cranes lifting pallets, we see a few huge heavily built transporter cranes lifting big steel boxes. Instead of hundreds of stevedores working in the holds and on the quayside we see no men at all, we just see huge machines. Instead of long warehouse at the dockside, we see open spaces with stacks of boxes. Lines of goods trains with the same boxes stand nearby. The ship themselves look like huge steel tanks with lots of smaller tanks stacked in them.

The capital cost of containerizing ports is enormous. So the majority of ports still use traditional methods.

Containers are steel boxes of different sizes but usually 8 by 8 by 20 or 40 feet (2.4 by 2.4 by 5.9 or 12 metres). This size is limited by the width of roads.

But all containers are the same width and height. This is a revolution in transport. The advantages are:

1. Handling at docks can be done mostly by machines. Ships designed with special guide structures in their holds can receive the containers.

2. Very few stevedores are needed. A traditional ship took one hundred men, three to four weeks to unload and load. A container ship of the same size takes twelve to fifteen men, three to four days.

3. Unloading and loading a container ship is very fast and turnaround (the time spent in port) is much shorter. Goods can be delivered more quickly by fewer ships.

4. Packing can be done in supplier' factories. Containers needn't be opened except for Customs inspection until they reach the customers.

5. Warehouses are unnecessary. Containers are waterproof and can be stacked by straddle carriers outside in the rain.

6. Refrigerated containers can be connected to electrical plant at the dockside and in the ship.

1. Find words or phrases in the text which have the following meanings

- a. money in big quantities (2nd paragraph)
- b. most (2nd paragraph)
- c. breath (3rd paragraph)
- d. complete change (3rd paragraph)
- e. automated (4th paragraph)
- f. planned (4th paragraph)
- g. required (5th paragraph)
- h. examination (7th paragraph)
- i. sheds at docks (8th paragraph)
- j. do not let in rain (8th paragraph)
- k. generators (9th paragraph)

2. Match the expressions on the left with the words on the right

containerizing	made cold
advantages	office for controlling exports and imports
guide structures	sliding pieces
customs	benefits
refrigerated	changing from break- bulk to container

3. Supply a suitable word for each space

Traditional cargo is made up of ___ shapes and sizes of container which ___ a lot of men a lot ___ time to load and stow into ___. The idea of containerization is that ___ goods are pre-packed into standard sized ___ which are the same height and ___ and in two standard lengths (twenty ___ forty feet). The width and height ___ determined by the size of the ___ bridges and railway tunnels. Containers lengths ___ more variable and go up to ___ feet. This means containers can be ___ quickly by machines which move them ___ different kinds of transport: railway trucks, ___, cranes and ships can all be ___ to handle containers. Containers can be ___ by the exporters and needn't be ___ except for Customs inspection until ___ the customers. So delivery is much ___ than before. But the capital cost of new ___ equipment is very high indeed. Only ___ ports have changed to container systems. ___ ports still use traditional methods of ___ and loading.

WRITING

Translate the following letter into Vietnamese

KENT, CLARKE & CO, LTD

Chairman: Lord Matherson Directors: B. Kent ACA, C.D. Clarke IND, R.P. Diller
South Bank House, Borough, London SE1 0AA

Reg No: London 3395162

VAT No: 41 6183778

Telephone: 071 928 7716

Telex: 988153

Fax: 071 928 7111

International Shippers Ltd.

City House

City Road

London EC2 1PC

Dear Sir,

We have packed and ready for shipment 20 C2000 computers which our clients, Delta Computers, Wellingborough, want us to forward to Wellington, New Zealand.

The consignment consists of 4 wooden crates, each containing 5 machines and their cases. The weight of each crate is 210 kilos and measures 94 x 136 x 82 cm.

Would you let us know by return of post the earliest vessel leaving London for New Zealand, and let us have your charges and the relevant documents?

Yours faithfully,

J.D. Simpson

J.D. Simpson

Supervisor

Unit 5

EXPORT DOCUMENTATION

Objectives

- Providing the knowledge on the shipping instructions form
- Knowing the standard shipping note
- Understanding the ways of writing Quotations
- Using the present perfect tense (2)

Contents

Language functions and skills

- Export transactions
- The shipping instructions form

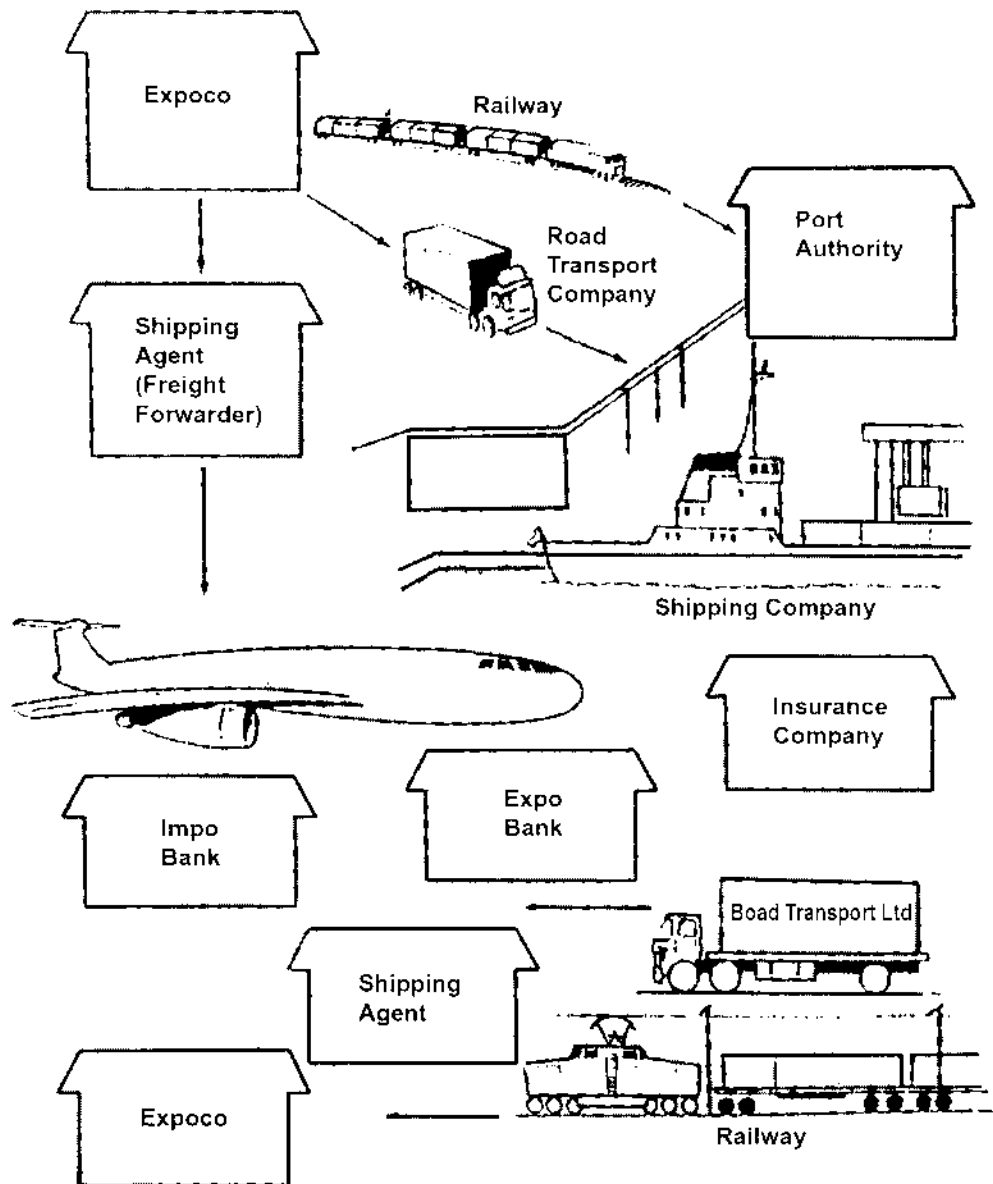
Pronunciation: Word stress and three syllables

Language Study: Present perfect tense (2)

PRESENTATION

How much do you know about export transactions?

Make a list of organizations involved in an export transaction:



READING

Read the following texts and find out more about export transactions

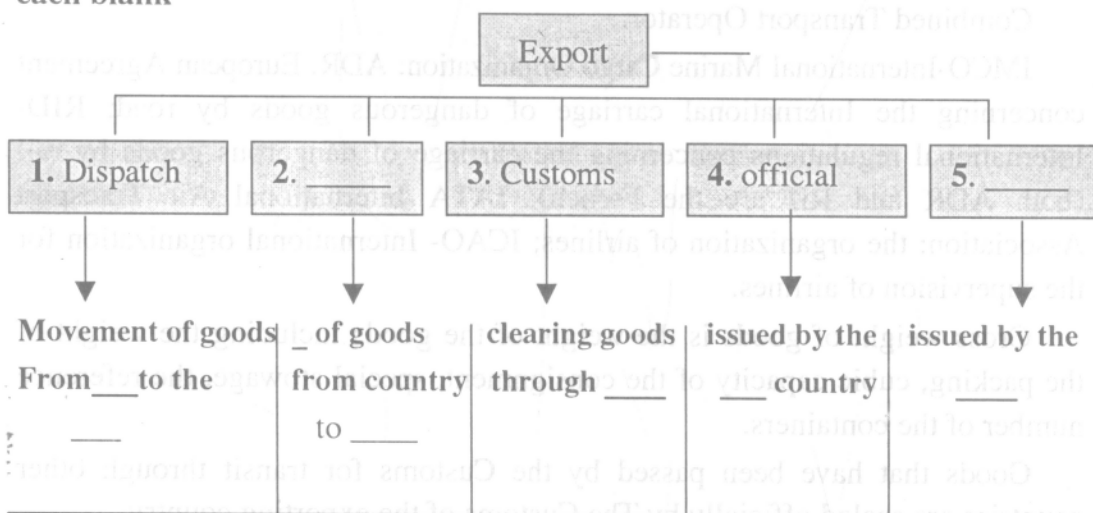
A- Introduction

Export documents are numerous because there are so many organizations involved in export transactions. The service carried out by each organization represented by a contract and this is shown by a document.

To make it easier to remember them, export documents can be divided into five groups. These are as follows: documents of dispatch which are to do with the movement of goods from the exporter inside the country to the docks or airport; shipping documents which concern the movement of goods from one country to another; customs forms and official invoices which are special documents required by the importing country and have to be prepared by exporter. Finally, there are bank documents concerned with payment.

Apart from customs forms, most of the above are printed in English though many of them are printed in other language of export documents, but also their layout and the export procedures they represent. For even if the forms are printed in the world and their layouts are becoming standardized. This process is being helped by the work of SITPRO (simplification of International Trade Procedures Board) and many of their forms are widely used.

Complete these notes in diagram form by supplying one word for each blank



- Points to study:
- a. language
 - b. _____
 - c. export _____

B- The Standards Shipping Note

The standard Shipping Note is used by the receiving authorities of ports and container bases to control and organize cargo arriving from exporters.

Contents:

Vehicle Booking Reference: The receiving authority gives this number to the hauler bringing the goods to the docks or container base.

Each consignment either has a customs reference Number or Customs Status. The reference number is for entry of goods which do not need special treatment by the Customs. Custom Status refers to different kinds of Customs Entry.

Who pays the port charges under an FOB. contract? Who pays them under a CIF. contract?

Forwarder's Reference Number. Note that the freight forwarder maybe different from the exporter. The exporters can ship their own goods but they can leave the work to a firm of freight forwarders who then become the shippers or forwarders.

Steam ship Company booking number. The abbreviation is used for all types of cargo shipping company, though their ships may not be steam powered.

Combined Transport Operator.

IMCO-International Marine Cargo Organization: ADR. European Agreement concerning the International carriage of dangerous goods by road; RID-International regulations concerning the carriage of dangerous goods by rail (both ADR and RID are the French); IATA International Air Transport Association: the organization of airlines; ICAO- International organization for the supervision of airlines.

Gross weight of goods is the weight of the goods including the weight of the packing, cubic capacity of the consignment, special stowage, the reference number of the containers.

Goods that have been passed by the Customs for transit through other countries are sealed officially by The Customs of the exporting country.

The shipper needs to give the name and telephone number of the person dealing with the consignment. This is important since if there is any problem the port authorities need to know whom to get in touch with.

Note. The SSN is not used for the documenting of dangerous goods functions: Several copies of the Standard Shipping Note are completed by the shippers and lodged with the port authority. The form gives full details of the consignment. These details must be agreed by the port authorities before the goods are dispatched to the docks. This is necessary since the port officials have to organize and control the flow of goods to shipping.

1. Find the words in the text which mean the following

lorry or truck, short form, reservation, volume, transport, dock, officials

2. Answer the following questions on the text

a. The receiving date is when the goods are received by the ships the shipping agent or the port authority?

b. Which does one write the name of the port where the goods are going to be unloaded.?

c. Where should the name of the road transport company be written?

d. How does the port authority know who is going to pay the port authority know who is going to pay the port charges?

3. Put the following events in the right order

a. SSN completed by the shippers.

b. SSN details agreed by the port authorities.

c. Goods packed by the shippers.

d. SSN lodged with the port authority.

e. Goods loaded on to the ship.

f. Consignment forwarded to the docks.

C- The shipping instructions form

This form is provided by the freight forwarders and shipping for exporters to give all the details of the consignment they sent. After the exporters have booked freight space (air or sea) they complete the shipping instruction form and lodge it with the airline, shipping company, freight forwarder or shipping agents. The latter then know how to handle the goods

when they arrive at the docks. The form is sometimes called a consignment note and there are various kinds, but the main function - telling the agents how to ship the goods - is the same for all them.

As a rule, the content of the shipping instruction form is the same as that of a standard shipping note. But a shipping instruction for a container transport company has much more detail on it. This is because agents for container shipping companies generally offer more different services than other agents and all these have to be detailed on the form.

Groupage services (which is the same as cargo consolidation) is when the agent or transport company packs the exporters' consignment together with another exporter's consignment. This saves freight space especially if the goods can be put into one container.

Tick whether these statements are true or false

- a. Freight forwarders and other agents supply shipping instruction form for the use of exporters.
- b. Exporters book freight space before completing the form.
- c. All shipping instruction are the same.
- d. They all have different purposes.
- e. A container shipping instruction has less detail than an ordinary one.

SPEAKING

1. An exporter in Nairobi is speaking on the phone to a freight forwarder about a consignment of mangoes. The freight forwarder asks questions to get information to complete the air booking form. On the form note 1 Requested routing; 2 Freight charges - prepaid (shippers pay the carriage), collect (the airline collects the freight charges from the consignee) charges at origin (the charges chargeable at the airport of dispatch - Nairobi); 3 Declared value - the shipper must give the value of the consignment to the Customs. On the left the value including freight is shown; 4 Handling information - the goods are mangoes so they are perishable.

Now practise the following dialogue based on the form

Exporter: Hullo, is that Mr. Thomas?

Freight forwarder: Yes, it is. What can I do for you?

Exporter: I've got a consignment of *mangoes* for London.

Freight forwarder: Good. Well. I'll need all the details.

Exporter: Certainly. This is the *East African Fruit Packers Limited*.

Freight forwarder: Yes. Who are the consignees?

Exporter: They're *Wholesale Fruit Distributors Limited*, London, E19.

Freight forwarder: Fine. What's your phone number?

Exporter: Nairobi 826 9675.

Freight forwarder: Yes, we'll route them via Cairo and Rome. And the airport of destination is *Heathrow*, isn't it?

Exporter: Yes, that's right.

Freight forwarder: Are you paying the freight?

Exporter: No, *we want it collected*.

Freight forwarder: What about charges at *Nairobi*?

Exporter: *We'll pay those*.

Freight forwarder: What's the declared value of the consignment including freight?

Exporter: £5,000

Freight forwarder: And the value for Customs?

Exporter: £4,000

Freight forwarder: Right. Any special handling information?

Exporter: Yes. As I said, the consignment is mangoes and they are perishable. *We want them rushed as fast as possible*.

Freight forwarder: I think we can manage that. Right that's all now. We'll let you have a copy of the forms when they're ready.

Exporter: Fine. I'll let you know as soon as the *mangoes* are ready. Goodbye.

Freight forwarder: Goodbye.

2. Using the dialogue in exercise 1, replace the information in italics with new information to make dialogues your own

LISTENING

Two warehouse employees are doing a stock check. As you listen, complete the table below

item	too much	too little	too many	too few
liquid gas				
coal				
cable				
pipes				
boxes				
paper				
pallets				

WRITING

Quotations

A quotation is not an “offer” in the legal sense that it is a promise to supply goods on the terms stated. If therefore, a seller quotes and later decides not to sell, the buyer has no legal remedy. But in practice a supplier will not risk his reputation by quoting for goods he cannot or does not intend to supply.

A satisfactory quotation will include the following:

- (1) An expression of thanks for the inquiry.
- (2) Details of prices, discounts and terms of payment.
- (3) A statement of clear indication of what the prices cover (e.g. packing, FOB, CRF, CIF...)

- (4) An undertaking as to date of delivery.
- (5) The period for which the quotation is valid, it will conclude with.
- (6) An expression of hope that the quotation will be accepted.

When asking for a quotation, the buyer must be careful to protect himself by stating clearly whether the prices are to include such additional charges as freight and insurance. Failure to do this may lead to serious disagreement. Especially as these charges are heavy in foreign trade dealings.

Below is the guide to the subjects you should cover in your quotation.

*** Prices**

When a seller quotes a price, he or she may or may not include other costs and changes such as transport, insurance and taxes (e.g. in the U.K Value Added Taxes or VAT). Prices which include these extra costs are known as gross price; those which exclude them are known as net prices.

Example

Inquiry

Dear Sirs,

We have previously supplied us with chinaware and we should be glad if you would now quote for the items named below, manufactured by Hai duong Ceramics Factory. The pattern we require is listed in your Pattern Card as 112 TD:

60,000 tea cups

10,000 tea plates

60,000 tea saucers

5,000 2-print teapots

The prices are preferred to be CIF London including packing.

When replying, please state (1) discounts allowable, (2) terms of payment and (3) earliest possible date of delivery.

Yours faithfully,

Quotation

Dear Sirs,

Thank you very much for your inquiry of 18th March for a further supply of ceramics and in replying we are pleased to quote as follows:

No. 112 TD, Gilt Rims

Tea cups

£ 150 per thousand

Tea saucers

£ 110 “

Tea plates

£ 110 “

Tea pots, 2-pint

£50 per hundred

These prices are CIF London including packing.

We can deliver from stock and will allow you a discount of 5% but only on items ordered in quantities of 50,000 or more.

We hope you will find these terms satisfactory and look forward to the pleasure of your order.

Yours faithfully,

*** Transport and insurance costs**

The International Chamber of Commerce use a set of terms for delivery in overseas contracts- these are called *Incoterms*. Their use is optional, but deals are much clearer if contracts are subject to *Incoterms* 2000.

For example:

Group F- Main carriage unpaid

+ FCA (Free Carrier) named place e.g. where the carrier- the plane or ship etc. pick up the goods.

Delivery occurs when the seller give the goods to the carrier (airline, shipping company, or freight forwarder) who is the named by the buyer. The seller will pay all the costs up to this point, including export formalities and licenses. From this point the buyer takes the risks for the goods and transit.

This term is used for any type or combination of types of transport.

+ FOB (Free on Board) named port of shipment e.g. where the goods are leaving from.

Delivery takes place when goods are on board the named ship at the buyer's named port. The seller pays all costs of loading. The buyer's risks for the goods and transit begin once the goods have been put over the ship's rail.

The term is only used for sea and inland waterways.

*** Discounts**

Manufacturers and wholesalers sometimes allow discounts to be deducted from the net or gross price. They may allow a trade discount to sellers in similar trades or a quantity discount for order over a certain amount or a cash discount if payment made within a certain time.

For example:

We allow a 3% discount for payment within one month.

We do not normally give discounts to private customers but because of your long association with our company we will allow you 20% off the retail price.

*** Methods of payment**

When quoting terms, you may require, or at least suggest, any of several methods of payment (letter of credit, bill of exchange, etc.)

For example:

If you would send us your personal cheque for the amount quoted, we will then send the article by registered mail.

Payment for initial orders should be made by sight draft, payable at Den Norske Creditbank 21, cash against documents.

*** Quoting delivery**

If the enquiry specifies a delivery date, confirm that it can be met, or if not, suggest an alternative date. Do not make a promise that you can not keep, it will give you a bad reputation, and if a delivery time is a condition of ordering, the customer could sue you if you break the contract, or reject the goods.

For example:

We could not deliver within two weeks of receipt of order, as we would need time to prepare the materials. However, if you could let us have a month, we could guarantee delivery within that period.

Quotation in Tabulated Form

Many quotations are either tabulated or given on specially prepared forms. For the tabulated quotation, it is claimed:

(1) That it is clear and presents its information in a way that is readily understood.

(2) That it is complete since essential information is unlikely to be omitted.

The tabulated quotation is particularly suitable where there are many items. Like quotation specially prepared forms, it should be sent with a covering letter that:

(1) Expresses thanks for the enquiry.

(2) Makes favorable comments on the goods themselves.

(3) Draws attention to other products likely to interest the buyer.

(4) Hopes for an order.

By treating the buyer as a person worth the trouble of a letter, it creates a favorable impression and helps to build good-will.

Example: Tabulated quotation with covering letter

(a) Covering letter

Dear Sirs,

We thank you for your inquiry of 15th August and are pleased to enclose our quotation No.5644 for leather shoes and handbags. We have indicated those items which we can deliver from stock immediately. For all the remaining items the stated dates of delivery are approximate, but in no case would these dates be exceeded by more than 3 months.

All the items for which we have quoted are made from very best quality leather and can be supplied in a range of designs and colors wide enough to meet the requirements of fashion trade such as yours.

We look forward to receiving your order and mean while enclose a copy of our catalogue as we feel may be interested in some of our other products. These include leather gloves and purses, described and illustrate on pages 18 – 25. The catalogue will give you all facts about our goods but cannot answer all your personal questions.

This we shall be glad to do if you will write to us.

Yours faithfully,

For Central Leather craft Ltd.

(Signed)

Encl.2 (1) Quotation No.5644

(2) Catalogue

W. Hanson

Sales Manger

b) Tabulated quotation

Central Leather craft Ltd

85087 Cheapside, London, E.C.2

Directors

E. Johnes (Managing)

G.Woodhead, F.C.A

20th August, 20 ...

Messrs Tocontap

36 Ba Tricu St.

Hanoi, SRVN

Telegrams:

Leathercraft, London E.C.2

Telephone: 01 242 2177 / 8

Quotation No 5644

Catalogue No	Item	Delivery (approx)	Quantity	Price
S.25	Men's box Calf shoes	15 Sept	1,200 pairs	5,750
S.27	"do"	immediate	3,600 pairs	5,500
S.38	Ladies' shoes (various colors)	15 Sept	4,800 pairs	4,800
S.42	Ladies' Calf Golf Court shoes	15 Oct.	2,400 pairs	2,400
S.48	Ladies' handbags	Immediate	3,600 pairs	3,600

For acceptance within 21 days

Delivery: CIF Haiphong including packing

Payment: by Irrevocable Letter of Credit

For Central Leathercraft LTD

(Signed)

W. Hanson

Sales Manager

Exercises

1. In the reply letter, Mr. Causio of Satex does not turn down the requests but suggests a counter- offer.

Satex s. p. a

Via di pietra, Roma

Telefono: Roma 757558

Telefax: (06) 7868 5596

Telex: 7757557

Mr. L. Crane, Chief Buyer

Vs. rif: Inq C575

F. Lynch & Co. Ltd

Ns. Rif: D/235

Nesson House

Newell Street

21 February 200-

Birmingham B3 6EL
UNITED KINGDOM

Dear Mr. Crane,

We are pleased to receive your enquiry, and to hear that you liked our range of sweaters.

There would certainly be no trouble in supplying you from our wide selection of garments which we make for all age groups.

We can offer you the quantity discount you asked for which would be 5% off net prices for order over \$2,000, but the usual allowance for a trade discount in Italy is 15%, and we always deal on a payment by sight draft, cash against documents. However, we would be prepared for review this once we have established a firm trading association with you.

Enclosed you will find our summer catalogue and price- list quoting prices C.I.F London.

We are sure you will find a ready sale for our products in England as have other retailers throughout Europe and America, and we do hope we can reach an agreement on the terms quoted.

Thank you for your interest, we look forward to hearing from you soon.

Yours sincerely,

D. CAUSIO

D. Causio

Encl.

* Questions

- How does Mr. Causio confirm that he can supply the sweater?
- Does Mr. Causio agree to all Mr Crane's requests concerning discounts?
- How does Mr. Causio suggest that the method of payment could be changed in the future?
- What enclosures have been made?
- What sort of payment does Mr. Causio ask for?
- How does Mr. Causio suggest his firm deal internationally?
- What expression does he use to say his firm has different clothes in different styles?

h. Which words in the letter correspond to the following: bulk discount, bill paid on presentation, clothes, reconsider, discount?

2. Complete these sentences with suitable phrases

- a. Thank you dated December 10, 2004.
- b. to supply suitcases..... \$ 13.53.
- c. We hope you will find.....
- d. As requested we..... catalogues and
- e. to your inquiry of we quote these our lowest prices.

3. Match these sentences

- | | |
|------------------------------|--|
| 1. We will be pleased | a. your Order No. 747 we quote these prices |
| 2. We are pleased to supply | b. as requested. |
| 3. With reference to | c. to receive your order. |
| 4. We cannot send item XD 30 | d. article 25 as a substitute of 26. |
| 5. We hope | e. immediately from stock. |

2. Write a letter with the following content

Kính thưa ông Cliff,

Để trả lời cho lá thư của ông ngày 10 tháng 11, chúng tôi có thể định giá 72,57 pao cho việc bốc và giao hàng của ông từ địa chỉ của ông tới cơ sở của người nhận hàng. Số tiền này bao gồm bốc dỡ hàng, cộng thêm phí bảo hiểm.

Nếu ông điền vào phí gửi hàng kèm theo, và cho chúng tôi biết trước hai ngày khi ông muốn thực hiện việc giao hàng, tài xế của chúng tôi sẽ giao cho ông giấy biên nhận khi ông gọi đến lấy hàng.

Trân trọng,

Người gửi

Ông H. Weldon

Nhân viên chủ quản

PRONUNCIATION

-a-; word stress

1. The vowel -a-

- a. The vowel -a- can be pronounced in several different ways

Look at this list of words. Write them in the correct columns

castle	again	bald	small
lake	rapid	ancient	way
aren't	calm	water	start
station	saw	today	man
park	natural	hand	final
assistant	came	fat	walk

/æ/	/ɑ:/	/ei/	/ə:/	/ə/
map	car	radio	all	signal

b. Listen and check

c. Listen again and repeat

2. Words with three syllables

a. Look at these words with three syllables

• • •	• • •	• • •
<i>newspaper</i>	<i>together</i>	<i>understand</i>

b. Say these words. Mark the syllables with the stress

photograph	grandmother	inherit
million	financial	genius
assistant	engineer	property
afterwards	argument	difficult
unemployed	expensive	company
relative	introduce	cathedral
possible	dangerous	museum

c. Listen and check

d. Which syllable usually has the stress and which syllable rarely has the stress?

LANGUAGE STUDY

The present perfect tense

+ When we use the present perfect there is always a connection with now.

The action in the past has a result now:

For example:

"Where is your machine?"

"I don't know. I've lost it" (I haven't got it now).

I can't find my bag. Have you seen it? (Do you know where it is now).

We often use the present perfect to give new information or to announce a recent happening.

For example:

The road is closed. There's been (= there has been) an accident.

+ You can use the present perfect with just, already and yet:

Just= a short time ago:

For example:

Hello, have you just arrived

We use already to say that something happened sooner than expected.

For example:

"Don't forget to post the letter, will you?"

"I've already posted it"

Yet= until now and shows that the speaker is expecting something to happen. Use yet only in questions and negative sentences.

For example:

"I've written the letter but I haven't pasted it yet"

+ Note the difference between gone (to) and been (to)

For example:

Jim is always on business. He has gone to Spain. (= he is there now or on his way there).

Jane is back home from holiday now. She has been to Italy. (= she has now come back from Italy).

VOCABULARY

transaction (n):	giao dịch
export transaction (n):	giao dịch xuất khẩu
representative (n):	đại diện
represent (v):	đại diện, trình bày
document of dispatch (n):	chứng từ gửi đi
shipping document (n):	chứng từ chuyên chở hàng hoá bằng đường biển
customs form (n):	tờ khai hải quan
official invoice (n):	hoá đơn chính thức
lay out (n):	cách trình bày
export procedure (n):	thủ tục xuất khẩu
container base (n):	thùng chứa hàng
haulier (n):	công ty vận chuyển bằng đường bộ

Unit 6

SHIPPING DOCUMENTS

Objectives

- Providing the knowledge about shipping documents and the functions, the use of Bill of Lading
- Knowing the ways of writing orders
- Using the superlative degree

Contents

Language functions and skills

- The function and use of bill of lading
- Orders

Pronunciation: Word stress and sentence stress

Language Study: The superlative degree

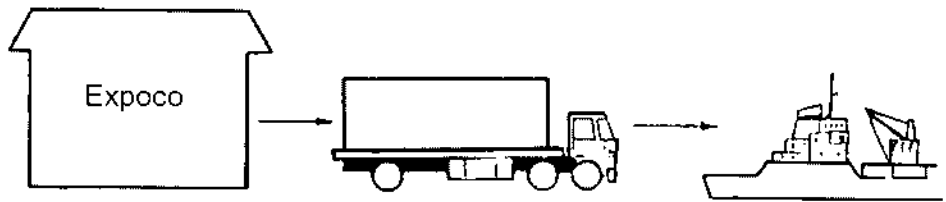
PRESENTATION

How much do you know about shipping documents?

Answer the following questions, using the illustrations to help you.

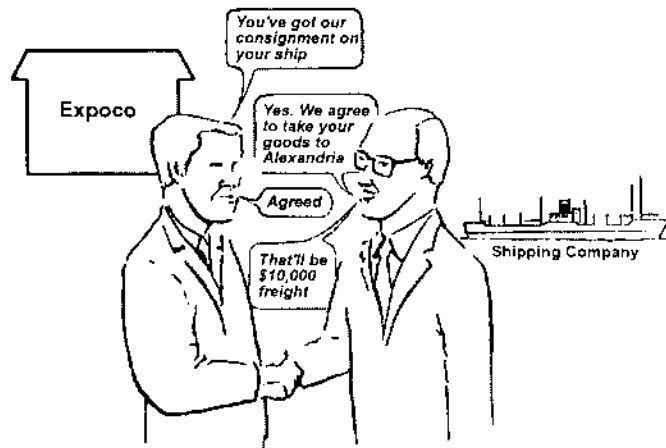
1. When exporters send goods on board a ship, what do they need from the shipping company.

- a. a receipt b. a letter c. a standard shipping note



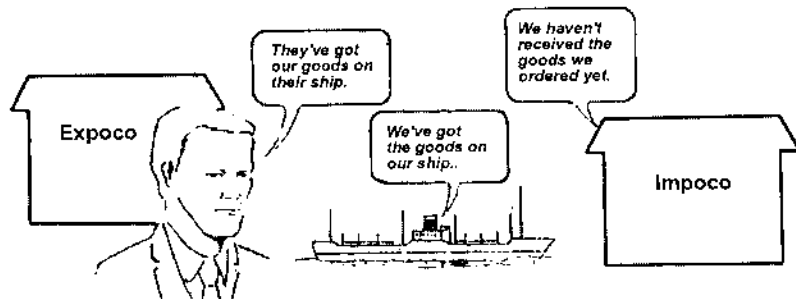
2. When a shipping company carries cargoes for traders, what do the traders and shipping company need?

- a. a lot of carriage b. a letter of carriage c. a contract of carriage



3. The parties in the export contract need a document of title. What does this document show?

- a. Who buys the goods c. Who carries the goods
b. Who sells the goods d. Who owns the goods

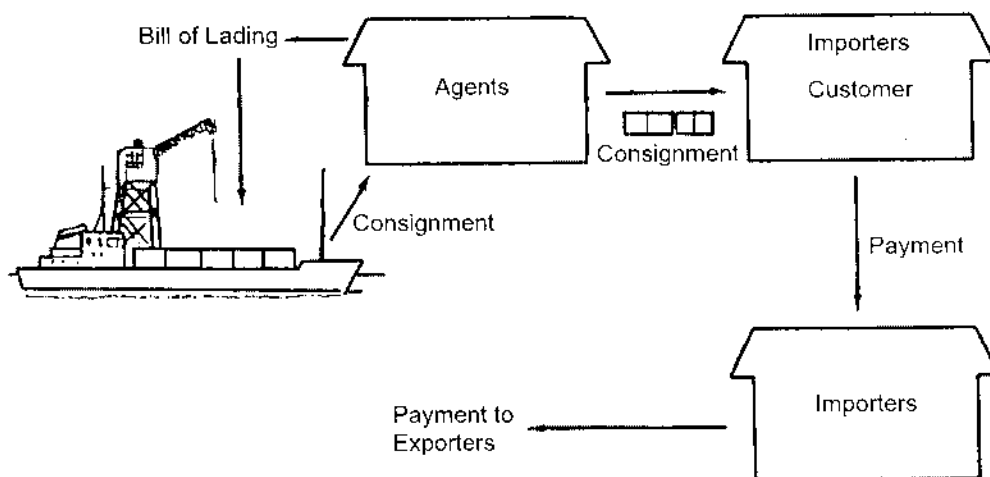


READING

Read the following text and find out more about shipping documents.

A- The functions of the Bill of Lading

The Bill of Lading has three important functions. It is a receipt for goods signed by the shipping company and given to the shippers. It's also evidence of a contract of carriage between the shipping company and shippers in addition, it is a document of title because the legal owner of the Bill of Lading is the owner of the goods.



For this reason Bill of Lading can be used to transfer the goods from one owner to another. When the exporters complete it, they can write the buyers's name in the space "consignee". This means the consignee is the legal owners of the goods, as named on the Bill of Lading. Otherwise the exporters can write "to order" in the consignee space. Underneath "to order" they write the name and address of the agent. Then the agent in the importing country can endorse the Bill to the buyer in this way the importers can transfer the consignment to their customers.

This means that there has to be a separate Bill of Lading for each consignee and several consignments cannot be consolidated on to one Bill. But it is possible to do this on one Airway bill.

WINNERS TRANS CO., LTD.			BILL OF LADING																																																
SHIPPER/EXPORTER		DOCUMENT NUMBER																																																	
CONSIGNEE		EXPORT REFERENCES																																																	
NOTIFY PARTY		FORWARDING AGENT REFERENCES																																																	
DEPOT		POINT AND COUNTRY OF ORIGIN																																																	
EXPORTING CARRIER		ONWARD INLAND ROUTING																																																	
PORT OF DISCHARGE		PLACE OF DELIVERY																																																	
		FINAL DESTINATION																																																	
<div style="font-size: 24px; font-weight: bold; margin: 0;">COPY</div> <div style="font-size: 18px; font-weight: bold; margin: 0;">NON-NEGOTIABLE</div>																																																			
PARTICULARS FURNISHED BY SHIPPER																																																			
MARKS AND NUMBERS	NO OF PKGS	DESCRIPTION OF PACKAGES AND GOODS	GROSS WEIGHT	MEASUREMENT																																															
			KG	CBM																																															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">ITEM</th> <th style="width: 10%;">PREPAID</th> <th style="width: 10%;">COLLECT</th> <th style="width: 60%;">To obtain Delivery Contact:</th> </tr> </thead> <tbody> <tr> <td>ORIGIN INLAND FRT.</td> <td></td> <td></td> <td rowspan="3"></td> </tr> <tr> <td>FORWARDER FEES</td> <td></td> <td></td> </tr> <tr> <td>A</td> <td></td> <td></td> </tr> <tr> <td>OCEAN FRT.</td> <td></td> <td></td> <td rowspan="3"> <p style="font-size: 0.8em;">The surrender of the original order bill of lading properly endorsed shall be required before the delivery of the property. Inspection of property received for the bill of lading will not be permitted unless provided by law or unless permission is endorsed on this original bill of lading or given in writing by the shipper.</p> </td> </tr> <tr> <td>B</td> <td></td> <td></td> </tr> <tr> <td>C</td> <td></td> <td></td> </tr> <tr> <td>PORT ORIGIN</td> <td></td> <td></td> <td rowspan="2"> <p style="font-size: 0.8em;">IN WITNESS WHEREOF, THE UNDERSIGNED, SIGNING ON BEHALF OF THIS CARRIER OR AGENT, HAS SIGNED THREE (3) BILLS OF LADING, ALL OF THE SAME TENOR AND DATE, ONE OF WHICH BEING ACCOMPLISHED, THE OTHERS TO STAND VOID.</p> </td> </tr> <tr> <td>DEST</td> <td></td> <td></td> </tr> <tr> <td>OTHER</td> <td></td> <td></td> <td> <p style="font-size: 0.8em;">BY _____ DATE _____</p> <p style="font-size: 0.8em;">WINNERS TRANS CO., LTD. Per the Company</p> </td> </tr> <tr> <td>INSURANCE PREMIUM</td> <td></td> <td></td> <td rowspan="2"> <p style="font-size: 0.8em;">ATTENTION OF SHIPPER: The terms and conditions of the order bill of lading under which this shipment is accepted are printed on the back hereof. These unless otherwise specified the charges listed above do not include customs duties, taxes, customs clearance charges and similar non transportation charges which are for the account of the cargo.</p> </td> </tr> <tr> <td>DELIVERY</td> <td></td> <td></td> </tr> <tr> <td>TOTAL CHARGES</td> <td></td> <td></td> <td colspan="2" style="text-align: right; padding: 2px;">B/L NO</td> </tr> </tbody> </table>					ITEM	PREPAID	COLLECT	To obtain Delivery Contact:	ORIGIN INLAND FRT.				FORWARDER FEES			A			OCEAN FRT.			<p style="font-size: 0.8em;">The surrender of the original order bill of lading properly endorsed shall be required before the delivery of the property. Inspection of property received for the bill of lading will not be permitted unless provided by law or unless permission is endorsed on this original bill of lading or given in writing by the shipper.</p>	B			C			PORT ORIGIN			<p style="font-size: 0.8em;">IN WITNESS WHEREOF, THE UNDERSIGNED, SIGNING ON BEHALF OF THIS CARRIER OR AGENT, HAS SIGNED THREE (3) BILLS OF LADING, ALL OF THE SAME TENOR AND DATE, ONE OF WHICH BEING ACCOMPLISHED, THE OTHERS TO STAND VOID.</p>	DEST			OTHER			<p style="font-size: 0.8em;">BY _____ DATE _____</p> <p style="font-size: 0.8em;">WINNERS TRANS CO., LTD. Per the Company</p>	INSURANCE PREMIUM			<p style="font-size: 0.8em;">ATTENTION OF SHIPPER: The terms and conditions of the order bill of lading under which this shipment is accepted are printed on the back hereof. These unless otherwise specified the charges listed above do not include customs duties, taxes, customs clearance charges and similar non transportation charges which are for the account of the cargo.</p>	DELIVERY			TOTAL CHARGES			B/L NO	
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1. Find a suitable word in the text to complete these sentences

- a. Containers can be used in many ways. One of their most important _____ is storage.
- b. When the goods arrived we found the boxes broken in places. There was some _____ of bad handling.

- c. Although the goods were in their warehouse, the company had no _____ to them. They were just storing them for the owners.
- d. In Islamic countries it is _____ for a man to have four wives.
- e. The football player got a _____ another team.
- f. The shipping company must _____ the application for special Stowage Order for any dangerous goods.

2. Complete this diagram with one suitable word for each space

Document	Functions	Comments
1. The Bill _____	1. A receipt for _____ from _____ to the _____ 2. A _____ of carriage A document of title	Used to _____ the goods _____ one owner to _____

B- How the Bill of Lading is used

The Bill of Lading is the central document of a sea export transaction. The form, provided by the shipping company, is filled in by the shippers as soon as they have all the details of the goods. Then it is sent to the ship where an officer of the shipping company checks that the goods are "in good order and condition" and signs the Bill when the goods are loaded over the ship's rails. The Bill must be in the hands of the shipping company or their agents by the time the consignment is ready to be loaded.

One copy of the Bill is kept for the ship. The other copies are sent to the exporters or direct to their bank. These negotiable Bills of Lading are used for payment. They pass to the buyers or their agents in the importing country.

Then the Bills and other shipping documents are presented to the shipping company when the ship arrives. The shipping company can then compare the negotiable Bills with their copy on the ship. In this way the importers can show their legal right to the goods and obtain them from the ship.

Shipper

BILL OF LADING

B/L No.

Consignee

Reference No

Notify address

Pre-carriage by* Place of receipt by pre-carrier*

Vessel Port of loading

Port of discharge Place of delivery by on-carrier* Freight payable at Number of Original Bs/L

Marks and Nos Number and kind of packages; description of goods Gross weight Measurement

SPECIMEN

Particular furnished by the Merchant

Freight details, charges etc.

SHIPPED on board in apparent good order and condition, weight, measure, marks, numbers, quality, contents and value unknown, for carriage to the Port of discharge or so near thereon as the Vessel may safely get and he always afloat, to be delivered in the like good order and condition at the aforesaid Port unto Consignees or their Assigns, they paying freight as indicated to the left plus other charges incurred in accordance with the provisions contained in this Bill of Lading. In accepting this Bill of Lading the Merchant expressly accepts and agrees to all its stipulations on both pages, whether written, printed, stamped or otherwise incorporated, as fully as if they were all signed by the Merchant. One original Bill of Lading must be surrendered duly endorsed in exchange for the goods or delivery order. IN WITNESS whereof the Master of the said Vessel has signed the number of original Bills of Lading started above, all of this tenor and date, one of which being accomplished, the others to stand void.

Place and date of issue

*Applicable only when document used as a Through Bill of Lading.

Signature

1. Guess the meaning of the following words, by using the context they are found in the text

1. rails (line 6)

a. sides

b. cranes

c. boats

2. negotiable (line 9)

a. having money

b. in many copies

c. difficult to understand

3. compare (line 12)

a. talk about

b. look at things together

c. understand clearly

4. right (line 14)

a. correct

b. repairs

c. ownership

2. Write down the answer to the following

a. Find two words in lines 1-2 which refer back to the Bill of Lading (line 1)

b. What does the word they (line 3) refer to?

c. Which words in (line 9) refer to the other copies (line 8)

d. What does in this way (line 13) refer to?

3. Number the following events in the right order

a. The consignments is loaded on board the ship	e. The shippers get blank Bill of Lading forms the Shipping Company
b. The shippers complete the Bills of Lading	f. The shipping company sends the Bill of lading to the exporters or their bank
c. The importers or their agents present the Bill of Lading to the shipping co.	g. The Bank sends the B/L to the importer
d. The shipping co. hands the consignment over to the agents in the importing country	h. The shipping co. signs the B/L

C- Clean Bills of Lading

When a consignment is loaded, an officer or agent of the shipping company signs the Bill of Lading that the goods have been "received in

apparent good order and condition". In other words the consignment must be exactly as written on the Bill and not different. The cases should be undamaged and sacks, if any, should not be torn or stained. Drums of liquid should not be dented or leaking. The number and kind of packages should be the same as on the Bill.

WINNERS TRANS CO., LTD.			BILL OF LADING	
SHIPPER/EXPORTER		DOCUMENT NUMBER		
CONSIGNEE		EXPORT REFERENCES		
NOTIFY PARTY		FORWARDING AGENT REFERENCES		
DEPOT		POINT AND COUNTRY OF ORIGIN		
EXPORTING CARRIER		DOMESTIC ROUTING/EXPORT INSTRUCTIONS		
PORT OF DISCHARGE		ONWARD INLAND ROUTING		
PLACE OF DELIVERY		FINAL DESTINATION		
PARTICULARS FURNISHED BY SHIPPER				
MARKS AND NUMBERS	NO. OF PGS.	DESCRIPTION OF PACKAGES AND GOODS	GROSS WEIGHT KG	MEASUREMENT CBM
ITEM	PREPAID	COLLECT	To obtain Delivery Consent:	
ORIGIN INLAND FRT.			<p>The sum of the original order bill of lading properly endorsed shall be required before the delivery of the property. Inspection of property covered by this bill of lading will not be permitted unless provided by law or unless permission is endorsed on this original bill of lading or given in writing by the shipper.</p>	
OCEAN FRT. FORWARDER FEES				
OCEAN FRT. A				
PORT FEES ORIGIN			<p>IN WITNESS WHEREOF, THE UNDERSIGNED, SIGNED ON BEHALF OF THE CARRIER OR AGENT, HAS SIGNED THREE (3) BILLS OF LADING, ALL OF THE SAME TENOR AND DATE, ONE OF WHICH BEING ACCOMPLISHED, THE OTHERS TO STAND VOID.</p>	
PORT FEES DEST			<p>BY _____ DATE _____</p>	
OTHER INSURANCE PREMIUM			<p>WINNERS TRANS CO., LTD.</p>	
DELIVERY			<p>ATTENTION OF SHIPPER: The terms and conditions of the order bill of lading under which this shipment is consigned are printed on the back hereof. These unless otherwise specified the charges listed above do not include customs duties, cargo insurance, clearance charges and similar non transportation charges which are for the account of the shipper.</p>	
TOTAL CHARGES			<p>For the Company B/L NO. _____</p>	

If there is any difference between what it says on the Bill and the actual condition of the consignment, the shipping company has to write a clause in the Bill giving the damage or loss. In this case it is no longer a clean Bill of Lading and the bank representing the importer may not accept it. So the exporter's bank may not be able to get payment for the goods. For this reason "foul" or "clauséd" Bills of Lading must be avoided at all cost and exporters must make sure their goods arrive at the docks in good order and condition.

Sometimes certain defects of the goods are unavoidable. For instance, timber often has "split ends". Chemicals cause discoloration on packing. In such case exporters to certain contract on the Bills of Lading. These clauses must be agreed before the exporters should tell their bank about the agrees clauses.

1. Choose the best paraphrase

1. "in apparent good order and condition" (line 3)
 - a. The goods are in perfect condition.
 - b. The goods are all present and in correct order.
 - c. The goods appear to be undamaged and all present.
2. "the actual condition of the consignment" (line 9)
 - a. The state the goods are really in.
 - b. The state of the consignment on paper.
 - c. The ideal condition of the consignment.
3. "foul.....Bills of Lading must be avoided at all costs" (line 13)
 - a. We should try not to allow the Bill to become dirty.
 - b. We should certainly not allow Bills to have clause written on them.
 - c. Foul Bills of Lading are better than anything else.
4. "sometimes certain defects are unavoidable" (line15)
 - a. We often find it impossible to ship perfect consignments.
 - b. Nothing can be done about certain problems.
 - c. Usually consignments have things wrong with them.

2. Use the following verbs to complete the sentences

tear (line 5); stain (line 5); dent (line 6); leak (line 6); split (line 16)
discolor (line 16)

- a. The order was _____ into two consignments.

- b. Jute ropes sometimes _____ cotton bales.
- c. He _____ the letter up and threw it into the wastepaper basket.
- d. They lost a lot of petrol because the tank was _____.
- e. Clothes sometimes get _____ when washed.
- f. After the accident the front of the car was badly _____.

3. Supply one suitable word for each space

The Bill of Lading normally has _____ main functions. It is partly a _____ for the goods signed by a _____ officer and returned to the exporters. _____ also shows that there is a _____ of carriage between the exporters and _____ company. The Bill of Lading also _____ who the legal owner of the _____ is. After the goods have been _____ several copies are signed by an _____ of the shipping company and returned _____ the exporters. A copy is kept _____ the ship. The exporters send their _____ to their bank which sends it _____ the other shipping documents to the _____ bank in return for payment. It _____ important to make sure that the _____ are loaded into the ship in _____ order and condition. Any damage or _____ will be noted on the Bill _____ a ship's officer so the Bill _____ not be a "clean Bill of _____". Claused Bills of Lading are not _____ by paying banks unless specific clause _____ definitely been agreed by the customers. _____ the paying bank has accepted the _____ documents, they forward them by air _____ the customers who use them to _____ they are the owners of the _____ and take delivery of the consignment _____ the docks. The shipping company can _____ the negotiable Bill of Lading of the importers with the carbon copy they have on the ship. If the importers want to sell the goods immediately to a buyer they ask the exporters to endorse the Bill "to order" and leave consignee space on the Bill blank, _____ that the importers can transfer the _____ to their customers by writing their _____ name and address on the Bill _____ signing it.

SPEAKING

Ask and answer questions with other students in the class. Some information is given to help you

1. What does a Bill of Lading have on it?
It has the name and address of the shipper
The details of the consignment

2. What else does it have on it? It has the name of the ship.

3. What else does a Bill of Lading have on it? It has.....

Go on asking question 2 until everyone in the class has given some of the details of the Bill of Lading. Then continue.

4. What does a commercial invoice show? It shows the name and address of the exporters.

5. What else does it show?

LISTENING

The Sales Manager of Brotherton PLC is talking about the company's main competitors. As you listen, complete the table below. Rank in order 1 – 4

Age in market 1 = oldest		Market share 1 = biggest	Product price 1 = cheapest	Profitability 1=most profitable
Brotherton				
Benton		1		
Zecron				
Mansell	1			

WRITING

Orders

1. Placing an order

Orders are usually written on a company's official order form which has a date and a reference number that should be quoted in any correspondence which refers to the order. Even if the order is telephoned, it must be confirmed in writing, and an order form should always be accompanied by either a compliment slip or a covering letter. A covering letter is preferable as it allows you the opportunity to make any necessary points and confirm the terms that have been agreed.

1.1. Order by Letter

The essential quality of an order letter is accuracy and clarity. Failure in either of these may lead to trouble that cannot be put right later. When ordering by letter:

(1) Include full details of description, quantities and prices and quote catalogue number if any.

(2) State your requirement as to delivery place and date, mode of transport.

(3) Confirm the terms of payment agreed in preliminary negotiations.

1.2. Order Form

Unlike quotations and sales letters correspondence concerning orders is largely routine. Sometimes there is no correspondence at all: instead, buyers use Printed order forms and seller use printed acknowledgments. Ordering on printed forms has a number of advantages:

(1) The forms are pre-numbered and therefore, easy to refer to.

(2) Important details cannot easily be overlooked.

(3) The general conditions under which orders are placed can be seen, on the front, otherwise the sellers will not be legally bound by them.

As a matter of fact, printed orders should always be with a covering letter.

Orders placed by cable, telex, fax, email or CGM should be confirmed in writing to avoid misunderstanding.

1.3. Legal position of the parties.

As stated in Part 6 a seller who has quoted is not legally bound to accept the buyer's order, unless the quotation was made as a firm offer. The buyer's order is an offer to buy and the seller or offerer is not legally bound to honour their agreement.

(a) The buyer's obligations

When a binding agreement comes into force, the buyer is required by law

(1) To accept the goods supplied, provided they comply with the terms of the order.

(2) To pay for them at the time of delivery, unless there is agreement to the contrary.

(3) To check the goods as soon as possible (Failure to give prompt notice of faults to the seller will be taken as acceptance of the goods).

(b) The seller's obligations

The seller is required by law:

(1) To deliver the goods exactly of the kind ordered, and at the agreed time.

(2) To guarantee the goods to be free from faults of which. The buyer could not be aware at the time of purchase.

If faulty goods are delivered, the buyer can demand either a reduction in price, or replacement of the goods, or cancellation of the order. He or she may also be able to claim damages. Routine orders for standard goods are short and formal but they must include essential details concerning the goods, delivery and terms of payment. Where the order covers more than one item they should be tabulated. This lessens the chance of items being overlooked.

Example: Order by Letter from a New Customer

INTERNATIONAL IMPORT COMPANY

101 Babuhofstrasse,
Hamburg

Messrs: Artexport
33 Ngo Quyen St
Hanoi- Vietnam

Cable: INTERM

20th July, 20 ...

Order No 1001/2

Dear Sirs,

We thank you for your offer No 303 IP2 dated 10th July and have pleasure in placing an order on the following terms and conditions

1. Commodity: fancy rush mats
2. Quality and specification: As per attached specification and designs
3. Quantity: 5,000 (five thousand) pieces
4. Price, unit, CIF Hamburg including packing

US\$ 0,45

Total: US\$ 1,250

5. Packing: to be wrapped in strong rush matting, steel-hooped, 20 pieces in one bale, and marked 1001/2/20 INTERM

6. Delivery: 3,000 pcs in Sept, 20...

2,000 pcs in Oct, 20...

7. Terms of payment: by irrevocable letter of credit to be established in favour of the seller to the account of Ngan hang Ngoai thuong Viet Nam and confirmed by London Commercial Bank, 15 days prior to the first shipment, which mentions partial shipment, is allowed.

The goods are required to be insured under Marine All Risks terms from Warehouse Viet Nam to Warehouse Hamburg. The insurance is to be effected with a first class Vietnamese or foreign insurance company.

Please confirm our acceptance of this order and such acceptance should arrive not later than 14 days after the date of this order.

Yours faithfully,
For International import Co.
(Signed)
Mr. Belter
Manager

2. Acknowledging the Order

2.1. Orders from regular Buyers are in practice acknowledged by a printed form of sales or selling confirmation, such confirmation should include:

- Buyer's name and address
- Seller's name and address
- Commodity
- Quantity
- Unit price
- Total value
- Packing and marking
- Delivery
- Payment
- The date of the confirmation
- Buyer and Seller's signatures

For example:

ORDER			No. DR 4316
<i>F. Lynch & Co. Ltd.</i>			
(Head Office), Nesson House, Newell Street, Birmingham B3 3EL			
Telephone: 021 2366748		Fax: 021 2367584	Telex: 341647
 Satex S. p. A Via di Pietra Papa 00146 Roma ITALY			
Authorized.....			
Quantity	Item description	Cat. No.	Price c.i.f. London
50	V Neck: 30 Red/20 Blue	R 432	£13.80 each
30	Roll Neck: 15 Black/15 Blue	N 154	£9.40 “
30	Crew Neck: 15 Green/15 Beige	N 154	£16.00 “
40	Crew Neck: pattern	R 541	£12.60 “
	Note: Subject to 5% quantity discount		
Comments: 15% Trade Disc. Pymt. D/P Del. 6 weeks Date: 9 March 200-			

But a short letter stating when delivery may be expected is better and helps to create good-will as it is the case with the following example.

2.2. Orders from new customers should certainly be acknowledged by letter, better known in business circle as sales confirmation or selling confirmation. The letter should:

- (1) Express the pleasure of receiving the order
- (2) Add favorable comments on the goods ordered
- (3) Include an assurance of prompt and careful attention

(4) Draw attention to other products likely to be of interest

(5) Hope for further orders.

For example:

Dear Sirs,

We are very pleased to receive your order No 235/P6 of 23rd May, 20...for Diesel engine, Model 423812/200 PS and welcome you as one of our customers. We would like to confirm the supply of the said machine on the terms and condition as stated in your order and are arranging for dispatch in November, 20.....

When the goods reach you, we feel confident you will be completely satisfied with them at the prices offered the represent exceptional value.

As you may not be aware of the range of goods we deal in, we are enclosing a copy of our catalogue and hope that our handling of your first order with us will lead to further business between us and mark the beginning of a happy working relationship.

Yours faithfully,

2.3. When the goods ordered cannot be delivered immediately

(1) Apologize for the delay

(2) Explain the reason

(3) Hope the customer are not being inconvenienced unduly

(4) State when the delivery may be expected if this is possible

For example: **Delayed Shipment**

Panton manufacturing .Ltd.

Panton Work, Hounslow, Middlesex, TW62BQ

Tel: 081 353 0125, Telex: 21511, Fax: 081 353 6783

Registered No. England 266135

Mr. H. Majid

8th October, 20...

Majid Enterprise,

Grant Road,

Bombay, INDIA

Dear Mr. Majid,

I am writing to you concerning your order. No CU 1154/d which you placed four weeks ago. At that time we had expected to be able to complete the order well within the delivery date we gave you which was 18 June, but since then we have heard that our main supplier of chrome has gone bankrupt.

This means that we have to find another, supplier who could fulfill all the outstanding contracts we have to complete. As you will appreciate this will take some time, but we are confident that we should be able to arrange to get our materials and deliver consignments to our customers by the middle of next month.

The limit themselves have been assembled and simply now need I completing. We regret this unfortunate situation over which we had no control and apologize for the inconvenience. If you wish to cancel the order it would be quite understandable, but we stress that we will be able to complete delivery by next month and would appreciate it if you could bear with us till then.

Please let us know your decision as soon as possible. Thank you for your consideration.

Yours sincerely,

(Signed)

D. Panton

4. Declining the Order

There are sometimes when the seller does not accept the buyer's order as for example:

- (1) Where he is not satisfied with the buyer's terms and conditions
- (2) Where the buyer's credit is suspect
- (3) Where the goods are not available

Letters rejecting orders must be written with the utmost care and with an eye to good will and further business. When writing such letters

- (1) Regret your inability to meet buyer's need
- (2) Propose an alternative product, if one is available
- (3) Hope for the opportunity to be of service to them another time.

For example:

SP Wholesalers PLC

Old Meadow Road, King's Lynn, Norfolk FE 30 45 W

Telephone: 60841 Cable: SPOLE Telex: 351214

Mr. E. van Gellen

131 Place Roget

B-1210 Brussels

Ref: DY/ML

7 May 20...

Dear Mr. van Gellen,

Thank you for your order No. HU 14449, which we received today. Unfortunately, we do not feel that we can offer the trade discounts which you have asked for, viz, 35 percent as we only allow a 25 percent trade discount to all our customers regardless of the quantity they buy.

Our prices are extremely competitive and it would not be worthwhile supplying on the allowance you have asked for. Therefore, in this instance, I regret that we have to turn down your order.

Yours sincerely,

(Signed)

D. York

Acting Managing Director

5. Seller's Counter Offer

When a seller receives an order he cannot meet for some reason, he may take one of the following courses:

- (1) He may send a substitute
- (2) He may make a counter – offer
- (3) He may regretfully decline the order

He may decline the order only if he has no other choice. He may send a substitute only when he can obtain the buyer's consent. But it is better to follow the sound practice of making a counter-offer. But if goods sent as substitutes, they should be sent "on approval" and the seller should accept the responsibility for carriage charges both ways.

Example 1: The Seller Offers to Send a Substitute

Dear Sirs,

We thank you for your letter of 25 May, 20...enclosing your order, for 8,000 yard of 36 in wide "Aqua line" watered silk.

We are sorry we can no longer supply this silk. Fashions constantly change and in the recent years the demand for watered silk has fallen to such an extent that we have ceased to produce them. In their place we can offer you our new "Gossamer" brand of rayon. This is finely woven, hard wearing, non - creatable material with a most attractive luster. The large number of repeat orders we have received from leading importers abroad is a clear evidence of the widespread popularity of this brand. At the low price of only £0,85 a yard this rayon is much cheaper than silk and its appearance is just as attractive.

We are makers of other cloths in which you may be interested and we are sending you a full range of patterns by parcel post. All these are selling very well in many countries and we can safely recommend them. We can supply all of them from stock and if as we hope, you decide to place an order, we could make immediate delivery.

Yours faithfully,

6. Advice of Dispatch

(1). When the goods are dispatched, the Buyer should be notified, either by advice note or by letter stating what has been sent, when it was sent, and the means of transport used. Where the invoice is sent by post, it serves as an advice note and a separate advice is unnecessary.

For example: **Advice of Dispatch**

GLASTON POTTERIES LTD.

Clayfield, Burnley BB 101 RQ

Tel: 0315 46125

Registered No. 716481

Telex: 8801773

VAT Registered No 133534108

Fax: 0315 63182

Mackenzie Bros. Ltd.

14 July, 20...

1-5 Whale Drive

Dawson

Ontario -CANADA

Order R 1432

Dear Sirs,

The above order has now been completed and sent to Liverpool Docks where it is awaiting loading onto the SS Manitoba which sails for Dawson, Canada on the 16 July and arrives on 30 July.

Once we have the necessary documents we will hand them to Burnley City Bank, your bank's agents here, and they will forward them to the Canadian Union Trust Bank.

We have taken special care to see that the goods have been packed as per your instruction, the six crates being marked with your name, and numbered 1-6. Each crate measures 6 ft x 4 ft x 3 ft and weights 50 kilograms. We managed to get all items from stock with the exception of Cat. No. G16 which we only had in red. But we included it in the consignment as it had the Willow pattern you asked for.

If there is any further information you require, please contact us. Thank you very much for your order, and we look forward to hearing from you again soon.

Yours faithfully,

(Signed)

Mr. J. Merton

Note: Glaston Potteries have made up the MacKenzie order and now advise them. MacKenzie Bros. Already have opened a letter of credit at their bank. The Canadian Union Trust Bank, in favour of their suppliers, Glaston Potter. The Canadian bank will now wait until they have confirmation of shipment from their agents in England, Burney City Bank and will then transfer the money so that Glaston Potteries can be paid.

(2) An Advice of Dispatch may be purely formal as in previous example but the addition of favorable comments on the goods themselves is always a good policy and well repays the little extra trouble involved.

For example: **Formal Advice of Dispatch**

Dear Sirs,

Please note that the 25,000 raincoats you ordered on 15 September 2004 will be dispatched early next week by SS Cargill sailing from the port of Da Nang on Monday 10th November.

We enclose our invoice and shall present shipping documents and our draft for acceptance through the Royal Bank of Canada as agreed.

We assure you that any further order you may place with us will always be carefully attended to.

Yours faithfully,

(3) If the goods ordered reach the buyer in good condition and he is well satisfied with them, it is necessary for him to write acknowledging safe delivery. And if the goods ordered arrive in bad condition (as discussed later in Claims) it is in the Buyer's interest that he lodges a complaint or a claim as the case may be for example:

Order No 112/44 TD

Dear Sirs,

We are very pleased to say that the woolen blankets which you dispatched on 10th November, 20... arrived in good condition on 15th December, 20... The care and promptness with which you have attended to our order are very much appreciated.

Yours faithfully,

7. Indents

Foreign buyers often place their orders through commission agents or commission houses. Their orders are known as indents and give details of the goods required, their prices, packing and shipping instructions, method of payment and in short, everything the agent needs to know concerning the buyers wishes. Strictly, an indent is not an order for goods but an order to the agent to buy the goods or receive goods from various manufacturers from whom they have already been ordered, and to include them in the same consignment with goods still to be bought.

If the indent names the manufacturer which is to supply the goods, it is known as a "closed or specific" indent; but if selection is left to the agent the indent is said to be "open" and the agent will, then as a rule, obtain quotations from various manufacturers before placing the order.

For example:

(a) Buyer Sending indent

Messrs. A.H. Brooks & Co. Ltd

6th June 20 ..

18 King sway,

London E.C.2.U.K

Dear Sirs,

We have received the manufacturer's price list and sample you sent us last month and now enclose our indent No 762 for household crockery to be shipped by the P&O. Company's Merchant Prince, due to leave Liverpool for Alexandria on 25th July. The indent contains full instruction as to packing, insurance and shipping document.

It is important for goods to be shipped either by the vessel named: or by an earlier vessel, and if there are items that cannot be supplied in time for this shipment, they should be cancelled. When we receive the goods we shall pay you the agreed agency commission of 5%. The account for the goods will be settled direct with the manufacturers.

This is a trial order and if it is met satisfactorily we shall probably place further orders.

Yours faithfully,
For JEAN RIACHI & Co.
(Signed)
W. RIACHI
Director

(b) Agents Placing an Order

Sanders & Lowe Ltd.

Import and export. (London Office). Planter House, Princes Street,
London EC1 7 DQ

Birmingham Office: 28 Bradshaw Street, Birmingham B5 1TQ

Telephone: 071 543 1615

Fax: 071 543 1925

Telex: 928537

Reg. No. England 155134

VAT No. 013 7001 21

Your ref: _____

Our ref: 185/MB

Date: 2 July 200_

Mr J. Merton
Sales Manager
Glaston Potteries Ltd.
Clayfield
Burnley BB10 1RQ

Dear Mr Merton,

Please find enclosed an order (R1432) from our principals, MacKenzie Bros. Ltd., 1-5 Whale Drive, Drawson, Ontario, Canada.

They have asked us to instruct you that the 60 sets of crockery ordered should be packed in six crates, ten sets per crate, with each piece individually wrapped, and the crates marked clearly with their name, the word "fragile", "crockery", and number 1-6.

They have agreed to pay by letter of credit, which we discussed on the phone last week, and they would like to delivery before the end of this month, which should be easily effected as there are regular sailings from Liverpool.

If the colors they have chosen are not in stock, they will accept an alternative provided the designs are those stipulated on the order.

Please send any further correspondence relating to shipment or payment direct to Mac Kenzie Bros. And let us have a copy of the commercial invoice when it is made up.

Yours sincerely,
(signed)
L.W Lowe (Mrs)
Enc. Order R1432

Exercises

1. Answer the following questions

- a. What is the essential quality of an order letter?
- b. What must be borne in mind when ordering by letter?
- c. What are the advantages of an order form?
- d. Why should orders placed by cable or telex be confirmed?
- e. What are the Buyer's obligations in an order?
- f. What are the Seller's obligations in an order?
- g. What are the most important items in an order?
- h. What should be written in the opening? and in the ending?
- i. What comment should one make on the goods ordered?
- k. What are the essential points in a sales confirmation?

2. Read the letter and answer these questions

- a. Why is the order being refused?
- b. How does Mr. York generalize his refusal?
- c. What is the implication of "in this instance" in the last sentence?

SP WHOLESALERS PLC

Old Meadow Road, King's Lynn, Norfolk PE 30 45 W
Telephone: King's Lynn 6747 Cable: SPOLE Telex: 37464

Mr. E. van Gellen

132 Place Roget

B- 5758 Brussels

Dear Mr. Van Gellen,

Ref: DY/ML

7 May 200-

Thank you for your order, No HU 5754, which we received today. Unfortunately, we do not feel that we can offer the trade discounts which you have asked for, viz, 46 percent as we only allow a 23 percent trade discount to all our customers regardless of the quantity they buy.

Our prices are extremely competitive and it would not be worthwhile supplying on the allowance you have asked for. Therefore, in this instance, I regret that we have to turn down your order.

Yours sincerely,

D. York

D. York

3. Rearrange the letter below

Dear Sirs, We thank you for your quotation of 28 May and enclose our purchase order for the stated items. Messrs. Davis & Evans Ltd. GL4 6YZ. Gloucester. 73 Riverside Road. Delivery is requested by September 1st, 2005. Encl: Purchase Order. Yours Faithfully, James Winter.

PRONUNCIATION

Auxiliary verbs

1. The sounds /θ / and /ð /

/θ/ and /ð/ are common sounds in English. They are both made with the tip of the tongue against the top front teeth

/θ / is voiceless , as in *thin*

/ð/ is voiced , as in *this*

a. Circle the words with the sounds

sunbathe	mouth	the	bath	these
something	three	weather	that	father
Thursday	tenth	brother	there	with
thousand	both	tooth	throw	thirteen

b. Listen, check and repeat

2. Auxiliary verbs: strong and weak forms

Some auxiliary verbs (have, can, do) are normally unstressed and have a reduced vowel sound. These are called weak forms.

For example:

/həv/

/kən /

Have you been to New York?

Can you swim?

In short answers the auxiliary verbs is stressed with the full vowel sound. These are called strong forms

/hæv/

/kæn/

Yes, I have

Yes, I can

Look at the auxiliary verbs in these dialogues. Circle the auxiliary verbs with the strong forms.

1. A: Are you going to the cinema?

B: Yes, we are.

2. A: Can I give you a hand?

B: No. It's all right. I can do it.

3. A: Do you like this programme?

B: Yes, I do.

4. A: Has Jonh had lunch?

B: Yes, he has.

5. A: Were the Jonhsons going to the party?

B: Yes, they were.

6. A: How was your trip?

B: It was fine.

7. A: Was the meal ok?

B: Yes, it was.

8. A: Can you swim?

B: Yes, I can.

b. Listen and check

c. Listen again and check

d. Listen again and repeat

LANGUAGE STUDY

* Superlative degree

- The superlative form is – est or most... In general, we use –est for short words and most... for longer words.

For example:

	long- longest	hot- hottest	easy- easiest
But	most famous	most boring	most difficult

These adjectives are irregular:

good- best	bad- worst	far- farthest
------------	------------	---------------

- We normally use the before a superlative.

For example:

Yesterday was *the hottest* day of the year.

That film was really boring. It was *the most boring* film I've ever seen.

- After superlative we use **in** with places.

For example:

Who is *the richest* in the world?

- We also use **in** for organizations and groups of people.

For example:

Which company is *the famous* in this State?

* The passive voice with the present perfect tense

- Perfect infinitive:

Active: have done/ cleaned/ seen etc.

Somebody should have cleaned the room.

Passive: have been done/ cleaned/ seen etc.

The room should have been cleaned.

For example:

- *I haven't received the letter yet. It might have been sent to the wrong address.*

- *There were some problems at first but they seem to have been solved.*

• Present perfect:

Active: have/ has (done)

For example:

The room looks nice. Somebody has cleaned it.

Passive: have/ has been (done)

For example:

The room looks nice. It has been cleaned.

'Are you going to the party?'

"No, I haven't been invited".

VOCABULARY

receipt (n):	biên lai nhận hàng
evidence (n):	bằng chứng
contract of carriage (n):	hợp đồng chuyên chở
legal (n):	hợp pháp
consignee (n):	người nhận hàng
endorse (n):	xác nhận chất lượng
Bill of Lading (B/L) (n):	vận đơn
central (n):	quan trọng nhất
legal right (n):	quyền hợp pháp
clean Bill of Lading (n):	vận đơn sạch
apparent (n):	tình trạng
torn (v):	xé rách
stain (v):	làm vấy bẩn
dented (adj):	bị lõm vào
leak (v):	rò rỉ
actual (adj):	thật sự, đúng như vậy

Unit 7

EXPORT ORDERS: CUSTOMS PROCEDURES

Objectives

- Providing the knowledge of customs procedures
- Understanding the way of writing complaint
- Using the relative pronoun

Contents

Language functions and skills

- The Customs procedures
- The work of the Customs
- Complaint

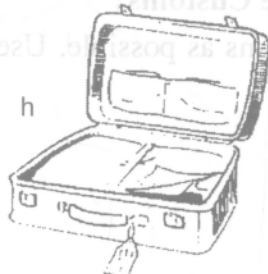
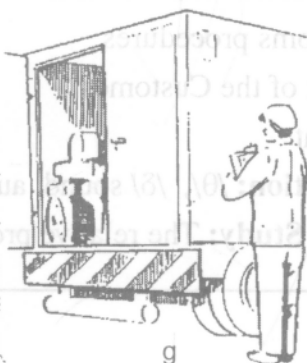
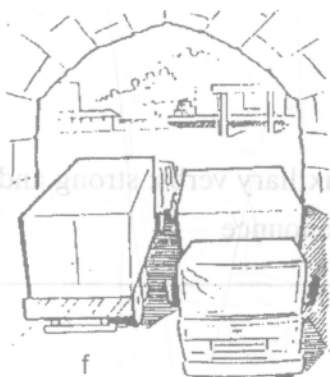
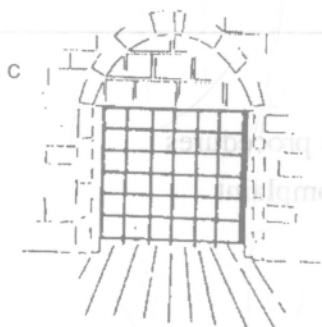
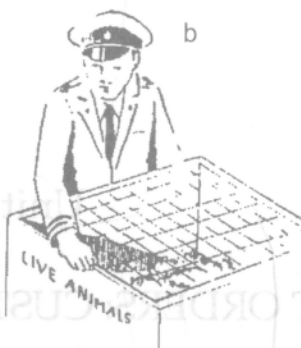
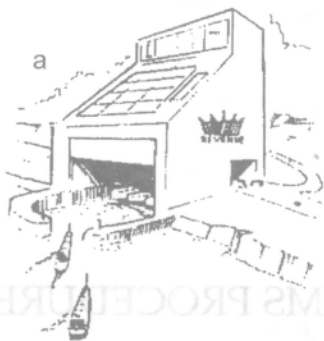
Pronunciation: /θ/, /ð/ sound, auxiliary verbs: strong and weak forms

Language Study: The relative pronoun

PRESENTATION

How much do you know about the Customs?

List as many functions of the Customs as possible. Use the illustrations to help you.



READING

Read the following texts and find out more about customs procedures

A- The work of the Customs

In nearly every country the Customs collect import (and sometimes export)

Duties, issue export and import licenses and collect import and export statistics.

The Customs of importing countries use information on invoices to assess duty. They need to know:

1. The value of the goods (excluding transport, insurance and other costs).
2. The country of origin. The goods might be duty free or have a lower duty, depending on whether the exporting country has a trading agreement with the importing country.
3. The BTN number, The Brussels Tariff Nomenclature is an international system of classification of goods. It is used because goods have different names in different countries. The number tells the Customs which class of goods they are dealing with.

Licenses apply to restricted goods. For instance:

1. Some goods can be exported only with a license.
2. The export of some goods is prohibited.
3. Only certain kinds of goods can be sent to some countries.
4. Exporting goods to some countries may be prohibited.
5. Statistics are important for the government to know the total value of all goods leaving and entering a country in one month and one year. This information gives the Balance of Trade figures (how much the country is selling compared to how much it is buying) and is provided by the Customs.

1. Match the words on the left with those on the right

duty free

trade figures

license

total amount of exports and imports

restricted

not allowed at all

prohibited

limited

balance of trade

letter of official permission

trade statistics

without tax

2. Replace each phrase in italics with one word from passage

a. Before they can charge tax the Customs have to *judge the value of* the goods for tax.

b. The population of Mecca is 300,000 *not including* the people who go there on pilgrimage.

c. The country *where the family came from* was India.

3. Use words from the passage to complete the sentences

a. I bought the bottle in thefree shop at the airport.

b. The policeman asked me to show him my driving.....

c. Import tax often can be differentthe country of origin of the goods.

d. Import of guns without a license is.....

4. Complete these notes on the work of Customs

1. Collecting.....

2. Issuing.....

3.statistics.

5. Supply one suitable word for each space

The Customs in most countries have ____main tasks. Firstly, they collect import ____and export taxes on goods entering____leaving the country. Secondly, they issue____to traders to export or import ____Then they also have to collect ____for all trade into and out ____the country.

The amount of duty____partly on the ____of goods and partly on their ____of origin. Goods from some countries ____duty free; sometimes the duty is ____compared with the duty on goods ____other countries. Some countries make agreements to bring down the duties on each ____goods.

B- Customs Procedures

The work of collecting duties would be simpler if all countries charge the same tariffs on goods from all other countries. But there are a number of

“Customs unions” which are groups of countries which have agreed to charge less duty or on duty on each others goods. Two well known examples are EFTA (European Free Trade Association) and the EEC (European Economic Community). Austria, Finland, Iceland, Norway, Sweden and Switzerland belong to EFTA. They have reduced all taxes on industrial goods.

The EEC, whose members include Belgium, Britain, Denmark, France, Greece, Holland, Ireland, Italy, Luxemburg and West Germany, go further. It has freedom of movement of all labor, goods and capital as well as other forms of co-operation. Also all imports from other countries pay the same duties (common external tariff).

Other groups have been formed with similar aims: ASEAN (Association of South East Asian Nations), LAFTA (Latin American Free Trade Area) and EAC (East African Community).

All EEC exports are pre-entered through Customs. Complete forms have to be lodged with Customs before the goods are shipped. There two kinds of PRE-ENTRY:

1. Restricted goods. They need special forms:

a. If they have been imported duty free and kept in a bonded warehouse. This applies to goods which have been temporarily imported for later export. They are stored under bond in a Customs warehouse.

b. If drawback is claimed for goods. Drawback is repayment of Customs duty to exporters. For example, tobacco companies claim drawback on exported cigarettes because they paid duty on the imported tobacco.

c. If goods are considered dangerous such as guns and animals.

d. If the goods are shipped in special stowage.

2. Low value and non-dutiable goods do not have to be inspected. Regular shippers obtain a Customs registration number which goes on the Standard Shipping Note, Airway bill or road/rail consignment note. One of these forms must be lodged with the Customs before dispatch.

1. Answer these questions

- ?
- a. Does your country belong to a Customs Union?
- b. Do you know the Customs Union to which your country belong?

- c. Which countries are members?
- d. What are the main aims of your country's association?

2. Write the following out in full

The EEC; the WHO; the UN

We use "the" in front of them and say the letters. Otherwise we call the organization by the name their letters make together. Write the following out in full.

AFTA; ASEAN; OPEC; UNICEF

3. Match the words on the left with phrase on the right

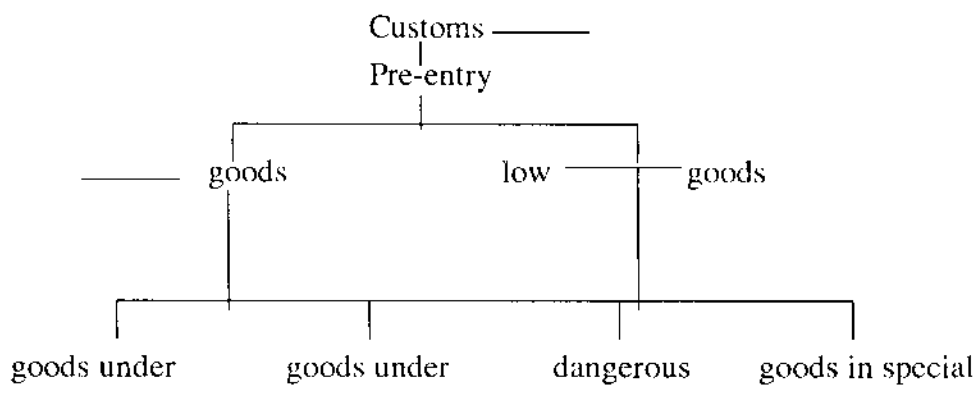
labor	like, but not exactly the same
co-operation	duty to be repaid
association	list of Customs duties
temporarily	locked up until re-exported or until duty is
under bond	paid
drawback	workers
tariff	club
similar	working together
	for the time being

Remember that, although the phrases on the right are near synonyms, they are not used in the same way as the words on the left. Look out for different uses of words.

4. Tick whether these statements are true or false

- a. All goods entering the EEC pay the same tariffs for all member countries.
- b. Countries belonging to the EEC have different Customs procedures.
- c. Goods under bond may be re-exported.
- d. All customs unions have the same aims.
- e. Drawback is a disadvantage to exports.
- f. All goods exported from EEC countries have to be entered through Customs.
- g. All goods must have a Customs number.

5. Complete this diagram with one word for each space



SPEAKING

1. Ask and answer the questions with other students in the class. Some information is given to help you.

- | | |
|--------------------------------------|---|
| 1. What does CRN stand for? | It stands for Customs Registration Number. |
| 2. What.....BTN.....for? | ...Brussels Tariff Nomenclature |
| 3.T formfor? |Transit..... |
| 4EEC.....for? | European..... |
| 5. What is CRN? | It's given to the shippers for goods that don't have to be inspected by Customs |
| 6.....Consular Invoice? | It's an invoice signed by..... |
| 7.an associated country? | It's a country which has special trading agreements with the..... |
| 8.....Certificate of.....? | It's a certificate which shows..... |
| 9Community Transit form? |a form which is used..... |
| 10.....tariff? | It's an..... |
| 11duty? | It's an..... |
| 12.are common external tariffs? | They are tariffs..... |

- | | | |
|----------------------------------|----------------------|---|
| 13 | export license? | It's..... |
| 14..... | pre-entry? | It's entry ofCustoms. |
| 15..... | Customs status? | It's the official position of |
| 16 | are goods in bond? | They are |
| 17..... | under drawback? |goods which..... |
| 18 | special stowage? | |
| 19 | the Balance of |is the account of the value of.....
compared to imports . |
| 20...a preferential tariff.....? | | It is a..... |

LISTENING

A marketing researcher asks a consumer questions. As you listen, indicate whether the statements are true (T) or false (F).

1. The consumer is called Mrs. J. Reynolds.
2. She lives at 21 Pine Avenue.
3. Her telephone number is 56822.
4. They rent their house.
5. Four people live in the louse.
6. Both Mr and Mrs Reynolds work.
7. Her sons go to the local school.
8. They have two cars.
9. The drives about 5,00 miles a year.
10. They take two foreign holidays a year.
11. They usually go to the sea.
12. They send about £1,000 on their summer holiday.
13. They plan to go to Greece this year.

WRITING

Complaints

In spire of preceding arrangements and the settlement of the terms and conditions of a transaction in writing, errors and other unpleasant circumstances

may sometimes occur in the course of a transaction: and these often lead to tedious disputes. Usually a case starts with the unsatisfied party sending a letter of complaint which is in itself a claim. Where substantial discrepancies are found between the shipment and the terms and conditions of the order or contract, the trader will ask for an indemnity or place the goods at the disposal of the seller.

Following are two kinds of complaint often made by the buyer:

(1) Genuine complains arising from the delivery of the wrong goods, damaged goods or insufficient goods, inferior goods and non-ordered good.

(2) The complaint made by a customer who dose not want to take delivery of the goods because he finds that they could be bought more cheaply elsewhere and who, therefore, wants to get out of the contract; this usually takes the form of a complaint that the goods are not according to the sample or description or that there is some fault in them. The seller, of course, knows the complaint is unsupported by facts but he has to prove this, which is not always easy when the buyer is on the other side of the world.

1. Writing letters of complaints

When you have a genuine complaint you may feel angry but you must not show this in your letter, because the supplier may not be to blame. When making a complaint.

1.1. Plan your letter as follows

(1) Begin by regretting the need to complain

(2) Mention the number, the date of delivery and the goods complained about

(3) State your reasons for being dissatisfied and ask for an explanation.

(4) Refer to the inconvenience caused.

(5) Suggest how the matter should be put right.

1.2. And observe the following rules

(1) Make your claim at once.

(2) Assume that your supplier will want to put matter right. It is, after all, in his interests to do so.

! (3) Don't assume that your supplier is to blame: he may have a perfectly good deference.

(4) Confine your complaint to a statement of facts and a polite enquiry as to what your supplier proposes to do about it.

(5) You may or may not decide to suggest how the mistake may have occurred; that is a matter for the supplier.

(6) Above all, avoid rudeness: it may well create ill-felling and cause the supplier to be unwilling to be helpful.

*** Opening**

Do not delay and do not apologize. Complain as soon as you realize a mistake has been made, delay not only weakens your case, but can complicate the matter as the people you are dealing with might forget the details. And there is no need to pen your letter by apologizing for the need to complain. ("We regret to inform you ...", "I am sorry to have to write to you about..."); this also weakens your case. Begin simply.

For example:

We would like to inform you....

I am writing to complain about ...

*** The language of complaints**

Terms like "disgusted", "infuriated", "enraged", "amazed" have no place in business. You can express dissatisfaction by saying:

For example:

Please ensure that this sort of problem does not arise again.

This is the third time this mistake has occurred and we are far from satisfied with the service you offer.

Do not be rude or personal. In most cases correspondence between firms takes place between employees in various departments. Nothing is gained by being rude to the individual you are writing to, you may antagonize someone who has probably had nothing to do with the error and rather than getting the error corrected, she/ he could become defensive and awkward to deal with. Therefore, do not use sentences like:

For example:

"You don't understand the terms of discount. We told you to deduct discount from net prices not C.I.F. prices".

Use the passive and impersonal structures.

For example:

There seems to be some misunderstanding regarding terms of discount. Discount is deducted from net prices, not c.i.f. prices.

*** Explaining the problem**

If you think you know how the mistake was made, you may politely point it out to your supplier. Sometimes when a mistake occurs several times, you may be able to work out why it is happening more quickly than the firm you are dealing with.

For example:

I think the reason that wrong size have been sent to me is because I am ordering in metric sizes, and you are sending me sizes measured in feet and inches. I would appreciate your looking into this.

*** Suggesting a solution**

If you think you know how the mistake can be corrected, let your supplier know.

For example:

The best solution would be for me to return the wrong articles to you, postage and packing forward.

2. Replies to Complaints

When dealing with a complaint, observe the following rules:

(1) It is often said that the customer is always right. It is certainly a sound practice to assume the he may be right.

(2) If you can not deal with it promptly, acknowledge it at once. Explain that you are looking into it and that you will send a full reply later.

(3) If the complaint is unreasonable, point this out politely and in an agreeable manner.

(4) If you are to blame, admit it readily: express your regret and promise to put matters right.

(5) Never try to excuse yourself by blaming any of your staff: you are, after all, responsible for what they do.

*** Opening**

Acknowledge that you have received the complaint, and thank your customer for incoming you.

For example:

+ *Thank you for your letter of 6th August informing us that....*

+ *We would like to thank you for informing us of our accounting error in your letter of the 7 June.*

*** Getting time to investigate the complaint**

Sometimes you can not deal with a complaint immediately, as the matter needs to be looked into. Do not leave your customer waiting, but tell him what you are doing straight away.

For example:

+ *While you can not give you an explanation at present, we can promise you that we are looking into the matter and will write to you again shortly.*

+ *Would you please return samples of the items you are dissatisfied with, and I will send them to our factory in Dusseldorf for tests.*

*** Solving the problem**

Having acknowledged your responsibility and explained what went wrong, you must, of course, put matters right as soon as possible and tell your customer that you are doing so.

For example:

+ *We have now checked our accounts and find that we have indeed been sending you the wrong statement due to a confusion in names and addresses. The computer has been reprogrammed and there should be no more difficulties. Please contact us again if any similar situation arises, and once more thank you for pointing out the error.*

*** Rejecting a complaint**

If you think the complaint is unjustified, you can be firm but polite in your answer. But even if you deny responsibility, you should always try to give an explanation of the problem.

For example:

+ *We have closely compared the articles you returned with our samples and can see no difference between them, and in this case we are not willing to either substitute the articles or offer a credit.*

*** Closing**

It is useful when closing your letter to mention that this mistake, error or fault is an exception, and it either rarely or never happens and of course you should apologize for the inconvenience your customer experienced.

For example:

+ *Finally, may we say that this was an exceptional mistake and is unlikely to occur again. Please accept our apologies for the inconvenience.*

3. Examples of Complaints and Replies to Complaints.

Example:

(a) Complaint of wrong delivery

R. Hughes & Son Ltd.

21 Mead Road, Swansea, Glamorgan SA1 1DR

Telephone: Swansea 58441

VAT No. 215 2261 30

Telex: 881821

3rd, February 20...

Mr. Cliff,

Homemakers Ltd

54-59 Riverside,

Cardiff CF1 1JW

Dear Mr. Cliff,

I have received a consignment of 60 dressing tables from you yesterday, my order No. 1695, which were ordered from your summer catalogue, Cat. No. GR154. But on unpacking them I found that six heavy mahogany-finished dressing tables had been sent, instead of the light pine-finish ones asked for.

As most of my customers live in small flats earning a moderate income it is doubtful that I will be able to find a market for large more expensive products.

I also have firm orders for the goods asked for. Would you send someone with my consignment as soon as possible, and at the same time have some pick up the wrongly delivered goods? Thank you.

Yours sincerely,

(Signed)

R. Hughes

(b) Reply to Complaint of wrong Delivery

Homemakers Ltd.

54-59 Riverside, Cardiff CF11 1JW

Telephone: (0222) 49721

Registered No. C135162

Telex: 38217

Mr. R. Hughes

R. Hughes & Son Ltd.

21 Mead Road

Swansea

Glamorgan 3ST 1DR

5 February 20...

Dear Mr. R. Hughes,

Thank you for your letter of 3 February in which you said that you had received a wrong delivery to your order No. 1695.

I have looked into this and it appears that you have ordered from an out-of-date catalogue. Our current winter catalogue lists the dressing tables you wanted under DR 189.

I have instructed one of my drivers to deliver the pine-finish dressing tables tomorrow and pick up the other consignment at the same time. Rather than sending a credit note, I will cancel invoice No. T4451 and include another, No T4467, with the delivery.

There is also a winter catalogue on its way to you in case you have mislaid the one I originally sent you.

Yours sincerely,

(Signed)

R. Cliff

Enc. Invoice No. T4467

5. Complaints of Accounting errors and adjustment

As we have seen, many letters of complaint arise out of accounting errors, which can be put right by adjustments (or settlements). Debit Note and Credit Note are used for this purpose.

5.1. Debit notes

Debit notes are a second charge for a consignment and become necessary if a customer has been undercharged through a mistake in the calculations on the original invoice. An explanation is included on the debit note.

Debit note are the result of carelessness and show that you should be careful when making up invoices as once a buyer has settled an account, it is annoying to be told that there is an additional payment. A letter of apology should always accompany a debit note like the following form:

<p style="text-align: center;">Debit note No. 311</p> <p>Seymore Furniture Ltd. Tib street, Maidenhead, Barks, SL6 SD2 Telephone 0628 26755 Registered, Maidenhead No 185 14391 London VAT No 231 618831</p> <p style="text-align: right;">31 May 20...</p> <p>C.R. mendez SAAvda del Ejecito 83 E-48015 Bilbao</p>		
5 May 20...	<p>Invoice No L8992 <u>UNDERCHARGE</u> The extension should read: 6 Chairs @ £12.00 each = £72.000 NOT 6 Chairs @ £10.00 each= £60.00 We apologize for the error and ask if you would please pay the difference viz. £12.00</p>	<p style="text-align: right;"><u>£12.00</u></p>

5.2. Credit notes

Credit notes are sent because of accidental overcharges:

A credit note may also be issued when a deposit is being refunded (e.g. on the cartons or case which the goods were packed in) or when goods are returned because they were not suitable or had been damaged.

As with a debit note, a covering letter of explanation and apology should be sent with a credit note in the case of mistakes as in the following example:

<p style="text-align: center;">CREDIT NOTE No. C517</p> <p>Seymore furniture Ltd. Tib street, Maidenhead, Bark, SL6 SD2, Telephone: 0628 26755 Registered No 18514391 London VAT No 231618831 CR. Mendez SA 20 May 200... Avda del Ejecito 83 E-48015 Bilbao</p>		
20 May 20...	<p>Invoice No. L8995. <u>OVERCHARGE</u> The invoice should have read: 15% off gross price of £800.00 = £120.00 NOT 10% off gross price of £800.00 = £80.00 Refund = £ 40.00. Please accept our apologies.</p>	£ 40.00

Seymore Furniture Ltd, have made a mistake on another invoice and must now send a credit note. Note that the form for a credit note is the same as that for a debit note, except for the heading: Credit not, however, are often printed in red.

5.3. Example of Letter of Complaint and Reply

(a) Complaint

<p style="text-align: center;">M. Lancelot Sarl 703 rue Metairie de Saisyte, F-34000 Montpeher Tel: (33) 843 10312; Fax (33) 129 1027; Telex: 59612503 Mr. K. Winford 5 August 20 ...</p>	
--	--

K. Wirtford & Co. Ltd
Preston New Road
Blackpool
Lancashire FY4 4UL

Dear Mr. Winford,

I have received your July statement for £3,280.64 but noticed that a number of errors have been made.

1. Invoice Y 1146 for £2,56.00 has been debited twice.

2. No credit has been listed for the wallpaper (Cat. No. WR 114 which I returned in July, Your Credit Note No. CN 118 for £19.00 refers to this

3. You have charged me for a delivery of paint brushes, invoice No Y1162 for £62.00 but I never ordered or received them. Could you check your delivery book?

I have deducted a total of £337.00 from your statement and will send you a draft for £2,943.64, once I have your confirmation of this amount.

Yours sincerely,

(Signed)

M. Lancelot

Director

(b) Reply

K. Winford & Co. Ltd

Preston New Road, Blackpool, Lancashire FY4 4UL

Telephone: 025361290/1/2

Reg No 31162531

VAT 831 4003 36

7th August 20

The Director

M. Lancelot SARL.

703 rue Metairie de Sayssset

F-34000 Montpellier

Dear Mr. Lancelot,

Thank you for your letter of 5 August in which you pointed out that three mistakes totaling £337.00 had been made your statement.

I apologize for the errors which were due to a fault in our computer which has now been fixed. I have enclosed another statement for Judy which shows the correct balance of £2,943.64.

Yours sincerely,
(Signed)

K. Winford
Encl. Statement

Exercises

1. Answer the following questions

- (1) What are the most usual cases for lodging a complaint?
- (2) What does the buyer do if the seller has delivered more or less goods than ordered? What does he do if the goods are of inferior quality? And if the goods delivered are completely different from those on order?
- (3) What is the best way to settle complaints and claims between parties?
- (4) How can complaints be prevented?

2. Write a letter with the following content

Ông P.Gerard đại diện cho công ty Disc SA có trụ sở tại 251 đường Raimonieres F- 86000 Poitiers Cedex, điện thoại là: (33) 99681031, gửi ông Gerlach, giám đốc kinh doanh của công ty R.G. Electronics AG, có trụ sở tại Havmart 601 Đan mạch- 500 Koln 1 một lá thư với nội dung:

Hôm qua chúng tôi đã nhận được số hàng gửi trên theo đơn đặt hàng của chúng tôi số T1953, nhưng đã thấy các thùng số 4, 5 và 6 bị hỏng, các đĩa CD và băng ghi âm ở trong các thùng đã bị hỏng.

Hầu hết các đĩa CD đã bị nứt hoặc cong oằn trong thùng số 4 và thùng số 5, và đa số các hộp băng cátset trong thùng số 6 đã bị đập vỡ cùng với dây băng xổ ra ngoài hộp.

Các hàng hoá không thể bán lẻ được, ngay cả giá hạ xuống và chúng tôi muốn biết ông muốn chúng tôi trả lại chúng hoặc giữ chúng lại để kiểm tra.

PRONUNCIATION

Silent letters; sentence stress

1. Silent letters

a. Some of the words in this list have a silent letters. Circle the silent letters.

calm	walk	able	thumb	bomb	lamb
wrong	write	white	knee	knife	know
yogurt	spaghetti	halibut	hotel	hour	
honest	kept	receipt	accept	salmon	

b. Listen, check and repeat

2. Sentence stresses

English is stress- timed language. Unstressed syllables are made longer or shorter to fit between the main stresses in a sentence.

a. Listen to this sentence



When am I seeing you for lunch next week?

In this sentence there are four main stresses. The interval between each stress is the same. But how many syllables are there between

Stresses 1 and 2?.....

Stresses 2 and 3?.....

Stresses 3 and 4?.....

b. Listen to these dialogues

1. **A:** Do you like these trousers?

B: Yes, I do

2. **A:** Where's my pen?

B: It's on the desk.

3. **A:** What's the time ?

B: It's quarter to eleven.

4. **A:** When's the meeting?

B: I'll give you a ring.

c. Each sentences has two main stresses. Mark them

d. Listen again and check your ideas

e. Listen again and check

LANGUAGE STUDY

Defining relative clauses: persons

* Subject: **who** or **that**

Who is normally used:

The man who robbed you has been arrested.

Only those who had booked in advance were allowed in.

Would anyone who saw the accident please get in touch with the police?

But that is possible alternative after all, **everyone, everybody, no one, nobody, and those**:

Everyone who/ that knew him liked him.

Nobody who/ that watched the match will ever forget it.

* Object of a verb: **whom, who** or **that**

The object form is **whom**, but this is considered very formal. In spoken English we normally use **who** or **that** (**that** being more usual than **who**), and it is still more common to omit the object pronoun altogether:

The man whom I saw told me to come back today.

The girls who he employs are always complaining about their pay.

* With a preposition: **whom** or **that**

In formal English the preposition is placed before the relative pronoun which must then be put into the form **whom**:

The man to whom I spoke.

In informal speech, however, it is more usual to move the preposition to the end of the clause, **whom** then is often replaced by **that**, but it is still more common to omit the relative altogether.

The man whom/ who I spoke to.

The friend who/ that I was travelling with spoke French.

* Possessive

Whose is the only possible form:

People whose rents have been raised can appeal.

The film is about a spy whose wife betrays him.

Defining relative clauses: things

*** Subject**

Either **which** or **that**, **which** is more formal:

This is the picture that/ which caused such a sensation.

*** Object of a verb:**

Which or **that**, or no relative at all

The car which/ that I hired broke down.

Which is hardly ever used after all, **everything**, **little**, **much**, **none**, **no** and compounds of **no**, or after superlatives. Instead we use **that** or omit the relative altogether, if it is the object of a verb

This is the best hotel (that) I know.

*** Object of a preposition**

The formal construction is preposition + **which**, but it is more usual to move the preposition to the end of the clause, using **which** or **that** or omitting the relative altogether:

The ladder on which I was standing began to slip.

The ladder which/ that I was standing on began to slip.

The ladder I was standing on began to slip.

*** Possessive**

Whose + a clause is possible but with + a phrase is more usual

A house whose walls were made of glass.

*** Relative adverbs: when, why, where**

Note that **when** can replace **in/ on which** (used of time):

The year when (= in which) he was born.

The day when (= on which) they arrived.

Where can replace **in/ at which** (used of place)

The hotel where (= in/ at which) they were staying.

Why can replace **for which**: *The reason why he refused is...*

When, **where** and **why** used in this way are called relative adverbs.

VOCABULARY

issue (v):	cấp
import licence (n):	giấy phép nhập khẩu
export licence (n):	giấy phép xuất khẩu
statistic (n):	thống kê
assess duty (v):	đánh giá, xác định nhiệm vụ
restric (n):	hạn chế
prohibite (v):	cấm
tariff (n):	thuế quan
labor (n):	lao động
pre- entry (v):	kê khai hải quan trước
stowage (n):	xếp hàng
co- operation (n):	hợp tác

Unit 8

PAYMENT IN INTERNATIONAL TRADE

Objectives

- Providing the knowledge about some methods, problems of payment and Bills of Exchange
- Understanding about payment in International Business
- Using the structure There + be

Contents

Language functions and skills

- Some methods of payment
- Risks in International trade
- Payment in International Business

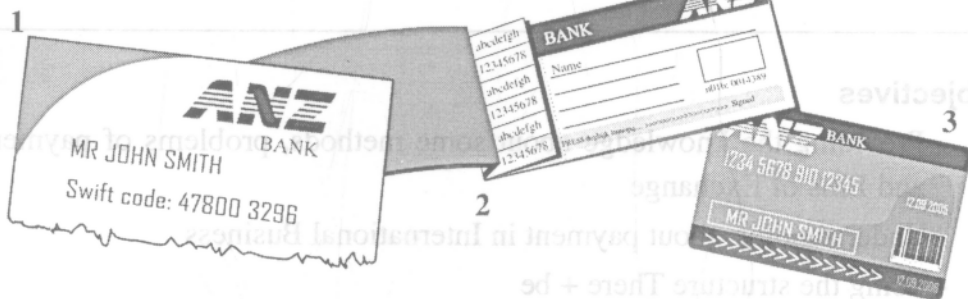
Pronunciation: Silent letter, sentence stress

Language Study: There + be

PRESENTATION

How much do you know about payment?

List as many ways of payment in trade as possible. Use the illustrations to help you.



READING

Read the following texts and find out more about payment in international trade

A- Risks in International trade

Both sides face risks in an export transaction. This is because there is always the possibility that the other side may not fulfill the contract.

For the exporters there is the risks of buyer default: customers might not pay in full for the goods. There are several possible reasons for this; the importers might go bankrupt; a war might start or the importers government might decide to ban trade with the exporting country; or they might ban imports of certain commodities. Another possibility is that the importers might run into difficulties getting the foreign exchange to pay for the goods. It is even possible that the importers are not reliable and simply refuse to pay the agreed amount of money.

For the importers there is the risk that the goods will be delayed and they might only receive them a long time after paying for them. This may be caused

by port congestion or strikes. Delays in fulfillment of orders by exporters and difficult Customs clearance in the importing country can cause loss of business. There is also a risk that the wrong goods might be sent.

It is to guard against such possibilities that different methods of payment have been developed.

1. Match the words on the left with word in the right

risk	design over along period
go bankrupt	fail financially
refuse	meet
develop	work shopage
run into	be unwilling
strikes	danger

2. Use contextual clues to guess the best meanings of these words

1. fulfill (line 2)

a. agree with

b. receive (get)

c. perform

2. fulfillment (line 13)

a. agreeing with

b. sending out

c. executing (doing)

3. default (line 3)

a. failure

b. success

c. mistake

4. ban (line 6)

a. permit (allow)

b. increase (spread)

c. prohibit (stop)

5. foreign exchange (line 8)

a. a kind of transport

b. a kind of money

c. a kind of holiday

6. reliable (line 9)

a. trustworthy

b. hopeful

c. thoughtful

3. Use the words in the list to complete these sentences

fulfill; refused; foreign exchange; risks; banned; bankrupt; reliable; defaulted

a. Because it was The company could not pay the people who had supplied it with goods.

- b. All countries needto pay for imports.
- c. Before dealing with a buyer one should always make sure they are
- d. The new governmentall trade with several countries.
- e. Several companies have.....and are unable to pay their accounts.
- f. It took ten years for the governments toits economic plan.
- g. In all business there areof losing money.
- h. The manto go away until he had seen the manager.

4. Complete these notes

..... in international Trade.

A. Risks for.....

- 1. Buyer default
 - a.....ruptcy.
 - b. war
 - c. trade.....
 - d.difficulties.
 - e. importers not

B.for importers.

- 1. Delayed receipt of good
 - a. slowness of.....
 - b. work.....
 - c. port.....
 - d.clearance.
- 2. Possibility receiving wrong

B- The Banks and Problems of Payment

Many of the risks in foreign trade are reduced by the work of the banks. They provide several services which give security to exporters and importers.

The risk of buyer default or non-delivery by exporters' banks provide method of payment against shipping documents. Also exporters' banks provide information about the financial reliability of their customers. They also help arrange buyer credit or finance or the sellers. Without this a lot of trade would not take place at all.

There is also a risk of financial loss because of a change in the exchange rate. If an Indian exporter agreed to sell goods for dollars and the value of the dollars in terms of rupees went down, the exporter would get fewer rupees for the dollars. Conversely, if the price of the dollar went up, the importers would lose money. An Arabian importer would have to pay more rials to buy the dollars. This kind of loss can happen in any export-import situation where the national currencies go up and down in terms of the payment currency.

Whether it is Deutschmarks, sterling, yen or francs. But the risk can be avoided with the help of a bank, by buying the foreign exchange on the forward exchange market.

An exporter who is due to receive dollars arranges to sell them at price fixed in the present but for delivery in two or three months. The time for delivery of the dollars depends on the length of credit given to the importers. All the same time the importers can arrange to buy dollars forward in each case the traders pay a premium, but they can base their calculations on fixed exchange rates and avoid uncertainty risk of loss.

1. Using contextual clues guess the best meaning of the word

1. reduced (line1)

- a. made smaller b. made bigger c. taken away

2. security (line2)

- a. safety b. danger c. help

3. removed (line3)

- a. increased. b. taken away c. decreased

4. financial reliability (line 5)

- a. the amount of money. b. honesty with money
c. company size(how big they are)

5. buyer credit (line 6)

- a. the buyer pays for the goods later
b. the buyer pays for goods in advance
c. the buyer gives seller time to pay.

6. finance (line 6)

- a. payment b. help c. loans

7. exchange rate (line 8 and 9)
 - a. speed of international trade
 - b. the speed of currency price changes
 - c. the price of one money in terms of another.
8. conversely (line 11)
 - a. happily
 - b. the other way around
 - c. unfortunately
9. currency (line 14)
 - a. money
 - b. letter
 - c. coins
10. premium (line 22) a kind of
 - a. price
 - b. tax
 - c. present
11. forward (line 16 and 21)
 - a. to be sent on
 - b. for future deliver
 - c. moving towards the front

2. Supply one suitable word for each space

Every exporter has problems of getting _____. There are even risks of buyer _____ in rich countries. The importers might _____ bankrupt or the government might not _____ importers to buy the payment _____. On the other hand there are _____ problems. The sellers need to be _____ in advance but buyers have no _____ and need credit. The sellers must _____ good terms, otherwise they will lose _____ customers who will look for other. There are also problems caused by _____ rates and changes of value of _____ payment currency. If it falls, the _____ loses money. Both sellers and buyers _____ to be sure that the other _____ will fulfil their side of the _____. The exporters want to be paid _____ full at the right time and _____ importers want the right goods delivered _____ time. These problems can be solved _____ the banks acting as advisers.

C- Methods of payment

There are three basic methods of payment in foreign trade but traders usually use the one which is customary in their business.

1. Payment against documents. The shipping documents are exchanged with the bank representing the importers. There are two procedures: Documentary

bills and Documentary letters of credit. The latter is the commonest method of payment.

2. Payment into an open account. This is used where there is complete trust between seller and buyer. Also there must be no political or currency problems. The exporters simply airmail the shipping documents to the importers who settle their account monthly or quarterly.

3. Cash in advance. This is used only for small orders sent by parcel post whatever method is used, the sellers have to check the (financial strength) of the buyers. Also in cases of very big contracts, government finance is used.

1. Choose the best meaning

1. settle (line 10)

a. finish

b. pay

c. complete

2. quarterly

a. quarter of the account at a time

b. every four weeks

c. every three months

2. Complete these notes

Methods of..... 1.....against.....

A

B

2.account

3. Cash in

3. Supply one word for each space

The safest methods of payment for ____ buyer and seller are arranged through _____. These are Documentary Bills, and Documentary ____ of Credit. The other two methods of payment ____ are Cash in Advance and Open _____. These methods of payment are not ____ very much because they give no ____ to traders. However, the method of ____ used, depends partly on what is ____ in the trade, the credit status ____ the customer and also on the ____ of the order. If the order ____ large, either the sellers' or the ____ government will be involved.

SPEAKING

Introduction and preparation

1. Study the following to find out how you can make complaints

Here is an example of how a bank might complain to an exporter

1. You sent the wrong documents for this credit.
2. You sent the documents after the expiry date.

But this is rather impolite. The bank is more likely to ring up and say:

1. *I'm afraid* the wrong documents for this Credit were sent.
2. *I'm afraid* the documents were sent after the expiry date.

Now change the following into a polite form.

1. You sent the documents to the wrong branch of our bank.
2. You sent the Bills of Lading by post, instead of by messenger.
3. You sent the shipping documents by hand.
4. You didn't send us the Consular Invoice.
5. You made several mistakes on the invoice.
6. You drew your Draft at Sight.
7. You drew the Draft at sixty days after sight.
8. You sent us stale Bill of Lading.
9. You gave us only one copy of the Bill of Lading and the Credit requires six.
10. You did not sight the invoice.
11. You left out the marine insurance certificate.
12. You gave us different details on the Bill of Lading from the Invoice.
13. You have draw on us for more than the value of the Credit.
14. You didn't insure the goods from the date of shipment.
15. You have sent us a clause Bill of Lading

2. Now study the following to find out how you can reply to such a complaint, speaking from the export department of a firm

a. *Bank* : I'm afraid the documents were sent after the expiry date.

Exporter: I'm sorry. They ought to have been sent before the expiry date.

b. *Bank* : The Bill of Lading was sent by post instead of by messenger.
Exporters : I'm sorry. The Bill of Lading ought to have been sent by messenger.

Now divide into pairs and prepare telephone dialogues like this and praise them

Bank: Hullo, is that (name of an exporting company): This is (name of bank) bank

Exporters : Yes? Can I help you?

Bank: It's about Credit number 01034

Exporters : Ah yes, the consignment for (name of country)

Bank: I'm afraid.....

Exporters : I'm sorry.....

LISTENING

Listen to the extract from a budget meeting. Peter, John and Saran are discussing next year's departmental budgets. As you listen, indicate their opinions in the table below. Use these symbols:

+ = more money should be spent.

- = less money should be spent

OK = the proposed figure should remain the same

Budget proposals

Department	Budget	Peter	John
Research	£25,000		
Marketing	£45,000		
Production	£145,000		
Sales	£55,000		

WRITING

Payments in international business

Payments in foreign trade are complicated. It is here that the banks play an essential part. Their services are used at some stages or other in every foreign trade transaction and are almost indispensable.

Settlement of foreign debts may be made in a number of ways by banker's draft, banker's transfer (mail, telex and telegraphic), letter of credit, bill of exchange, promissory note.

1. International Banker's drafts

This is a banker's cheque which the bank draws on itself and sells to the customer, who then sells it to his supplier.

Like cheques, banker's drafts are payable on demand, but unlike cheques they carry little or no risk since they are backed by the assets of the bank that issues them.

An importer wishing to pay by draft would buy it at a local bank and send it to the exporter, who would pay it into his bank account,

Example 1: Request for Payment by Banker's drafts

(a) Exporter's request

6th December 200..

Dear Sirs,

We enclose your statement for November, 20... and assume that you will send the outstanding balance of £95.62 by banker's draft.

If however, you prefer to pay by bill of exchange and will let us know, we will draw on you for the amount at 30 d/s and send you our draft for acceptance.

Yours faithfully,

(b) Importer's reply

12th December 200...

Dear Sirs,

Thank you for your letter of 6th December. We appreciate your offer to take payment of the balance due on your statement for November 20... by drawing on us at 30 d/s and would like to take advantage of it. If, therefore, you will send us your draft we will accept it at once, payable at Barclays Bank, International, Ibadan.

Yours faithfully,

(c) Exporter sends draft

18th December, 200...

Dear Sirs,

As requested in your letter of 12th December we have now drawn on you at 30 d/s in the sum of £95,62 and enclose our draft for acceptance. We shall present the draft for payment through our bankers and we recommend it to your protection,

Yours faithfully,

2. Banker's Transfers

(Mail Telex and Telegraphic Transfers)

Payment in international Trade can be made by ordering a home bank to transfer money to an overseas account. This is one of the safest methods of sending money abroad. All the debtor has to do is to instruct his bank, either by letter or on a special form to make the transfer. The debtor's bank then arranges for the creditor's bank to be credited with an equal amount in local currency or the sum transferred, the calculation being made at the current rate of exchange.

As these transfers are arranged direct between the two banks, losses are impossible, but as delays may occur when the transfers are made by mail it is now customary for the banks to communicate either by telegram or by telex, thus giving rise to what are commonly known as the *Telegraphic Transfer and Telex Transfer*. Exchange rates for these transfers are quoted in the daily press.

Example: Payment by Telegraphic Transfer

Dear Sirs,

We have received your statement for the quarter ended 30th September and find that it agrees with our books. As requested we have instructed our bankers, the Midland Bank Ltd., 2 Deansgate, Manchester, to telegraph the sum of £2,182.89 for the credit of your account at the Bank Bazargani Iran. Tehran.

This payment clears your account up to 31st August. The unpaid balance of £623.42 for goods supplied during September will be telegraphed by our bankers on or before 15th November.

Yours faithfully,

3. Bills of Exchange

A bill of exchange is an order sent by the drawer (the person asking for the money) to the drawee (the person paying) stating that the drawer will pay on demand or at a specified time the amount shown on the bill. If the drawer accepts the bill he will sign his name on the face of it and date it.

The bill can be paid to a bank name by the drawer or the drawer can name a bank he wants to use to clear the bill. If this is the case, the bill will be kept in the drawer's bank until it is to be paid. When the bill is due, it is presented to the paying bank. Such bills are said to be domiciled with the bank holding them.

A sight draft or sight bill is paid on presentation. In a document against payment (DIP) transaction, the sight draft is presented to the importer with the shipping documents and the importer pays immediately, i.e. "on presentation" or at sight.

A bill paid "after date" or "after sight" can be paid on or within the number of days specified on the bill. Therefore 30 days after sight means that the bill can be paid 30 days after it has been presented.

Overseas bills in the UK are known as *foreign bills*, and those used within the UK as *inland bill*. A *clean bill* is one that is not accompanied by shipping documents.

The advantage for the exporter of payment by bill is that the draft can be discounted i.e. sold to a bank at a percentage less than its value the percentage being decided by the current market rates of discounting. So even if the bill is marked 90 days, the exporter can get his money immediately. The advantage for the importer is that he is given credit, provided the bill is not a sight draft. The bank, however, will only discount a bill if the buyer has a good reputation.

Bills can be negotiable if the drawer endorses the bill. If Mr. Panton, the beneficiary of the bill at (b) wanted to pay another manufacturer, he could write on the back of the bill, i.e. endorse it and the bill would become payable to the person who owned it. Mr. Panton can endorse it specifically, i.e. Make it payable only to the person named on the bill.

It is possible to send the bill direct to the importer, if he is well known to the exporter, or if not, to his bank which will hand it to him with the documents for either acceptance or payment.

A dishonoured bill is one that is not paid on the due date. In this case the exporter will protest the bill, i.e. he will go to a notary, a lawyer who will after a warning, take legal action to recover the debt.

The abbreviations B/E for bill of exchange and d/s for days after sight are often used. And you are now familiar with D/P documents against payment and D/A, documents against acceptance:

(a) Letter advising Dispatch of a Bill

Panton Manufacturing Ltd.

Panton Works Hounslow Middlesex TW62BQ

Tel.: 081 353 0125

Registered No. England 266135

Telex: 21511

Fax. 081 3536783

Mrs. B. Haas

B. Haas B.V.

Heldring straot 1802

2nd March 20...

Postbus 5411

Amsterdam 1007

Netherlands

Order No.8842

Dear Mrs. Haas,

Thank you for your order which has now been completed and is being sent to you today.

As agreed we have forwarded our bill, No. 1671 for £860,000 with the documents to your bank Netherlandsbank, Heldring straot, Amsterdam. The draft has been made out for payment 30 days after sight, and the document will be handed to you on acceptance.

Yours sincerely,
(Signed)

(b)

Here is the bill mentioned in the previous letter. The bill has already been accepted by the drawer, who has named a bank in London which she wants to use to clear the bill.

B / E No. 1671

5th March, 20...

30 days after sight pay to the order of

Panton Manufacturing Ltd., London

Eight hundred and Sixty pounds only

Value received payable at the current rate of exchange for Banker's sight drafts on London.

To B. Haas B.V.

Heldringstraat 180-2

Amsterdam 1007

Signed.....

Managing Director.

(c) Letter Advising Despatch of a Sight Draft

The bill at (b) was for payment 30 days after sight. If the supplier wants immediate payment or does not have time to check the customer's credit worthiness, he may send a sight draft as in this example.

Panton Manufacturing Ltd.

Panton Works houseslow Middlesex TW 62 BQ

Tel.: 081 353 0125

Registered No. England 266135

Telex: 21.511 Fax: 081 353 6783

Mr. J. Lindqvist

10th June 20...

Lindqvist A.S.

Vestergade 190-2,

DK1171

Copenhagen K,

DENMARK,

Dear Mr. Lindquist,

We have made up your order, No. 8.540 which is now on board the SS Leda which sails for Copenhagen tomorrow.

We are sure you will be pleased with selection of items that we were able to get from stocks as there was no time to check references, we have drawn a sight draft which will be sent to Nordbank, Garnes Vrej, Copenhagen, and will be presented to you with the document for payment.

If you can supply two references before placing your next order, we will put the transaction on a document against acceptance basis with payment 30 days after sight.

Yours sincerely,

(Signed)

D. Panton

Managing Director

Panton Manufacturing Ltd.

Panton Works ,Hounslow Middlesex. TW 62 BQ

Tel: 081 3573 0125

Registered No. England 266135

Cables: PANMAN

Tel: 21511

Fax: 081 353 6783

Mrs. B. Haas,

B. Haas B.V.,

Heldring Straat 180-2

10th April ,20...

Postbus : 5411,

Amsterdam 1007

Netherlands

B/E No. 1671

Dear Mrs. B. Haas,

The above bill for £860,000 was returned to us from our bank this morning marked "Refer to Drawer".

The bill was due on the 5th April and appears to have been dishonoured. We are prepared to allow you a further three days before presenting it to the bank again, in which time we hope that the draft will have been met, if the account is still not settled, we will have to make a formal protest, which we hope will not be necessary.

Yours sincerely,
(Signed)
D. Panton
Managing Director

4. Bankers' Commercial Credit

From the exporter's point of view the documentary bill suffers from the defect that the foreign buyer may fail to honour the bill. To avoid this risk a system of banker's commercial credits or documentary credits has been developed. It makes use of the commercial letter of credit, which serves the same purpose as the traveler's letter of credit and puts the credit of the bank in place of the importer. The system is now widely used in the world and the principal method of payment of Vietnam businesses in dealing with foreign firms. The system works as following:

(1) The importer asks his own bank to open a credit in favour of the exporter, usually on a specially printed application form.

(2) The importer's bank then sends a letter of credit to the exporter or, more usually, arranges for one of its branches or correspondents in the exporter's country to do so.

(3) From this point the exporter deals with the correspondent bank and when the goods are shipped, prepares the shipping documents and presents them (more often than not with a bill of exchange drawn on the correspondent bank) to the correspondent bank, which "pays" for them within the limit of the authorized credit and sends them to the importer's bank.

(4) The importer's bank in turn passes the documents to the importer either against payment or against his acceptance of a bill of exchange if one accompanies the documents.

In effect, the importer's bank is temporarily providing the funds from which the exporter is paid though it will usually require the importer to maintain a sufficient balance in his account to cover the credit.

The following table is a summary of commercial credit transactions covering a consignment from British Exporter to Vietnamese Importer:

Credit issued in Hanoi	Credit use in London
IMPORTER Asks VIETCOMBANK HANOI To authorize BANK IN LONDON To pay EXPORTER	EXPORTER “sells” documents to BANK IN LONDON Which sends them to VIETCOMBANK HANOI Which obtains Payment from IMPORTER

The credit can be either revocable or irrevocable. Under a revocable letter of credit the importer is free to modify or even to cancel it without so much as giving notice to the exporter, but an irrevocable letter of credit can be neither amended nor withdrawn without permission of the exporter to whom it is granted: the exporter can, therefore, rely on being paid. Following is the Specimen of an irrevocable Letter of credit of Barelays Bank International Limited.

Panton Manufacturing Ltd. Bradfield Estate, Bradfield Road, Wellingborough, Northampton shire NN 8 4HB Tel: 0933 16431/2/3/4 Telex: 48.5881 Fax: 0933 20016 Our Ref:		Reg. England 183.1713 VAT 241962114 Your Ref: 24 th May 20...
---	--	---

Mr. P. Medway,
Eastland Bank Ltd.
401 Aldgate
London ECI

Dear Mr. Medway,

Thank you for your advice of the 15th May. We have now effected shipment to our customers in New Zealand and enclose the shipping documents you asked for and our draft for £23,100 which includes your discount, commission, plus charges.

Will you please accept the draft and remit the proceeds to our account at the Midland Bank, Oxford Street, London.

Yours sincerely,

(Signed)

N. Smith

Senior Shipping Clerk.

Correspondence connected with these credits is very technical, as is evident from the complicated nature of the printed forms used by the banks and should be handled by someone who is thoroughly familiar with the practice.

Example 1: Payment by L/C

Foreign buyer's order

Our order No. 361

Dear Sirs,

Having received your specification and price list of paints and varnished and details of the arrangement for payment, we now wish to place the enclose order with you. As we are in urgent need of several of the items we should be glad if you would make up and ship the order as soon as you possibly can

We have instructed Vietcombank to open a credit for £1,500 in your favour, effective until 10th Nov. The credit will be confirmed by Barleys Bank London E.C.3 who will accept your draft on them at 60 days for the full amount of your invoice. They will require the following shipping documents to be attached to your draft:

- Bill of Lading in duplicate.

Invoice CIF Liverpool in triplicate

Insurance policy for £1,500

The credit we have arranged is sufficient to cover invoice cost and any further charges. As soon as details of shipment are known, please notify us by airmail

Yours faithfully,

Example 2: Documentary Credit Stages in Transaction

(a) Buyer Approaches Bank

Dear Sirs,

We have just concluded an agreement to purchase monthly shipment of... from ... over the next 6 months and would like to make use of international payment facilities by opening a series of monthly credit for £2,000 each in favour of...It has been agreed that provide credits with a bank in...against which our supplier would draw for the value of shipments as they are made.

Will you please let us know on what terms you would be prepared to arrange the necessary credits and to handle the shipping documents for us.

Yours faithfully,

(b) Bank Offers to Provide Credits

Dear Sirs,

We are thank you for your inquiry of 15th March. We shall be pleased to handle the shipments (referred to) and arrange for the necessary documentary credit with our Bank against deposit of Bill of Lading and other shipping documents. If you will complete and return the enclosed form, we will make the arrangements.

Our commission charges for revocable documentary credits would be 1/8 to 1/4% on each of the monthly credits, to which must be added 1/4% for irrevocable credits and also our charges for such items as telegrams and postages. In return for these charges you have our assurance that your interests would be carefully protected.

Yours faithfully,

(c) Buyer Instructing Bank

Dear Sirs,

I have completed and enclose the form of application for a documentary credit received with your letter of 17th March and shall be glad if you will arrange by telegram to open, for our account with your bank, irrevocable credits for £ 2,00 a month in favor of ..., the credits to be valid until 30th September next.

To enclose them to use the credits, the company must present the following documents:

- Bill of Lading in triplicate
- One of copy of the invoice
- Certificate of policy of insurance
- Certificate of origin

and draw on your bank at 60 d / s for each consignment for the value of about £ 2,00.

Yours faithfully,

(d) Bank Agreeing to Open Credit

Dear Sirs,

As instructed in your letter of 20th March we are arranging to open a documentary credit in your favour valid until 30th September next. You will find enclosed a copy of our telegram opening the credit. We shall be glad if you will check it to ensure that it agrees with your instructions.

As soon as the credits are used we will debit your account with the amount notified to us as having been drawn against them.

We shall take all necessary steps to make sure that your instructions are carefully carried out, but with to make it clear that we cannot assume any responsibility for the safety of the goods, or for delays since these are matters beyond our control.

Yours faithfully,

(e) Buyer Notifying Exporter

Dear Sirs,

This is to inform you that we have opened irrevocable credits in your favour for £2,000 a month with..., valid until September next. The terms of credit authorise you to draw at 80 days on the bank in...for the amount of your invoices after each shipment. Before accepting you draft, which should include all charges, the bank will require you to produce the following documents:

- Bill of lading in triplicate.
- One copy of the invoice covering CIF
- Certificate of policy of insurance
- Certificate of origin.

We will expect your first consignment about the middle of August

Yours faithfully,

(f) Bank Issuing L/C

Dear Sirs,

On instruction from Messrs ... received through our office, we have opened monthly irrevocable credits for £2,000 in your favor, valid until 30th September next. You have authority to draw on us at 60 days against these credits for the amount of your invoices upon shipment of ... to ... Your drafts must be accompanied by the following documents, which are to be delivered to us against our acceptance of the drafts:

- Bill of lading in triplicate
- Commercial invoice
- Insurance certificate of policy,
- Certificate of origin

Provided you fulfill the terms of credit we will accept and pay at maturity the drafts presented to us under these credits and, if required, provide discounting facilities at current rates.

Yours faithfully,

(g) Exporter Presents Documents

Dear Sirs,

Referring to your advice of 30th March, we enclose shipping documents for the first of the monthly consignments to ...

As required by them we have included all charges in our invoice which amounts to £1,725.75 and enclose our draft at 60 days for this sum. We shall be glad if, after acceptance, you will discount it at the current rate and remit the net amount to our account with...

We thank you for your help in this matter.

Yours faithfully,

(h) Bank Debiting Buyers

Dear Sirs,

As instructed by your letter of 20th March, our bank has just accepted for your account a bill for £2,725.75 drawn by ... for the first consignment of ... to you on S.S ... We have debited your account with this amount and our charges amounting to £4,30.

The ship left ... on 22nd April and is due to arrive in ... on 2nd May. The shipping documents for this consignment are now with us and we shall be glad if you will arrange to collect them.

Yours faithfully,

5. Promissory notes

Whereas a bill of exchange is an order to pay, a promissory note is a promise to pay state sum of money to a named person on a stated future date. It is governed by the rules that apply to bills of exchange but, unlike bills, promissory notes do not enquire an acceptance. They are not used very much in business, but are often given as security for a loan.

Example: *Payment by Promissory note*

Dear Sirs,

I am pleased to send you with this letter my promissory note for repayment at two months of your loan of £100 of 14th June, 20... together with interest at 9% per annum, making a total of £10.50.

Payment will be made on presentation at the Lord Street Branch of the National Bank, Bristol.

Yours faithfully,

Exercises

Answer the following questions:

1. What is an International Banker's Draft? Why is it said to be safer than a cheque? How can an importer pay by draft?
2. What is Banker's Transfer?
What is Mail Transfer?
What is Telex or Telegraphic Transfer?
3. Why are losses impossible when payment is conducted by Banker's Transfer?
4. What is a Bill of Exchange?
5. Is there any difference between Banker's Draft and a Bill of Exchange?
6. What is a sight draft?
7. What does a 30 d/s draft mean?
8. What is a dishonored bill?
9. What is D/P? D/A?
10. Why is Letter of Credit widely used?
11. What must you do to open a Letter of Credit?

PRONUNCIATION

-ou-; emphatic stress

1. The vowels *-ou-*

The vowels *-ou-* can be pronounced in many different ways.

a. Look at this list of words. Put them into the correct column

encourage	flour	thought	pound	
our	enough	bought		
<i>couple</i>	<i>trouble</i>	<i>double</i>	<i>fought</i>	
<i>would</i>	<i>voucher</i>	<i>country</i>		
out	you	should	round	could
house	your	through		

/ə:/				
------	--	--	--	--

b. Listen, check and repeat

2. Emphatic stress

When we want to emphasize certain information in a sentence, we stress that part.

a. Listen to this sentence. The stress can go on three different parts

1 2 3

We need to be at the meeting at three o'clock

The different stresses change the meaning

b. Match the meaning below to the stress points 1, 2 and 3,

- ☐ The meeting is at three, not four
- ☐ You and I have to be there at three, but the other don't
- ☐ We need to be at the meeting at three, so we must arrive at the bulding

earlier.

c. Listen to the first part of these sentences. Mark the main stress

d. Choose the correct ending for each sentence

- | | |
|--------------------------------------|--------------------|
| 1. I live at number 11 Johnson Road, | not my brother. |
| | not number 12 |
| | not Johnson Close. |

- | | |
|---------------------------------------|---|
| 2. Alison used to be a singer, | not a piano player
but she isn't now
not Jane |
| 3. The news is on channel 1 now, | not later
not Dallas
not Channel 3 |
| 4. It'll be sunny tomorrow afternoon, | not rainy
not tomorrow morning
not this afternoon |
| 5. Your books are on the table, | not in the cupboard
not your pen
not mine |

e. Listen to the sentences and check your answers

f. Listen again and repeat

LANGUAGE STUDY

There is/are, there was/ were

• When a noun representing an indefinite person or thing is the subject of the verb **be** we normally use a **there + be + noun** construction. We can say *A policeman is at the door* but *There is a policeman at the door* would be more usual.

Note that, though **there** appears to be the subject, the real subject is the noun that follows the verb, and if this noun is plural the verb must be plural too.

For example:

There are two policemen at the door

In the above sentences both constructions (noun + **be** and **there + be + noun**) are possible. But when **be** is used to mean exist/ happen/ take place the **there** construction is necessary.

For example:

There is a mistake/ there are mistakes in this translation

These sentences could not be rewritten *A mistake is/ Mistakes are* etc.

In the following examples (R) is placed after the example when the **there** construction is replaceable by noun/ pronoun + verb.

For example:

There have been several break- in this year

There will be plenty of room for everyone

There were hundreds of people on the beach. (R)

- **There** can be used similarly with *someone/ anyone/ no one/ something* etc.

For example:

There is someone on the phone for you (R)

- **There + be + something/ nothing/ anything** + adjective is also possible.

For example:

Is there anything wrong (with your car)? (R)

No, there is nothing wrong with it (R)

There is something odd/ strange about this letter

- A noun or *someone/ something* etc. could be followed by a relative clause

For example:

There is a film I want to see

There is something I must to say

or by infinitive.

For example:

There is nothing to do. (nothing that we can do/ must do)

- The **there** construction can be used with another auxiliary + be.

For example:

There must be no doubt about this

There may be a letter for me

or with **seem + be, appear + be**

For example:

There seems to be something wrong here

- **There** used as above is always unstressed

Be careful not to confuse **there** used in this way with **there**, stressed, used as an adverb.

For example:

There is a man I want to see (He is standing by the door)

Compare with:

There is a man I want to see. (This man exists)

VOCABULARY

risk:	rủi ro
fulfill:	thực hiện, hoàn thành
default:	bỏ cuộc, vỡ nợ
ban:	cấm
Foreign Exchange:	ngoại hối
reliable:	tin cậy
security:	an ninh
shipping method:	phương thức chuyên chở
finance:	tài chính
buyer credit:	mua tín dụng
alot of trade:	rất nhiều thương vụ
exchange rate:	tỷ giá hối đoái
rupce:	đồng rupy ấn độ
premium:	tiền lợi tức
credit status:	tiềm lực tài chính
credit instrument:	phương tiện tín dụng
draft:	hối phiếu
drawer of the draft:	người lĩnh hối phiếu
drawee of the draft:	người gửi hối phiếu

REVIEW

Objectives

- Consolidating the contents learnt in unit 5- unit 8
- Revising the ways of writing letters

READING

Functions of the Commercial Invoice

The invoice functions mainly as a record of the export transaction for buyers, sellers and Customs authorities. Copies of the invoice are used by the exporters, their banks, the paying bank, the receiving agents at the port of discharge, the Customs in the exporting country, the Customs in the importing country and the importers. The banks need it together with the Bill of Lading and the Insurance Certificate to effect payment. The Customs need it to calculate duties, if any. The exporters and importers need it to keep their accounts.

1. Use contextual clues to guess the best meaning of the following

- effect (line 6)
a. make b. avoid c. decide
- duties (line 7)
a. work b. obligations c. import taxes

2. Match the organizations with their uses for invoices

1. the exporters	need invoices to.....
2. the exporter's bank	calculate import duties

3. the Customs in the importing country	keep record
4. the receiving agents in the port of discharge	effect payment
5. the importers	clear the goods through Customs

3. Supply one suitable words for each space

Commercial invoices contain all the details ___ export transactions including a list of ____ . The value of the order, export ___ items of payment and sometimes, detailed ___ of cost. All this information is ___ by the organizations concerned with the ___ transaction. These are insurance companies, exporters, ___ banks and Customs. Invoices are ___ by exporters and importers as records ___ transactions. Banks use them to effect ____ The Customs use them to calculate ___ taxes. Insurance companies use them to ___ the values of consignments. The amount ___ detail required on an invoice varies ___ one importing country to another. The ___ for each country may be found ___ Croner's Reference Book for Exporters. Exporters ___ their invoices with the other shipping ___ to their bank so that their ___ may present them to the paying ___ for payment.

Payment by Documentary Bills

This is one of the simplest methods of payment. The exporters put together the following:

1. Bills for Collection form or remittance letter
2. Draft drawn on the importers for the amount of money of the contract
3. All the shipping documents

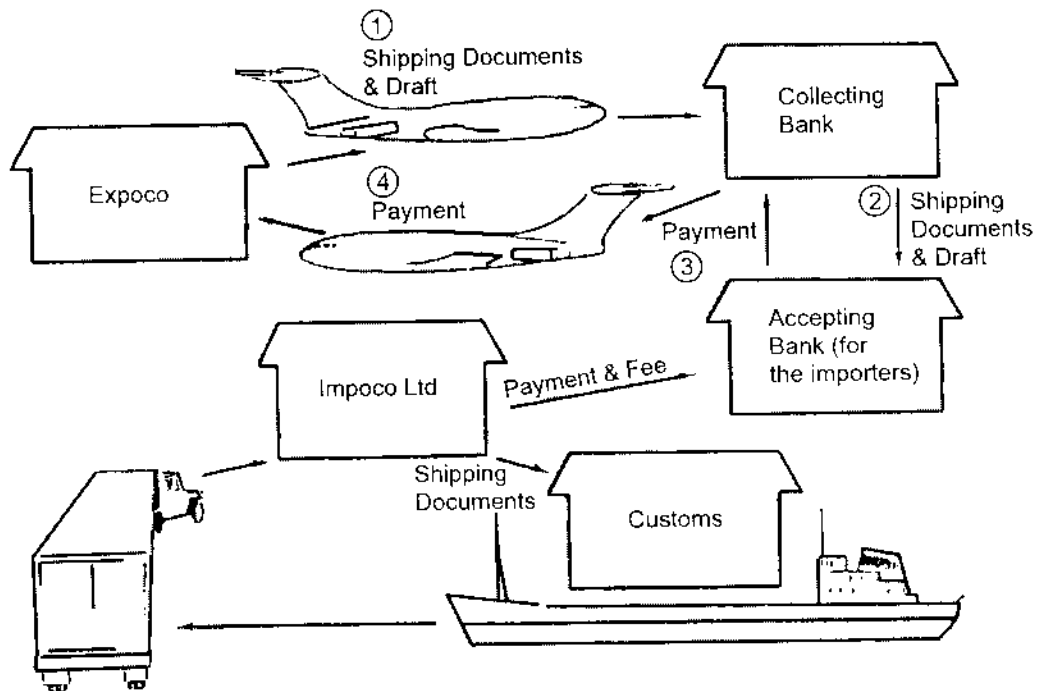
These are airmailed to a bank in the importers' country which has the task of collecting payment from the importers.

Payment can be either immediate or after a period of time. If the terms of the contract are D/P (documents against payment) the exporters draw a sight draft. This means the collecting bank gets immediate payment from the

importers when it presents the shipping documents to them. If, on the other hand, the exporters have agreed to give credit they use D/A terms (documents against acceptance). This means they draw a time draft which has to be accepted by another bank acting for the importers. The draft might be drawn 90 or 180 day after the day they receive the draft. An accepted draft is sometimes called a usance Bill.

The collecting bank charges the exporters for its services and the accepting bank charges the importers for shipping acceptance of the draft (now a usance Bill of Exchange)

The exporters have to give instructions to the collecting bank (section 7 of the form) what to do in case the importers bank may protest the Bill. This means that banks and other companies dealing with them are informed about the dishonoring of the draft (Note 3 at the bottom of the collection form advise the exporters to enclose the Bills of Lading in blank. This means they can only write the name of the agent on the Bill of Lading in case the importers dishonour the draft. The goods can then be sold to some body else or returned to the exporters.)



1. Choose the best word in *italics* to complete the sentences

- a. They (*told/ instructed/ordered*) the bank to let the agent clear the goods through the Customs.
- b. When obtaining payment by documentary Bills, exporters use a (*collecting / presenting/ accepting*) bank
- c. When ordering goods by post, you have to send your(*money/ remittance order*) in advance.
- d. The bank (*accepted/ presented/ drew*) the draft on behalf of the importers.
- e. The bank (*accepted/ presented/ drew*) the draft on behalf of the exporters.
- f. We heard that the company had (*presented/ presented /dishonored*) several drafts so we decided not to deal with them.
- g. The importers had agreed to documents against(*payment /acceptance/ remittance*) so the exporters drew a sight draft on them.
- h. The exporters were willing to grant 3 months credit so they drew a draft at 90 days after (*payment/ dispatch/ sight*)
- i. The Bill of Lading was endorsed in blank so the (*importers' / agent's / bank's*) name was not on it.
- j. The importers had no money so the collecting bank had to (*collect/ protest / dishonor*) the Bill.

2. Tick whether these statements are true or false

- a. When the exporters draw sight drafts the importers get no credit.
- b. Bills for collection and sea shipping documents should get presented to the importers' bank before the goods arrive.
- c. Nothing happens if the importers dishonor the draft.
- d. Payment by documentary Bills is more risky for the exporters than the importers.

3. Supply one suitable word for each space

It is very convenient to collect ____by documentary Bills of Exchange but ____is a bit risky for the _____. They have to rely on the _____honoring their drafts. If the importers____not pay or accept the exporters _____the exporters can not do anything____it. They then have to pay _____storage and selling to someone else____even shipping the goods home. But _____importers who

dishonor a draft may ___ business if other people think they ___ unreliable. But usually the exporters find ___ about the reliability of a customer ___ agreeing to this kind of payment.

WRITING

I. Read the two quotations below then answer these questions

- Which quotation do you consider more convenient in relation to: prices, delivery dates, discount, terms of payment?

- Who would you send the order to?

a.

Mr. Bruce Halmiton
Purchase Department
355 Johnson St.
London WC 1S

Dear Sirs,

Thank you for your inquiry dated October 6th for the following

ODO 1	2 Office Desks, oak	120.00 immediate delivery
OAL 3	2 Office Armchairs, leather	60.00 30 days
DCH 5	2 Reception desk chairs	35.00 immediate delivery

Discount: for quantities over 5 units.

Terms: cheque within one month from date of invoice

Delivery: included

We hope you will find our prices and terms attractive. We look forward to receiving your order.

Yours faithfully,

John Meyer

John Meyer

Sales Manager

Office Equipment Ltd.

b.

Mr. Stephen Krammer
Office Manager
22 Elm St.
Oxford
OX1 1DZ

Dear Sir,

Thank you for your inquiry dated 6th October for the following:

AX785	2 Office Desks, oak	120.00 immediate delivery
AZ465	2 Office Armchairs, leather	80.00 immediate delivery
BX454	2 Reception desk chairs	35.00 immediate delivery

Terms of payment: 90 days

10% discount: only for COD terms

This quotation is valid for 30 days

We hope you will find our prices and terms attractive. We look forward to receiving your order.

Yours faithfully,
Bernard Hutchinson
Bernard Hutchinson
Sales Manager
Office Furniture

2. Write an order letter

WORK BOOK

UNIT 1

READING

me to the site of the **Marine Department**

- We promote excellence in marine services



A- Conferences and other shipping services

Cargo liner companies run regular services on fixed routes all over the world. They are called conferences because they hold meetings to agree to routes, timetables and freight rates. They need to do this to make sure too many ships do not arrive and sail from a port at the same time. They also have to decide on the right prices to charge exporters for sending their goods by sea (freight rate). In fact it is the main purpose of conferences.

Most shipowners provide transport services to exporters and importers. But some traders, notably the oil companies, have their own ships for carrying their goods. This makes sense economically where the company is dealing in bulk cargoes over long periods of time.

Another kind of shipowner is the state. Several countries, notably the Communist states, India and Italy, have government owned shipping services which compete against the conference and tramp shipping companies.

1. Tick whether these statements are true or false

- a. Tramps sail on regular routes.
- b. They deal in liners in the Baltic Exchange.
- c. Tanks carry oil.
- d. Lists of prices for carrying cargoes are freight rates.
- e. Oil companies have their own ships.
- f. All Italian ships are owned by their Italian government.

2. Fine one word in the passage which have a similar meaning to each of the following words and phrases

- a. organize (line 2)
- b. meetings (line 2)
- c. have (line 2)
- d. schedules (line 3)
- e. charges for sending goods (line 5)
- f. supply (line 7)
- g. exporters and importers (line 7)
- h. fight for business (line 13)

3. Supply one suitable word for each space

The Baltic Exchange is where merchants___ ships. The merchants' representatives are called ___ agents. The ship owners' representatives are___ brokers. The Exchange is where the ___ for freight services is met by ___ of various ships which can be ___ to go any where for any length ___ time. Agents working for traders and ___ working for shipowners negotiate charter___. These lay down the price, name ___ vessel, routes to be covered or ___ of hire. Prices depend on supply ___ demand. Freight rates are not fixed ___ liner rates. These are determined by ___ which liner companies belong to. Some___ do not use liners or tramp ___ because the quantities of products they ___ are so big they need ___ own ships. For instance oil companies ___ their own tankers. Ships are also ___ and run by governments

in countries ____ there is a shortage of private ____ or state ownership of ships. Most ____ ships are either tankers or other ____ carriers.

WRITING

Read the following account of the sailing of the Tokyo Express from Hamburg to Manila.

The Tokyo Express sails from Hamburg down the Elbe on 18th October. Four days later she leaves Antwerp for Rotterdam and Bremerhaven. Then she calls at Le Harve before crossing the English Channel to Southampton where she takes on cargo on 1st November.

Although the Tokyo Express passes through the Suez Canal, the Red Sea and the Indian Ocean she does not call at any port until she reaches the Malacca Straits where she puts in to Port Kelang. After calling at Singapore, she crosses the South China Sea and puts in at Kaohsiung on the island of Taiwan. Three days later, after calling at Hong Kong, she crosses the South China Sea bound for her last port of call, Manila in the Philippine.

1. List the following mentioned in the text above. Notice which of them are preceded by *the*

- a. a river
- b. a ship
- c. eleven cities
- d. two channels
- e. two seas
- f. an ocean
- g. a country
- h. a canal
- i. a date

2. In the above text, how can you tell the difference between Hamburg, the city in Germany, and a ship with the same name?

3. For each line space ____ decide whether to write *the* or not. For each dotted space supply a suitable word from the above passage.

____ Botany Bay..... from ____ London on ____ 1st January.... for ____ Lagos. After..... ____ English Channel she..... at Le Harve. On ____ 10th January

she..... from Le Harve. After..... ____ Bay of Biscay and passing ____ Canary islands in ____ North Atlantic she at ____ Dakar, Bathurst and ____ Freetown. She Lagos on ____ 10th February.

4. Write a similar paragraph of your own about a ship of your choice

UNIT 2

READING

Freight rates: The stowage Factor

The price of sending goods by sea, the freight charge, is measured either by volume or weight. If the goods are made of heavy materials such as iron and steel the freight is usually calculated according to the weight. But if the goods are made of light materials such as fruit or furniture the freight is calculated according to the volume.

The measurement ton for sea freight is 40 cubic feet (over one cubic metre). If one ton of the goods takes up less space in the ship than 40 cubic feet (1.1323 m) then the freight is charged according to weight. If one ton of the goods takes up more space than 40 cubic feet, freight is calculated according to volume.

When you export goods and want to know the cost of freight, you need to know the stowage factor of the goods. The stowage factor is the weight of 40 cubic feet of the goods.

1. Tick whether these statements are true or false

- 40 cubic feet is a bit less than one cubic metre.
- 40 cubic feet is a bit more than one cubic metre.
- Cement and sand are charged freight by weight.
- Tea in chests is charged freight by weight.
- Freight charges are calculated by volume and weight together.

2. Match the expression on the left with the explanations on the right

stowage factor	arrived at mathematically
freight charge	heaviness
volume	the weight of goods per 40 cubic feet

calculated	a measure of weight
weight	40 cubic feet
ton	price of sending goods by sea
measurement ton	cubic space

3. Discuss how the freight would be calculated on the following types of cargo. Begin like this: *I think the **freight on fruit** would be calculated by volume. I think the **freight on sand** would be calculated by weight.*

- | | |
|------------------------|---------------------------|
| a. bags of cement | h. bales of cotton |
| b. drums of oil | i. bundles of steel pipes |
| c. crates of machinery | j. chests of tea |
| d. cars and lorries | k. clothing in cases |
| e. shoes and boots | l. cartons of canned food |
| f. cartons of soap | m. casks of wine |
| g. sacks of potatoes | n. bags of coffee |

WRITING

1. Copy the table below and complete the notes on the advantages and disadvantages of containerization

	Old style methods		Containerized methods	
	Advantages	disadvantages	Advantages	Disadvantages
1. Handling	Old cranes, wharves and ships can be used. No extra capital needed.	Slow, more breakages and pilferage. Cannot load or unload cargo in rain Fewer ... and less small ... Can ... in rain	New... have to be built. Extra ... needed... on big scale...
2. Labour	More work for workers	Large number of stevedores. High cost of wages to port authority	... number work ...

3. Storage	Old sheds can be used	Goods cannot be left outside in the rain	... not needed. Containers can be left ..	New ... have to be made
4. Refrigeration	Old plant can be used	Separate cold storage has to be organized	... can be connected to ... at the docks. Special containers for ... can be used	... containers ... built

2. After studying the diagram showing simultaneous loading and unloading, write a paragraph describing how a transporter crane loads and unloads a container ship. Write your sentences in answer to the questions and use the words in brackets in your answers

a. What happens first?

(First ... centres on... in the hold of...)

b. How long does this take?

(This ... seconds)

c. What happens then?

(Then ... ashore...truck or trailer)

d. How long does this take ?

(This...seconds)

e. What happens next?

(Next ... export container... on ... trailer... taking... minutes)

f. What does the crane do finally?

(Finally ... aboard... taking...and is ready to ... the next ...)

g. How long does this operation take altogether?

(Altogether...takes...)

UNIT 3

READING

A- Developing countries' point of view

Fast modernization often solves problem of rich countries. But it sometimes makes more problems in poor countries. Containerization means unemployment for thousands of stevedores.

Developing countries have to spend a large part of the money they earn from exports on freight. At the same time they can not afford to borrow the capital necessary to buy containerized ports and ships.

1. Guess the best meaning from the choice given.

- | | |
|--------------------------|---|
| 1. solves (line 1) | a. answers
b. takes away
c. decreases |
| 2. unemployment (line 3) | a. hard work
b. overtime
c. no work |
| 3. developing (line 4) | a. poor
b. growing economically
c. rich |

2. Match the words on the left with those on the right.

- | | |
|-------------|---------------|
| facilities | difficulties |
| commodities | costs |
| expenses | raw materials |
| problems | services |

3. Group the following expression under the following categories:

facilities; commodities; expenses; problems

tugs, cotton, delay, crane, coffee, demurrage, congestion, wharf, copper, unemployment, dock, increasing freight, surplus ships, recessions.

4. Complete these sentences

1. Shipowners need facilities ports such as tugs.....
2. The prices of commodities such as.....tend to go up and down
3. Expenses such ashave to be paid.
4. Shipowners have to face problems such as.....
5. Stevedores have to

5. Match the statements on the left with the reason for them on the right, join the sentences using because:

Containerization causes unemployment because container ports need far fewer workers to load ships.

<ul style="list-style-type: none">- Containerization causes unemployment- Developing countries cannot always afford containerization- Many ports suffer from congestion- Freight rates rise all the time- Ships have to be laid up	<ul style="list-style-type: none">- world trade decreases in times of economic recession.- fuel and maintenance costs go up.- container ports need far fewer workers to load ships.- a large amount of capital is needed for building new containers and cranes- trade increases faster than the docks can be enlarged.
--	---

B- Shipping service Monopolies

A monopoly is when one company or a group of companies, working together controls the market. This means that the sellers can raise or lower prices so as to keep their controlling position. In such cases there is no

competition of one seller against another, and the customers have no choice when they want to buy something.

This sort of situation sometimes exists in shipping services. It can either be a private monopoly system, as when only one conference serves one shipping route. Or it can be a state monopoly when traders are forced to use ships of the own country.

1. Tick whether these statements are true or false

- a. Monopoly is the opposite of free competition.
- b. Monopoly is control of the market by one organization.
- c. Monopoly is the same as free competition.
- d. There are two main kinds of monopoly system.
- e. Competition of sellers mean the customers have no choice.

2. Complete these notes on text

Disadvantages of ____:

- 1. No ____ for customers.
- 2. Sellers control ____ and ____ services.

____ competitive

Two kinds of ____

- 1. ____
- 2. State

3. Supply one suitable word for each space

The prices of some goods go ____ and down. But traders have to ____ increased freight costs even when prices _____. They sometimes also have to pay ____ for delays. Efficient and frequent services ____ usually provided but traders also complain ____ poor dock facilities and ships not ____ on time. Likewise shipping companies lose ____ as a result of delays. It ____ very expensive to keep a large ____ waiting for a berth or a ____ to be repaired ships. Some ports are ____ because not enough to berth are provided ____ all the ships. Ship owners have the ____ of what to do with surplus ____ when there is little trade. Developing ____ do not always gain the advantages ____ containerization. The money needed to build ____ has to be browed, and often ____ among stevedores results. In general the ____ countries do not gain from containerization ____ much as rich countries. Low commodity ____ mean that shipping costs take away ____ big share of the money they ____ from exports.

WRITING

1. Complete the following notes on shipping problems by supplying a suitable word for each blank. Use the information from section 2 to help you.

Problem	Concerning	Details
1. Increasing ____	Traders	{ ____freights demurrage increased prices imported goods
2. ____ facilities	Traders Shipping Co	{ ____of date ports and ships Storage problem on wharves non-arrival of tugs Cranes ____ ports congestion also not enough berths
3 Modernization	____ countries & stevedores	Containerization high capital ____ & fewer workers unemployment Value of ____ decreased by freight costs

2. Look at this pair of sentences: *Container services are used. Goods are delayed.* Now look at how these sentences can be joined. Even when container services are used, goods are delayed. Now find the sentences in the first text of chapter 3 section 2, when a similar construction is used with even when. Write it down. Now join the following pairs of sentences together by using even when either at the *beginning* or in the *middle* of the new sentences, so as to make sense.

- Ships arrive on time. There are often delays.
- Ships are kept waiting. There are enough berths in ports.
- Liner services are well spread out. Congestion takes places.
- They are half empty. Freight liners sail on time.
- There are several companies serving the same route. Conference ships do not run at the same time.
- Liner services available. Chartered ships are needed.

UNIT 4

READING

Export clauses

Clause	Abbreviation	The sellers arrange and pay for:	The buyers arrange and pay for:
Ex-works Ex-store Ex-warehouse	— — —	Packing. (sometimes shipment is arranged and the cost of packing added to the invoice).	all transport and import taxes.
Free on rail Free on truck	for. fot.	Delivery to railway or lorry terminal.	all transport and import taxes.
Free alongside Free at docks	fas. fad. 	Delivery to docks. The buyer must tell the sellers where the ship is.	port and loading charges, sea freight, insurance and delivery (plus import taxes).
Free on board (named port)	Fob. (name of port loading)	Delivery over the ship's rail.	sea freight, insurance, delivery and import taxes. The buyers must find the ship, tell the port of loading.

Cost and freight	c&f	See freight and all charges to ship.	insurance and delivery in own country (plus import taxes).
Cost and insurance	c&i		freight paid by customer.
Cost, insurance and freight (named port)	CIF (name of port discharge)	All shipping costs including insurance.	delivery from docks to own address and import taxes.
Franco quay Free on quay	— foq.	All charges due to and colluding leading and import taxes.	delivery from docks.
Franco domicile (usually used for parcels only)	dpd. (duty paid delivered)	All costs and charges.	

1. Find the words in the table of export clause which have the opposite meaning of the following.

- a. taken way from
- b. dispatch
- c. export

2. What export clause is used when the shippers pay:

- a. all charges to the port of discharge except marine insurance?
- b. delivery to a railway terminal?
- c. all shipping costs including insurance ?
- d. all transport costs and import taxes?

3. Complete the following

- a. F_B
- b. C_F(no insurance)
- c. F_Q
- d. CI_
- e. FO_ (road transport)
- f. F_S

4. Charges are made when goods enter and when they leave port. A charge for the services of a carrier is called carriage. A charge for the use of a wharf is called wharfage. What are the charges or costs for the following services?

1. The services of a *lighter*.
2. The services of a *porter*.
3. The services of a *hauler*.
4. The use of a *store* or warehouse.
5. The use of a *carter* or lorry.
6. The charge for delay (*demur*) in the collection of goods.
7. The post office charge for sending *parcels and letters*.
8. The cost of goods getting *broken*.
9. The charge or cost of liquids lost by being *spilt*.
10. The loss of goods by *pilfering* (theft).

WRITING

1. There are several ways you can start a letter requesting a quotation. Study below to see the different types of sentences you can use, then write some examples out. You can replace the products, export clause and ports of loading and discharge with your own examples.

Dear Sir/Madam				
We should be obliged if you would	Quote us for a quotation for	(the) supply of delivery of	200 barrels of Kingbrew lager	CIF. Port Swettenham
We should be glad if you would	send/give us a quotation for	shipment of	60 sister sewing machines	FOB. Bombay
Please	provide us with a quotation for		50 tons PVC sheeting (see enclose specifications)	C&F port Harcourt
We write to request	A quotation for			

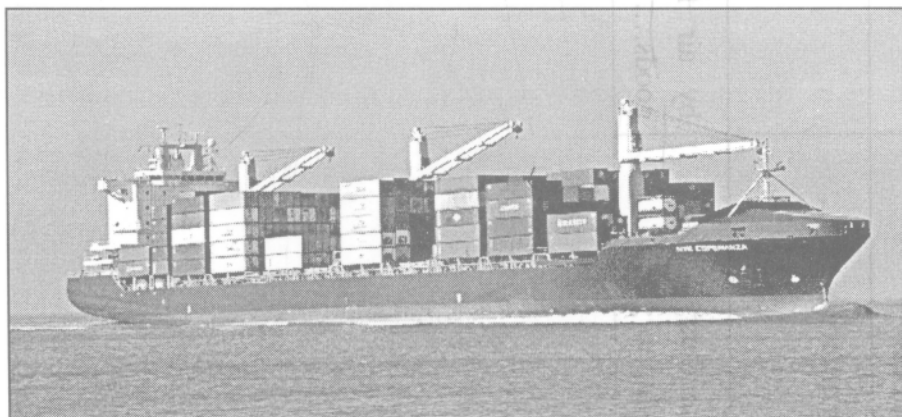
2. The following table shows you how you can begin a letter confirming or placing an order. Write at least six sentences from the table ending them with your own ideas for goods you are ordering.

Dear Sir /Madam,				
			Confirm our cable acceptance of your offer for	
In accordance with	your quotation No.123XYZ	we	have pleasure in enclosing enclose herewith should like to confirm Wish to confirm	our order for.....

				are pleased to confirm are glad to confirm	
With reference to following	your letter of (date)			are placing an order for.....	
				please send us please ship us	by air freight the following goods....

UNIT 5

READING



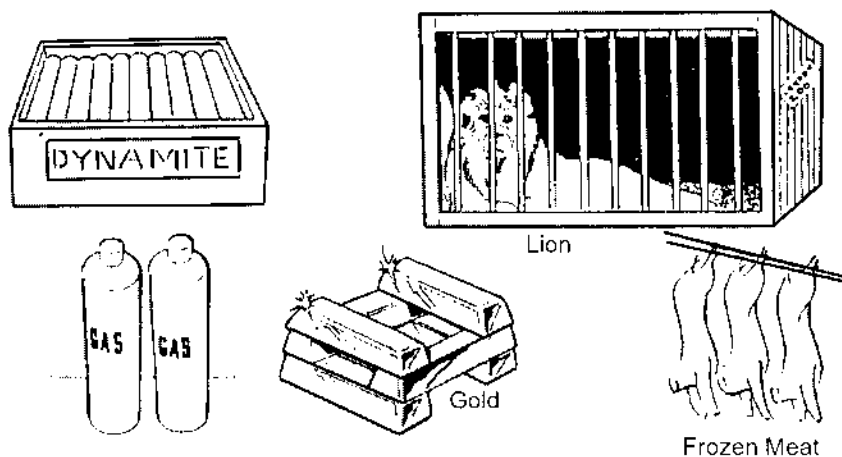
A- A container shipping instruction form

See the sample form on next page for the numbers below.

1. The place of the acceptance is where the consignment will be received by the transport company. This can be at an inland address.
2. HMC tariff Trade code number. This is a reference number for the type of goods given by the British Customs (HMC= Her Majesty's Customs)
3. FOB value of the goods is the total value including FOB charges.
4. LCL Less than a container load (FCL= full container load). If an LCL is to be packed by the BLC (Ben Line Containers), then the shipping company can consolidate the consignment with the goods of another exporter. Otherwise the shipper would have to pay the freight cost of one container and unpacked by the consignment.
5. Freight and charges. In this box the shipper should show who is going to pay which charges the exporter, the shipper (who actually forwards the goods) or the consignee. Who pays the charges depends on the type of export clause the goods are being shipped under (i.e., FOB, ex-work, CIF, etc.) (FE= far East)

6&7. Notice also that the container company also offers to complete the Bill of Lading and Insurance.

8. They also offer Customs Clearance services.



the bottom of the form and return it to the exporters who can then forward their consignment to the docks.

On the Ben Line form you will find the usual spaces as on a Standard Shipping Note with spaces for additional information:

1. DOTI = Department of Trade and Industry (UK); IMCO = International Marine Consultancy Organization. These two organizations publish a classification of dangerous goods. The flashpoint is the temperature at which chemicals start burning.

2. A list of the different kinds of danger is given. Shippers have to follow the international rules for packing dangerous cargoes safely.

3. The shippers declare that the consignment is safely packed.

The shipping company signs the form to show that they agree to receive the goods.

1. Find words in text which can replace the phrase in *italics*.

- The company received a hindered *letters asking* for the job.
- Several students *got* permission to be absent from class.
- The company *put out a printed* price list each month.
- Scientists have built up *complete lists* of plants and animals *according to their family groups*.

e. They have to *make* a formal *statement in writing*.

2. Match these opposite from the text

dangerous	refrigerated
deliver	receive
shipper	safe
heated	consignee

3. Use contextual clues and your own knowledge to guess the meaning the following

1. inland

- a. near the sea b. on the sea c. away from sea

2. tariff

- a. menu b. tax c. price list

3. code

- a. number b. address c. secret

4. consignees

- a. people to whom the goods are going
b. people sending the goods
c. the transport company

4. Supply one suitable word for each space

The Shipping Instruction (General Cargo) is ____ by the shippers or exporter and ____ with the shipping company. The form ____ be used to request several export ____ These include getting insurance, preparing Customs ____, preparing Bills of Lading and paying ____ charges. Also the shipping company can ____ the goods in full container ____ or less than a container load ____ which need less than a full ____ maybe packed into a container ____ the goods of another customer. This ____ is called groupage. Shipping companies also ____ goods at inland container bases. When ____ have decided which services they want, ____ complete the form and sign it ____ the right hand corner.

B- Special stowage procedure

All the things on this page need special stowage on ships. They can't be stowed like ordinary cargo because they may be dangerous, or they may be

extremely valuable, or they may be live animals. Some foods and chemicals have to be refrigerated.

So for special stowage the exporter must complete an Application for Special Stowage Order form with full details of the goods, and it to the shipping company. When the shipping company agree they sign.

1. Tick whether these statement are true or false

- a. Special stowage is necessary only for dangerous goods.
- b. Shippers must have their applications for special stowage signed by the shipping company before they send goods forward.
- c. The Department of Trade and Industry has to sign the application.
- d. The classification of dangerous varies from one country to another.
- e. Shippers must make sure their goods are packed safely.

2. Find phrases below for each of the following: explosives, corrosives, infectious substances, inflammable.

- a. things which can give disease.
- b. capable of bursting into flame (catching fire).
- c. things which can explode.
- d. chemicals which can eat into metal.

3. Supply one suitable word for each space

There are international rules concerning dangerous ____ which shippers must follow. Before a ____ company accepts dangerous freight, they must ____ exactly what sort of dangerous goods ____ exporters want to ship. Sometimes they _____. To provide special stowage and they ____ to be given all the information ____ the cargo before they can agree ____ carry it, the shippers are responsible ____ making sure that the goods are ____ safely in accordance with international rules ____ dangerous goods.

WRITING

Draw your own shipping instruction form like the British Airways form on next page. Using the new information from exercise 1 in section 3, fill in the form with imaginary of a consignment from your own city.

UNIT 6

READING

A- The contents of the commercial invoice

This document contains complete details of the order as on the Bill of Lading. But it also shows the terms of shipment and payment, the value of the order and details of insurance.

Sometimes the invoice price is broken down into such things as the cost of materials, the cost of processing and manufacture and the cost of packing and transport.

The amount of detail on an invoice depends on the rules of the importing country. Some countries require a more detailed breakdown of the price than others because they have different ways of calculating tax. However the various rules can be found in "Croner's Reference for Exporters". Which is brought up to date each year by supplements.

1. Replace the words in italics with suitable words from the passage

- a. The packet *holds* 1 kilo of sugar.
- b. The population of the village can be *divided* into men, women, girls, and boys.
- c. Dangerous goods must be packed according the *laws*.
- d. The export department started *working out* the cost of the shipping as soon as the order came in.
- e. Sometimes extra *pages giving new information* have to be printed.

2. Complete the following list of contents of a commercial invoice

1. Full details of the goods as on a Bill of Lading
2. The terms of _____

3. _____
4. _____
5. _____
6. _____
7. _____

B- The Airway bill: Contents and Functions

1. The names of the airline and other carriers.

5. The declared value for carriage and also for insurance (NVD= no value declared) and a separate weight and valuation charge is shown. It also shows which charges are to be collected from the consignee and which ones have been prepaid (by the shipper).

7. Section S.COD= cash on delivery. The airline can collect payment for the goods.

11. The conditions of carriage.

12. The shippers have to sign the Airway bill declaring the contents are correct.

13. The carries (in this case PIA) or their agents sign the form, writing the date and place the consignment was received.

Airway bills are receipts and evidence of contract of carriage. They are not documents of title. However, negotiable copies can be made out in the same way as Bills of Lading.

Three copies of the carriers' Airway bill are completed, one each for the shipper, the carrier and the consignees, who must have the Airway bill number to collect the goods from the airline.

The importers are responsible for obtaining any necessary import licenses.

1. Replace the *italicized words* with single words from the text

a. An air freight consignment may change to another *transport company* on its way to its airport of discharge.

b. Shippers have to *give* the value of the consignment for Customs purpose.

c. There are international rules for air freight carries . Parts of these are the *rules* of air freight transport.

d. The list of all the goods in three consignment can be found on the *freight list*.

2. Tick whether these statements are true or false

a. All Airway bills are negotiable.

b. All Bills of Lading are negotiable.

c. Airway bills are like Bills of Lading but they do not show who is the legal owner of the goods.

d. The shipper has to get import licenses.

3. Supply one suitable word for each space

The shippers complete ____copies of the Airway bill and ____them before lodging them with the ____

The shippers, carriers and the consignees ____have a copy of the Air ____The latter have to have it ____check the number in order to ____the goods from the airline. The ____way bill does not give evidence of ____of the goods and has no ____by itself unless it has been ____by the airline making it an negotiable copy which can be used for ____by Letter of Credit. Otherwise the ____way bill is a carriers' receipt and ____of a contract of carriage between ____shippers and carrier.

WRITING

1. Look at how this pair of sentences is joined together

The Bill of Lading has a description of the goods. It has the weights and measurements of the goods . These sentences can be written as one.

The Bill of Lading has not only a description of the goods but also their weights and measurements.

Join the following pairs of sentences together in the same way

a. The commercial invoice must show the price of the consignment. It must show the value for Customs purposes.

b. Some commercial invoices show the country of origin of the goods. They show a detailed breakdown of the cost of the goods.

c. The Combined Transport Bill of Lading covers transport by ship. It covers transport by road or rail.

d. The Airway bill shows the air routes to be followed. It shows the names of the airline sharing the freight.

2. What are the functions of the Bill of Lading?

Look at the following answers to the question *What are the functions of the Bill of Lading?*

The Bill of Lading functions as a receipt for goods. The Bill of Lading functions as evidence of a contract of carriage. The Bill of Lading functions as a document of title.

But this is rather clumsy way of answering the question. The answer would sound better and be more readable if we wrote it as a continuous paragraph like this:

The Bill of Lading functions as a receipt for goods. It is also used as evidence functions of a contract or carriage. In addition it is a document of title.

Now write a similar paragraph in answer to the question, *what are the functions of the commercial invoice?*

Write your paragraph in answer to the questions, using the information given to help you

- 1 How does the commercial invoice functions?

The commercial invoice functions as a.....

- 2 What does it show?

It shows all the details of the contractIt also gives.....

- 3 What else does it give?

.....

- 4 In addition what else?

In addition it has.....

- 5 What is it used as?

It is used as.....

- 6 By whom?

By the.....

- 7 Apart from this who else uses it and for what purpose?

Apart from this it is also.....

- 8 Anyone else?

The Customs also use it to.....

Continue until you feel you have covered all the functions and uses of the commercial invoice well. Then write a similar paragraph of your own for one of the following:

1. What are the functions of the Combined Transport Bill of Lading?
2. What are the functions of the Airway bill?

UNIT 7

READING

A- Movement of Goods and the EEC

Although the EEC is a free trade area, traders have to use special forms for exporting goods. This is because forms are necessary to prevent cheating. For example traders in one country import goods from outside the EEC, place them under bond and re-export them to another member country without paying duty. They could pretend the goods originated in their own country and avoid the common external tariff. Similarly movement forms Countries have for trade with associate members such as Turkey and Egypt. These countries have preferential tariff agreements with the EEC. The forms contain declarations by shippers and the information they give about their goods is true.

Transit Forms are used for goods moving about inside the EEC. If goods, imported outside the EEC, are in transit through the EEC to non-member countries, shippers have to sign a guarantee that duty will be paid if the goods stay in the EEC.

1. Supply one word from the passage to complete the following and if necessary put the word in the right form

- The engineer works with several.....in this company (*lines 5-10*)
- Some of the forms look veryThey all look the same (*lines 5-10*)
- She likes both tea and coffee, but shecoffee in the morning (*lines 5-10*)
- When we changed planes at Geneva we had to wait in the ...hall (*lines 10-13*).
- The washing machine wasfor one year (*lines 10-13*)

2. Complete these sentences

- Transit forms have to bethe shippers.

- b. They help to.....exporters avoiding duties.
- c. Shippers have to declare that.....
- d. Special forms are needed to export from the EEC.
- e. Shippers have to guarantee that their goods.....given on the form.

3. Supply one suitable

There are two kinds of Customs _____. Either the goods need special inspection _____ Customs or they can be exported _____ special inspection. All consignments have Customs _____ numbers which must be shown on the _____ documents. On the other hand special _____ is necessary for these classes of _____ export consignments that have been in _____ and were imported duty free and _____ in a Customs warehouse; goods for _____ drawback is being claimed; consignments in _____ stowage; also goods for which export _____ are required. These procedures are used _____ the EEC countries which have no _____ among themselves and the same duties _____ goods imported from non-members states. Transit _____ are also used for the movement _____ goods inside sending goods to European Free _____ Area countries or to the Associated _____ of the Common Market, such as Cyprus _____ Egypt and Tunisia.

B- Official Invoices

Some countries require that all goods imported should be accompanied by an invoices signed by their consul in the exporting country. Details concerning such countries' invoicing requirements are in Croner's Reference Book for Exporters.

Croner's will also give information about certificates of value and origin. These are invoices which guarantee the country of origin of the goods. They are intended to help the Customs of the importing country assess goods for duty. This invoices often requires detailed breakdowns of the cost of the goods into raw material, labour processing in the factory, freight, insurance and packing. It has to be signed officially by the exporters or the chamber of Commerce.

The main idea is to prevent exporters from giving false declarations of the value of goods. For instance an exporter might make an agreement with the importer to give only half the value of the goods so as to reduce the importers' tax.

Naturally the details on all invoices for one consignment must be the same.

1. Rewrite each of these sentences with one word from the text.

- a. The rules of the game say that there should be a referee. (lines 1-4)
- b. When he arrived he came with his wife. (lines 1-4)
- c. The things you have got to do for entry into the college are given on the application form. (lines 3-6)
- d. Where do you plan to send the goods? (lines 7-11)
- e. The cost of paying workers has to be included in the price of goods. (lines 9-14)
- f. There are various rules designed to stop accidents from taking place. (lines 12-16)
- g. A man was stopped at the airport for trying to bring drugs into the country in the artificial bottom of his suitcase. (lines 11-14)
- h. Some people try to decrease their weight for the sake of their figures. (lines 12-15)

2. Supply none suitable word for each space

There are different kinds of official _____. These are required by the importing _____. The purpose of these invoices is give information about _____consignment to the _____of the importing countries. Sometimes they _____to know the value of the _____or a breakdown of the costs_____the consignment. Some information about the _____of origin is also needed to _____import duties. Certificates of Origin and _____. Invoices normally have to be signed_____an official organization such as the _____of Commerce or consul of the _____country. Sometimes, however, they may be_____by the exporters. But exporters must _____all the invoicing requirements of the _____they are exporting to. The regulations_____invoicing are to be found in “_____Reference Book for Exporters”.

WRITING

1. Study a completed form on page 248 with the following information

On 8th October 1981 William Goldchunk Ltd shipped 10 cases of various brands of marmalade to Hans Jurgen Grosshandel GMBH of Linz, Austria. The marmalade in jars was packed in cartons which were all packed in larger cases measuring 1 by 1 by 2.5 meters each. These were all packed into a steel road/rail container and sealed by H.M. Customs in Liverpool. An EUR 2 form was completed and forwarded with the remaining shipping documents.

2. Complete the Movement Certificate on page 282 with the information below.

Notice you do not need all the information given to complete the forms.

Four crates of daily equipment (500 kg each) and 4 crates milking machines 250 kg each are to be shipped by Johann Johansson of Copenhagen to Al Fattah Dairies et Cie, Tripoli, Libya. The consignment is to load at Copenhagen on the SS Riduma which sails via Channel ports and Spain to the Mediterranean. The shipping documents are accompanied by a Certificate of Value and Origin which gives information confirming that the goods qualify for the preferential tariff. Marks on the crates are as follows:



The declaration is signed by George. Christiansen on 3rd April 1980. All the cases are 1 by 3 meters.

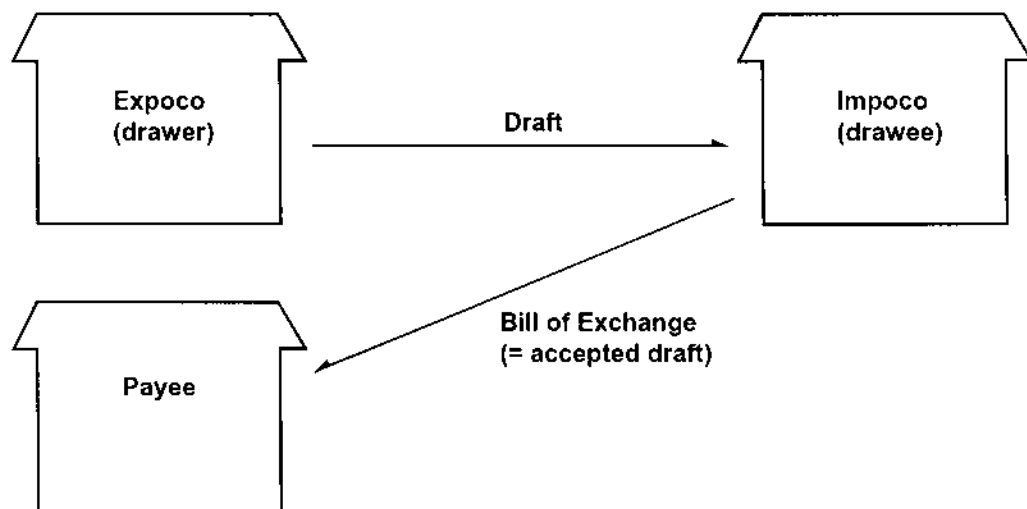
UNIT 8

READING

A- Foreign Bills of Exchange

A lot of foreign trade is paid for using Bills of Exchange so it is necessary to understand what a Bill of Exchange is. Basically it is a credit instrument or a piece of paper which can be turned into money later.

The exporters write a draft to importers. The draft is a note, like the one show opposite, telling them to pay a certain amount of money to a third party. The exporters are drawers of the draft, the importers, the drawees and the third party to whom the draft should be paid, the payees.



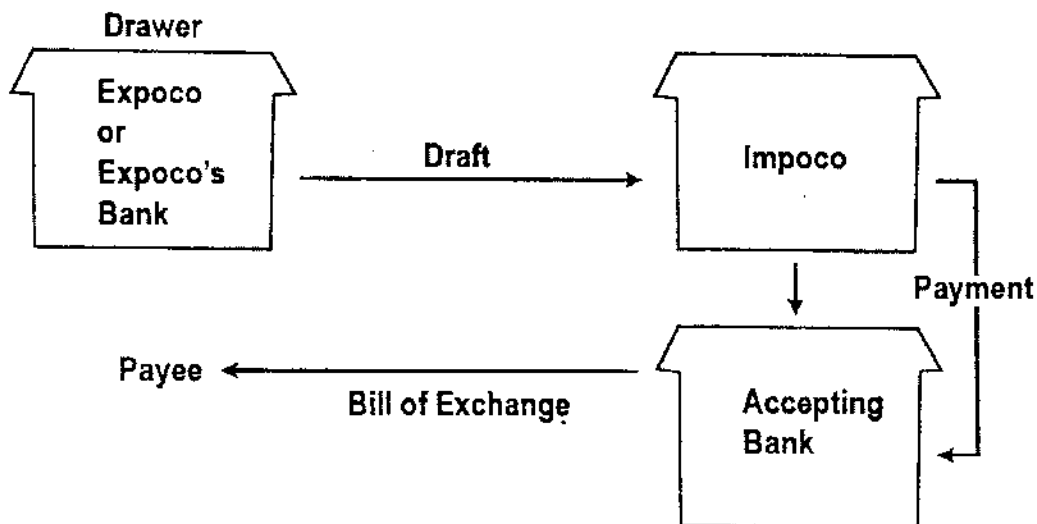
The drawees agree to pay the draft at the time when it becomes due, that is, 120 days after sight and the draft has to be accepted by being signed. But if a company of importers accepted the draft with their signature on the

back it would not have much value, because their name and the state of their finances might not be valued highly. So the draft has to be accepted by well-Exchange which is sent to payees, who are either the exporters or their bank. The payees knew by the signature (60, 120 or 180 days after sight, the day the draft was accepted)

Amount in figures	Place and date drawn
£10,000	Tenor London, 1 st November 200...
Payee Sixty days after sight of this first of exchange (the second and third of the same tenor and date being unpaid) pay to the order of Lombard Bank Limited	
The amount in words Ten Thousand Pounds Sterling the sum of and place to the account of shipment of goods from EXPOCO LTD.	
Drawee	Drawee's signature

(Drawee's signature for acceptance is written on the back of the Bill)

The words on the third and fourth line of the draft mean that whichever copy is accepted, the other two are cancelled.



1. Match the terms on the left with the explanations on the right

tenor	person or company
payee	person or company to whom a draft is written
drawee	a Bill before it has been accepted
drawer	person or company writing a draft
draft	period of Bill to payment date
acceptance	the payment date of a Bill
maturity	agreement to pay
party	person or company to whom a Bill is to be paid

2. Which words do the following words refer to

- | | |
|------------------|--------------------------|
| a. it (line 2) | d. their (line 14) |
| b. them (line 5) | e. on the back (line 15) |
| c. it (line 11) | f. this (line 13) |

3. Tick whether these statements are true or false

- Bills of Exchange are used for foreign trade.
- The writer of a draft is the drawer.
- The drawee gets credit by accepting the draft.

- d. The draft is accepted by the exporters.
- c. Accepting Banks help finance foreign trade

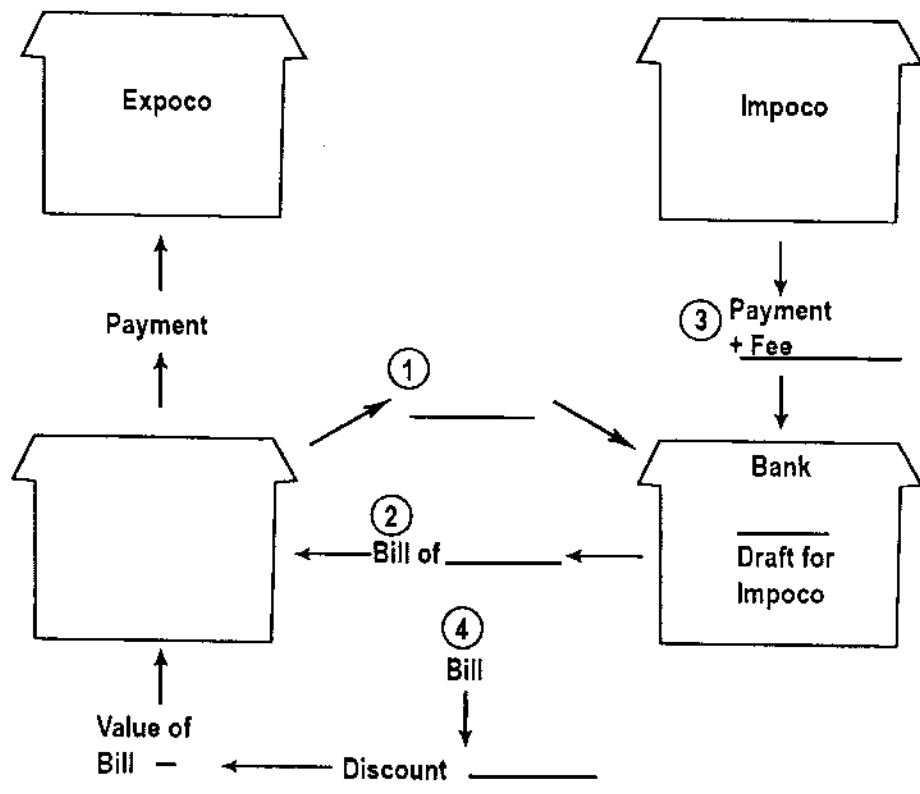
B- Discounting Bills of Exchange

Following from the last passage, the situation is as follows, the importers do not have to pay for their goods yet. They have credit until the Bill matures. On the other hand the exporters have the Bill of Exchange and no money. But they need money to pay their costs, so how does the Bill help them? The answer lies in the fact that Bill of Exchange are negotiable instruments, and can be sold on the discount market. This is a market in which buyers and sellers, mainly banks, trade in Bills for profit. It works as follows:

The buyer pays the amount of the Bill less the discount. This is amount of interest for the period the Bill has to run until maturity. If the period is 90 days, the interest deducted is the current rate of interest for that kind of commercial Bill times the face value of the Bill. If the interest is 10% and the Bill worth £100 the discount for 90 days would be $\frac{1}{4} \times 10\% \times 100\% = £2.50$ because 90 days is $\frac{1}{4}$ of a year and interest rates are always given for the year. Therefore the exporter would get £100 - £2.50 for the Bill. Naturally, this is less than the importers have to pay after 90 days, so exporters have to allow for interest when calculating their export prices and when they are giving credit.

But how does the buyer of the Bill make a profit? The discount for the Bill gets less and less as time goes on. Also, interest rates change. So the holder of the Bill can sell it again to another buyer, this time getting more than the amount he paid. If the period left until maturity was 30 days the interest would be for one month only. At 10% the discount would be £0.83 so the seller would get £99.17 for the Bill.

1. Complete this diagram



2. Find words in the passage to complete these sentences.

- Risingforced them to put up their prices.
- A largeof money has been wasted on the project.
- The export license has a few more weeks tobefore we have to get another one.
- According to thefive year plan, a new factory will be built here.
- They givefor large quantity purchases.
- You need to for transport costs when setting prices.

Picture

3. Supply one suitable word for each space

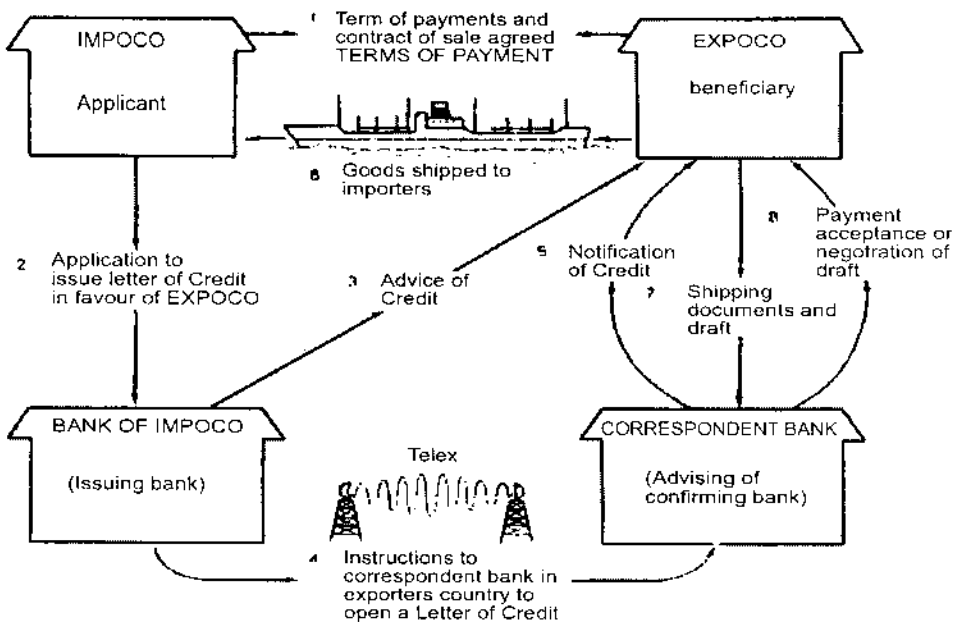
The most important function of the ____ of Exchange is to solve the ____ problems of traders. It helps buyers ____ have no cash, to buy goods ____ Credit. The sellers draw a draft ____ the buyers who then become the _____. The bank which represents the buyers ____ the draft making it a Bill

____Exchange. They send it to the ____representing the exporters who can then ____The Bill until it matures or ____the Bill of Exchange at a ____ in the discount market where it ____be traded until maturity. The importers____to pay the accepting bank the ____amount of the Bill plus a ____which the bank charges for accepting ____risk.

C- Documentary Letters of Credit

A Documentary Letter of Credit is an agreement with banks, made by an importer, to pay an exporter, provided certain conditions are fulfilled. The importers apply to their bank to issue the credit in favor of their supplies through a bank in the suppliers' country. If the importers wish to guarantee payment of the credit they ask their bank to issue an irrevocable credit. This means the credit cannot be exchanged without the exporters' and banks' agreement. A credit without such a guarantee is a revocable credit and can be changed by the importer. If, in addition, the importers want the advising bank in the sellers' country to guarantee the credit, they will request confirmation.

By the advising bank. The credit then becomes a confirmed irrevocable credit. From the point of view of the exporters (the beneficiaries) this is the safest form of credit to have.



There are three kinds of credit payment.

1. A credit for payments of drafts is when D/P terms have been agreed and an advising bank pays drafts drawn by the exporters, or their bank, on itself at sight.

2. An acceptance credit is when D/A terms have been agreed and the advising bank or another bank accepts drafts for payment after a period of time. E.g. 120 days after sight.

3. A credit with authorities to negotiate is when the confirming or issuing bank may make a bargain with the exporters for acceptance of a draft drawn in another currency.

Whichever form of credit is used, however, the bank where the Credit is available will only pay the exporters when all the shipping documents are correct according to the terms of the credit.

1. Match the near synonyms

notification	request
irrevocable	cooperator
correspondent	receiver
application	bargain
authorities	power
negotiate	advice
beneficiary	unchangeable

2. Replace the italicized phrases with the correct expression from the text

b. The exporters received a letter *telling them about* the credit from the importers' bank.

c. The confirming bank sent the exporters a *letter telling them about* the credit.

d. The importers were willing to arrange a *guaranteed* credit in favour of the exporters.

e. The importers wanted the advising bank to *confirm* that the credit was available.

- f. The importers sent a *request* to open a credit to their bank.
- g. The bank wrote to *another bank they usually work with* in the exporters' country.
- h. The two businessmen *discussed* the contract which was agreed at the end of the meeting.
- i. The importers' bank has just *put out* the credit.

WRITING

1. Look back at the diagram on page 287. The use how the numbers in the diagram refer to the accompanying documents.

2. Application (Request) to open Documentary Credit

3. Instructions forms Issuing Bank to correspondent to open credit (p.297)

Now study the following letter requesting a Letter of Credit to be issued from a bank in London and the Banks'reply. Then make notes of the relevant information. When you have got all the information you need, use it to complete the form No.2 and the form from Lombard Bank No.4

Telephones:

384-2910

662-2891

(4 lines)

Your Ref: DCCL/82/FET

Our Ref: FEA/DC/82

The documentary Credits Department,

Lombard Bank Ltd,

Queen Victoria street,

London, EC1B 2 XY.

Dobwell Cring & Co.ltd,

Merchants

Queen Vistoria Street,

London, EC1A 2XY

Cables:

Dobarin

London

3rd April 2004

Dear Sirs,

Account No. 38.24.02.64.18

We write to request you to set up an Irrevocable Letter of Credit in favour of our suppliers. The Sabah Timber Company Ltd of Kotah Kinabalu, East Malaysia under the above account for US \$150,000 available by drafts on us and accepted

by your correspondent in East Malaysia. The draft should be draw at 60 days tenor and all documents airmailed to us as soon as the drafts have been accepted. We hope this credit can be set up as soon as possible since the shipment will be ready for loading within one week. Perhaps you could telex the details to Kota Kinabalu at the same time as instructing your correspondent by airmail to advise the credit. We understand from our suppliers, that vessels are usually available for the Persian Gulf at this time of year .

The credit is in respect of a consignment of 200 tons hard wood timber to be shipped c&f to our agent Mohammad Sharif Aghalebi, Arabian Sea Traciers Ltd, Dubai, United Arap Emirates not later then by 15th May 1982. The Bills of Lading, of which we need four clean on board copies, should be endorsed in blank with the name of the above agents. The consignment may be shipped as deck cargo.

We understand form our suppliers that because part of the seasoning process takes place on the ship and before the timer is used, many of the logs will be wet and have a dirty appearance. Also, some of the bank, will be loose. We therefore want clause to this effect to be allowed on the Bills of Lading which should be lodged, together with other documents, with your correspondent not later than 15th April. The expiry date of the Credit should be 20th April.

We also require four copies of each of the following: invoices and certificates of value and origin. However, we are arranging marine insurance in London

In view of the size of the consignment and the problem of finding, vessels sailing to the Persian Gulf we would allow transshipment but not partial shipment

In addition we would inform you that have entered a contract with your foreign exchange department to purchase \$ 150,000 for delivery 60 days after 25th April 1982

Yours faithfully,
Dobwell Cringe & Co

Telephone
249-3120
6 lines

LOMBAND BANK
LIMITED
Queen Vistoria Street
London

Cables
LOMBANK
London

Your Ref: FEA/DC/82

OUR Ref :DCCL/82/FET.

Dobwell Cringe & Co. Ltd,

Queen Victori Street

5th April 1982

Dear sirs,

Thank you for your letter of 3rd April of the above reference

We are glad to advise you that we are instructing our correspondents in Kota Kinabalu. The Brunei Commercial CREDIT Bank to advise your suppliers of your Credit.

Meanwhile we would be obliged if you would complete the enclosed Request to Open Credit Form for the convenience of our records.

Yours faithfully,

Manager,

Documentary Credit Department,

LOMBAND BANK LIMITED

TAPESCRIPTS

UNIT 1: THE ORGANIZATION OF SHIPPING

Listening

Tapescript

Call 1

- A: I'm phoning about the letter I wrote to you.
- B: Just a moment, I'll get it ... the one dated 15th November?
- A: That's right. I asked for a quotation for a consultancy contract in December.
- B: Yes, I see. Haven't we replied to it?
- A: No, and as I said in the letter, we need it urgently.
- B: Right, I am sorry. I don't know why this has happened. I'll get back to you this afternoon.

Call 2

- A: I'm phoning about the job advertised in *The Times* for the post of Office Manager.
- B: Yes, have you put your application in writing?
- A: Yes, I sent in my application two weeks ago.
- B: Fine, then you'll be hearing from us in the near future.
- A: I realize that. I just wanted to let you know my availability.
- B: Right, go ahead.
- A: Well, I can start the job from the beginning of April.
- B: Right, I'll make a note of that but can you put it in writing?
- A: Yes, of course. I'll get a letter in the post today.

Call 3

- A: You know that hotel you recommended in your last letter?
- B: Yes, you mean the one in Southern Italy?
- A: Right. Well, I've lost the letter and I wanted to book in for a couple of weeks this summer.
- B: Just a moment. I'll see if I can find the address ... I'm sorry I can't find it
- A: Doesn't matter. Could you drop me a line?
- B: Of course. I'll do that letter this week.
- A: Great. Nice talking to you. Bye.
- B: Bye.

Answers to the listening task

- Letter A: Telephone call 3
- Letter B: Telephone call 1
- Letter C: Telephone call 2

UNIT 2: LOADING AND UNLOADING

Listening

Tapescript

I would like to spend a few minutes of your time looking back over the year. I am going to divide my review into three areas: firstly financial, secondly personnel and finally technology.

On the financial front, the results have been very pleasing. Turn over has increased by 14 %, costs have dropped by 3 % and profits are up by 16 %. So the company as a whole has performed well. Some business areas have done better than others. Export sales have done very well – especially in America, our largest export market. The domestic consumer market has been very competitive and will continue to be so- our results in this market have been rather disappointing – just 1% up compares with last year.

Right, let's move on to personnel. Our policy of personnel development through training and promotion opportunities has continued to be a great

success. We have actually recruited 72 new staff, while 20 have retired- so there is a net balance of 52. The training department has expanded considerably and moved into areas such as quality assurance and sales training.

Finally technology, I thought you would be interested to have an update since this is vital for our future growth. Over the last year, our Research Department has thoroughly tested a new prototype engine. Results so far have looked promising. We have also invested heavily in a European technology program which links industry with the universities. Right, those are three main areas – Finance, Personnel and Technology. Are there any questions, before I go on? ...

Answers to the listening task

Three areas:

1. Financial
 - a. Results
 - turnover: + 14%
 - costs: - 3%
 - profits: + 16%
 - b. Exports: Good esp. America

Domestic consumer market: very competitive, only 1% increase
2. Personnel
 - a. Personnel Development
 - b. Recruitment: net increase 52
 - c. Training: has expanded

New areas: quality and sales
3. Technology
 - a. The Research Dept has tested prototype engine
 - b. Has invested in European Technology Program

UNIT 3: WORLD SHIPPING PROBLEMS

Listening

Tapescript

- A: We need to define a new strategy but this strategy must be flexible enough to take account of changing market conditions.
- B: I agree. Our main objective must be to gain market share. And to do this we must reduce prices.

- A: So are you sure that if we reduce prices, our market share will increase?
- B: Yes, I am sure.
- C: That's probably true, but if we reduce prices, our margins will be lower and that will cut profits.
- B: In the short term that's right, but we can slowly increase production, and with increased production, we'll cut unit costs.
- C: That's really a long- term prospect. Unit costs can only come down if we invest in new plant and machinery.
- A: Let's stop there a minute and try to define our strategy in two directions – firstly the market and secondly manufacturing. Do we agree that increased market share is the objective?
- C: No, I don't agree. I think we should go for higher profitability. If we can upgrade the product, we'll get better prices and therefore higher profits.
- B: Look, the market is already very competitive and getting more so. If we increase prices whatever the quality, sales will drop rapidly.
- A: Right, let's look at it from the other point of view – manufacturing
- C: Well, if we can reduce costs in manufacturing that must put us in a strong position to adapt to the market. The only way we can be flexible enough is to sub- contract more of the production.
- B: But it'll mean job losses if we do that.
- C: Yes, but the jobs that remain will be more secure.

Answers to the listening task

- | | |
|------|------|
| 1. d | 5. g |
| 2. e | 6. c |
| 3. a | 7. h |
| 4. f | 8. b |

UNIT 4: EXPORT ORDERS

Listening

Tapescript

- MD: There's no doubt we're got to tighten up on financial control. Peter, you are in charge of credit control. What do you suggest?
- FC: I've been looking at our payment terms – in the other words how long we have to wait for payment – we must reduce the average delay in payment. It's nearly 45 days now from the date we send out the invoice. We're got to get it down to near 30 days. It's not easy. The Sales people always argue it is better to wait for payment rather than lose a customer, but I think we can tighten up on reminders, statements and so on.
- MD: What about our payments to suppliers?
- FC: Well, that's more difficult. We are a small firm dealing with large suppliers. They don't have to help us. Still, maybe one or two of our older suppliers could give us better payment terms.
- MD: Right, let's look at some more general cost-cutting measures we can take. I'm interested in support services such as training and personnel development.
- PM: Look, I must say something here. We simply mustn't cut these services. They are our long-term investment in people.
- MD: Maybe, but we are got to reduce costs somehow. We can't cut in the production area. I ...
- PM: True, but our training budget is already very limited. Most of the training programs are long term.
- MD: I'm not saying we have to stop any existing programs, but perhaps we should look carefully at future training courses.
- PM: Well, I can let you have details of what we plan. I think you'll see that they are all worth while investments.
- MD: I'm sure. Anyway, let me have the program and we'll discuss it later. We'll have to stop now. I've got another meeting at 2.
- PM: I must go too. I've got a meeting straight away.

Answers to the listening task

Statements

- | | |
|--|---|
| The MD feels they must tighten up on financial control. | T |
| The Financial Controller feels they have got to reduce payment times. | T |
| They must reduce payment times to 30 days. | T |
| They must get tough with their customers. | F |
| Their suppliers must help them. | F |
| The Personnel Manager feels they don't have to cut training and personnel development. | F |
| The Managing Director feels they must reduce costs. | T |
| The Managing Director feels have got to stop some existing training. | F |
| Both the Managing Director and the Personnel Manager have to leave for other meetings. | F |

UNIT 5: EXPORT DOCUMENTATION

Listening

Tapescript

- A: Let's go through the inventory then. Let's start with fuel- first liquid gas?
- B: We've got about 200 liters. Better put an order in. The other fuel is coal for the furnace?
- B: About 50 tons. Recommended level is 30.
- A: A bit too much then – run the stocks down over the next week. Now then, what about spare parts? We are always running short of cable.
- B: Let me just see what we are got ... about 30 metres in stock.
- A: Is that enough?
- B: No, maybe a bit too little. I'll order some more.
- A: What about pipes?
- B: Well, we're got 25. That's plenty. Probably too many.
- A: OK. Now, let's move on to the packing material. First, boxes?
- B: About 400 in stock- too few I think for this time of year. I will put them on order.

- A: And how much wrapping paper are we carrying?
 B: About one ton. Slightly too little.
 A: OK. And how many pallets for stacking?
 B: That's a problem. We're had difficulties getting them back. We've far too few at the moment.
 A: Um... we'll have to do something about that.

Answers to the listening task

<i>Item</i>	<i>too much</i>	<i>too little</i>	<i>too many</i>	<i>too few</i>
liquid gas		X		
coal	X			
cable		X		
pipes			X	
boxes				X
paper		X		
pallets				X

UNIT 6: SHIPPING DOCUMENTS

Listening

Tapescript

Let's look at the competition. Now, our main competitor – Benton – entered the market in 1982 – ten years later than us. But since then they have grown more rapidly and are now the biggest in terms of market share. Why? Mainly because of their product development. Their products are better, sold at lower prices and presented more attractively. At the moment their main weakness is that they have the lowest profitability.

Now our second major competitor is Zecron. They entered the market at the same time as us. They have a lower market share than us and their products are sold at slightly higher prices. However, their annual return shows greater profitability and much heavier investment in plant and machinery over the last two years. So they are in a good position to over take us soon.

The last competitor is Mansell. They have been in the market slightly longer than us and Zecron. They have a much smaller market share, but their products are sold at the top end of the market at much higher prices. As a result they achieve the best profitability of the four company with much lower turnover.

So, what can we say about our own position? Well, our products are medium-price but less attractive than Benton's. We're getting a problem with reliability. Certainly Benton's range has a reputation for being much more reliable. Our market share is higher than Zecron and Mansell, but they are more profitable than us. So we must become more competitive during the next two years if we are to hold on to our market share and increase profitability.

Answers to the listening task

<i>Age in market 1= oldest</i>		Market share	<i>Product price 1= cheapest</i>	<i>Profitability 1 = most profitable</i>
Brotherton	2	2	2	3
Benton	4	1	1	4
Zecron	2	3	3	2
Mansell	1	4	4	1

UNIT 7: EXPORT ORDERS: CUSTOMS PROCEDURES

Listening

Tapescript

- A: Right. I'd just to check some details first. It is Mr and Mrs. J. Reynolds. Isn't it?
- B: Yes.
- A: The address is 21 Pine Avenue?
- B: Yes.
- A: Your telephone number is 56822, is that right?

- B: No, it's 56882.
- A: Thanks. Now I hope you don't mind if I ask you some personal questions?
- B: No, go ahead.
- A: First, do you own this house?
- B: Yes, we do.
- A: How many people live in it?
- B: Well, there's myself, my husband and two sons.
- A: So four of you. Where does your husband work?
- B: He works at Courtaulds.
- A: And do you work?
- B: No, I am at home.
- A: Right, your sons are at school then?
- B: Yes, that's right.
- A: Do they go to the local school?
- B: No, they both go into town to the Independent Boys School.
- A: Now, both you and your husband have a car?
- B: Yes, we do.
- A: Roughly how many miles do you do a year?
- B: Well, about 5,000.
- A: Your husband's car is on the firm, is that right?
- B: Yes.
- A: How many holidays a year do you take?
- B: Normally two.
- A: In this country or abroad?
- B: Usually a summer holiday abroad and a week somewhere in England in the autumn.
- A: Somewhere by the sea?
- B: No, we normally go to Scotland walking.
- A: Right, just a couple more questions; then I'm finished. Do you mind telling me how much you normally spend on your summer holiday?

- B: Well, I suppose about £1,000.
- A: And this year you plan to go abroad?
- B: Yes, Greece actually
- A: Well, thank you very much, Mrs. Reynolds. You've been very helpful.
- B: You are welcome.

Answers to the listening task

- | | |
|---|---|
| 1. The consumer is called Mrs. J. Reynolds. | T |
| 2. She lives at 21 Pine Avenue. | T |
| 3. Her telephone number is 56822. | F |
| 4. They rent their house. | F |
| 5. Four people live in the house. | T |
| 6. Both Mr and Mrs Reynolds work. | F |
| 7. Her sons go to the local school. | F |
| 8. They have two cars. | T |
| 9. The drives about 5,00 miles a year. | T |
| 10. They take two foreign holidays a year. | F |
| 11. They usually go to the sea. | F |
| 12. They send about £1,000 on their summer holiday. | T |
| 13. They plan to go to Greece this year. | T |

UNIT 8: PAYMENT IN INTERNATIONAL TRADE

Listening

Tapescript

- P: Right. Let's get started. Now, you've all seen the budget proposals for next year. Have you got anything to say?
- J: I think the research figure is too low. We should increase it by at least 5%
- P: Well, we could do that, but it means less money for the other department. I think it should stay the same.

- S: I agree with John. We could reduce the figure for marketing- that would all to increase the budget for research.
- P: I felt marketing needed a good figure this year. They've got a big launch mid I think they couldn't manage with less.
- J: I am sure they could and ...
- P: Just a moment. Let's look at the other two department budgets. That's a prod and sales.
- J: Well, we can't cut the production budget, that's for sure. I don't know about.
- S: Why do we say we can't cut production's budget? They had a big investment year. Well, surely they could manage on less this year?
- P: I think I agree. Production ought to manage with less this year, having so much last year.
- S: A small cut in the production budget might mean we could increase the research.
- P: Right, I'll put that to the Production Manager. Finally what about sales?
- S: I think it's a bit high. They might save a bit by spending less on the after sales.
- P: John, any views?
- J: Well, I think we should spend more on sales.
- P: That's out of the question. The figure shouldn't be changed.

Answers to the listening task

Budget proposals

Departments	Budget	Peter	John
Research	£25,000	ok	+
Marketing	£45,000	ok	-
Production	£145,000	-	ok
Sales	£55,000	ok	+

ANSWER KEY

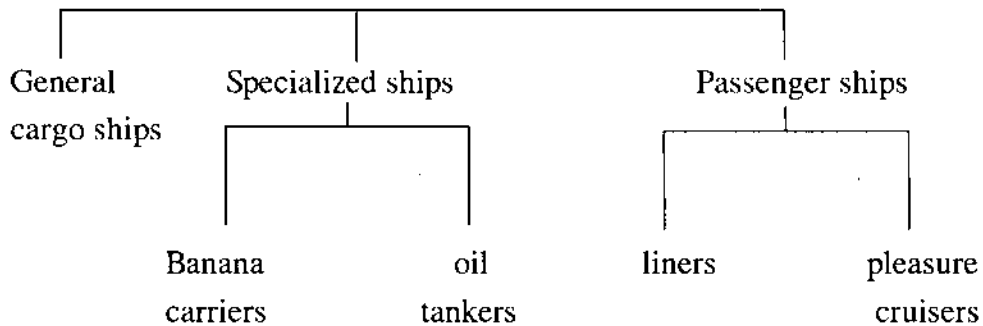
UNIT 1: THE ORGANIZATION OF SHIPPING

Reading

A.

1. Copy this diagram and complete it with expressions from the passage

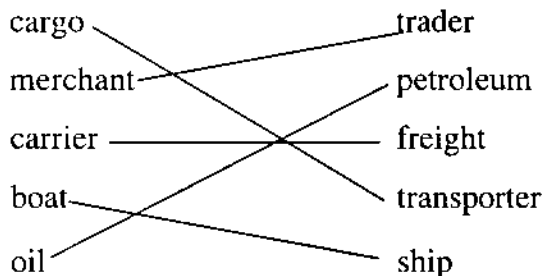
The world's merchant ships



2. Complete these sentences with words from the passage or diagram.

- a. specialized b. tankers c. pleasure cruisers d. liners

3. Match the words on the left with the words on the right



B.

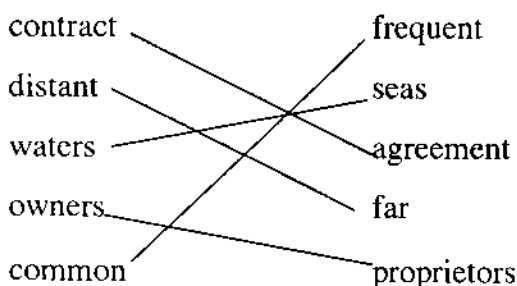
2. Complete these sentences with words from the passage

- a. Chartered vessels
- b. Baltic broker
- c. Shipowners' broker
- d. Bulk carriers
- e. Charter party
- f. Baltic Exchange
- g. Tramps
- h. Charterer

3. Complete these sentences with words from the passage. Remember to put verbs in the right form.

- a. routes
- b. applied to
- c. negotiates
- d. charter
- e. available
- f. demand

4. Match the words on the left with the words on the right, which have the nearest meaning



Listening

Call 1

A: I'm phoning about the letter I wrote to you.

B: Just a moment, I'll get it ... the one dated 15th November?

- A: That's right. I asked for a quotation for a consultancy contract in December.
- B: Yes, I see. Haven't we replied to it?
- A: No, and as I said in the letter, we need it urgently.
- B: Right, I am sorry. I don't know why this has happened. I'll get back to you this afternoon.

Call 2

- A: I'm phoning about the job advertised in *The Times* for the post of Office Manager.
- B: Yes, have you put your application in writing?
- A: Yes, I sent in my application two weeks ago.
- B: Fine, then you'll be hearing from us in the near future.
- A: I realize that. I just wanted to let you know my availability.
- B: Right, go ahead.
- A: Well, I can start the job from the beginning of April.
- B: Right, I'll make a note of that but can you put it in writing?
- A: Yes, of course. I'll get a letter in the post today.

Call 3

- A: You know that hotel you recommended in your last letter?
- B: Yes, you mean the one in Southern Italy?
- A: Right. Well, I've lost the letter and I wanted to book in for a couple of weeks this summer.
- B: Just a moment. I'll see if I can find the address ... I'm sorry I can't find it
- A: Doesn't matter. Could you drop me a line?
- B: Of course. I'll do that letter this week.
- A: Great. Nice talking to you. Bye.
- B: Bye.

Answers to the listening task

- Letter A: Telephone call 3
- Letter B: Telephone call 1
- Letter C: Telephone call 2

UNIT 2: LOADING AND UNLOADING

Reading

A.

1. Divide this list of words into two under packing and packaging

packing	packaging
bales	bottles
barrels	jars
crates	packets

2. Find words in the text having these meanings

- | | |
|---------------|-----------------------|
| a. Nowadays | b. display |
| c. quantities | d. break-bulk packing |

B.

1. Tick whether these statements are true or false.

a- T, b- F, c- F, d- F, e- T, f- T

2. Supply one suitable word for each space

The ship came in to the *port* and was tied up alongside the *wharf* next to one of the long sheds. As soon as it was light, *stevedores* came a board the vessel to remove *hat cheoves* which they carefully stacked on the *decks*. Soon they were ready to start *unloading* the cargo. Down in the wide *holds* the men had to attach the *bales* of cotton to the hooks of the *crane* which lifted them out on to the *quay*. After a few days the five *holds* were empty and they could begin *loading*. The mixed cargo stored in the *sheds* was brought out quickly by several *forklift* trucks. Most of it was on *pallets* so it was easy for the *cranes* to lift the pieces. They were *bags* of cement next to hundreds of *cases* machinery in addition to several *drums* of engine oil. All these were *stored* in the holds of the ship but some *bundles* of steel pipes were put on *deck*.

Listening

I would like to spend a few minutes of your time looking back over the year. I am going to divide my review into three areas: firstly financial, secondly personnel and finally technology.

On the financial front, the results have been very pleasing. Turn over has increased by 14 %, costs have dropped by 3 % and profits are up by 16 %. So

the company as a whole has performed well. Some business areas have done better than others. Export sales have done very well – especially in America, our largest export market. The domestic consumer market has been very competitive and will continue to be so- our results in this market have been rather disappointing – just 1% up compares with last year.

Right, let's move on to personnel. Our policy of personnel development through training and promotion opportunities has continued to be a great success. We have actually recruited 72 new staff, while 20 have retired- so there is a net balance of 52. The training department has expanded considerably and moved into areas such as quality assurance and sales training.

Finally technology, I thought you would be interested to have an update since this is vital for our future growth. Over the last year, our Research Department has thoroughly tested a new prototype engine. Results so far have looked promising. We have also invested heavily in a European technology program which links industry with the universities. Right, those are three main areas – Finance, Personnel and Technology. Are there any questions, before I go on? ...

Answers to the listening task

Three areas:

1. Financial
 - a. Results
 - turnover: + 14%
 - costs: - 3%
 - profits: + 16%
 - b. Exports: Good esp. America

Domestic consumer market: very competitive, only 1% increase

2. Personnel
 - a. Personnel Development
 - b. Recruitment: net increase 52
 - c. Training: has expanded

New areas: quality and sales

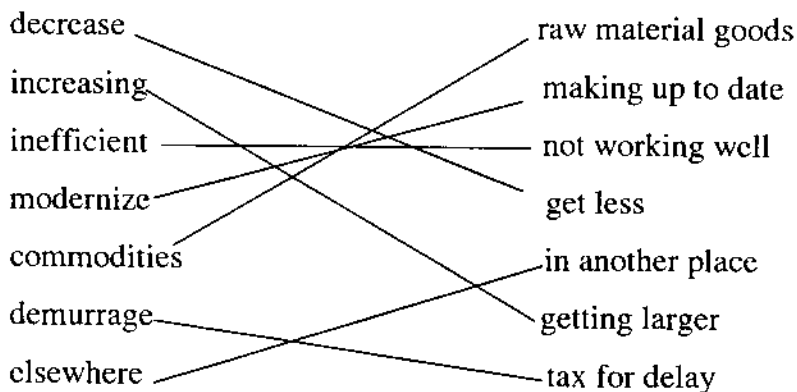
3. Technology
 - a. The Research Dept has tested prototype engine
 - b. Has invested in European Technology Program

UNIT 3: WORLD SHIPPING PROBLEMS

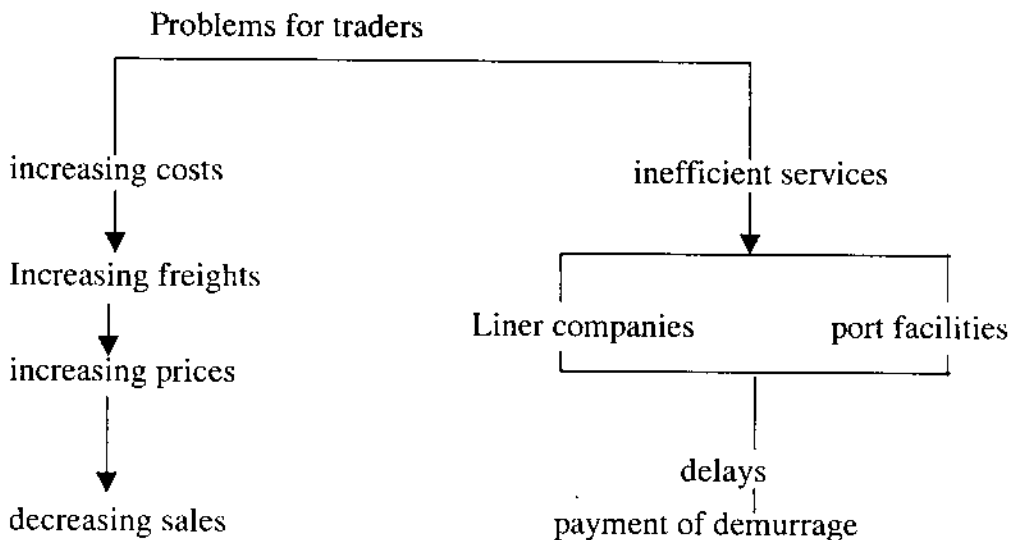
Reading

A.

1. Find the meanings of the words on the left from the list on the right.



2. Complete this diagram with expression from text



B.

Find words or phrases in the following sentences which are like expressions in text

- | | | | |
|---------------|----------|--------------|------------|
| a. complain | b. tugs | c. expensive | |
| d. congestion | e. berth | f. surplus | g. laid up |

Listening

Tapescript

- A: We need to define a new strategy but this strategy must be flexible enough to take account of changing market conditions.
- B: I agree. Our main objective must be to gain market share. And to do this we must reduce prices.
- A: So are you sure that if we reduce prices, our market share will increase?
- B: Yes, I am sure.
- C: That's probably true, but if we reduce prices, our margins will be lower and that will cut profits.
- B: In the short term that's right, but we can slowly increase production, and with increased production, we'll cut unit costs.
- C: That's really a long- term prospect. Unit costs can only come down if we invest in new plant and machinery.
- A: Let's stop there a minute and try to define our strategy in two directions – firstly the market and secondly manufacturing. Do we agree that increased market share is the objective?
- C: No, I don't agree. I think we should go for higher profitability. If we can upgrade the product, we'll get better prices and therefore higher profits.
- B: Look, the market is already very competitive and getting more so. If we increase prices whatever the quality, sales will drop rapidly.
- A: Right, let's look at it from the other point of view – manufacturing
- C: Well, if we can reduce costs in manufacturing that must put us in a strong position to adapt to the market. The only way we can be flexible enough is to sub- contract more of the production.
- B: But it'll mean job losses if we do that.
- C: Yes, but the jobs that remain will be more secure.

Answers to the listening task

- | | |
|------|------|
| 1. d | 5. g |
| 2. e | 6. c |
| 3. a | 7. h |
| 4. f | 8. b |

UNIT 4: EXPORT ORDERS

Reading

A.

1. Find one word in the passage to fill each blank in these sentences so as to complete the sense

- Their terms of payment are cash with order (lines 3-5).
- She a cup of tea in the restaurant for him (lines 2-4).
- U.S. dollars are..... as payment in shops all over the world (lines 3-5).
- I didn't know which train to catch, so I went to thedesk (lines 4-6).
- Dictationaries are kept in.....the library (lines 6-10).
- The electricalof her new cassette radio were in a leaflet inside the box (lines 11-15).
- UNO is anfor the United Nations Organization (lines 20-23).
- She to meet her friend after lunch (lines 27-29).

2. Supply one suitable word for each space.

Export orders or order forms called _____ must give all the information needed _____ the suppliers so that they know _____ what the customers want. Details like _____ numbers, technical specifications and order reference _____ should be include. The customers also _____ what shipping and insurance costs _____ include in the price of the _____. They use certain abbreviation called export which so how this. The method of _____ must also be mentioned and the _____ between the customers' bank. The order _____ basic of the contract of _____ between the customers and exporters _____ contract will be made when the _____ reply confirming the order and agreeing _____ the customers' reply. The contract _____ all the other contracts in the _____. For instance, it is decided who _____ going to arrange transport and insurance.

B.

1. Match the words on the left with their synonyms on the right

- | | |
|---------------|----------------|
| marine | demand payment |
| discharge | description |
| definition | tax |
| dues | give a price |
| charge (verb) | sea |
| quote | unloading |

2. Choose the best way of completing the sentences

1 - c, 2 - b, 3 - a

Listening

Tapescript

- MD: There's no doubt we're got to tighten up on financial control. Peter, you are in charge of credit control. What do you suggest?
- FC: I've been looking at our payment terms - in other words how long we have to wait for payment - we must reduce the average delay in payment. It's nearly 45 days now from the date we send out the invoice. We're got to get it down to near 30 days. It's not easy. The Sales people always argue it is better to wait for payment rather than lose a customer, but I think we can tighten up on reminders, statements and so on.
- MD: What about our payments to suppliers?
- FC: Well, that's more difficult. We are a small firm dealing with large suppliers. They don't have to help us. Still, maybe one or two of our older suppliers could give us better payment terms.
- MD: Right, let's look at some more general cost-cutting measures we can take. I'm interested in support services such as training and personnel development.
- PM: Look, I must say something here. We simply mustn't cut these services. They are our long-term investment in people.
- MD: Maybe, but we are got to reduce costs somehow. We can't cut in the production area. I ...
- PM: True, but our training budget is already very limited. Most of the training programs are long term.
- MD: I'm not saying we have to stop any existing programs, but perhaps we should look carefully at future training courses.
- PM: Well, I can let you have details of what we plan. I think you'll see that they are all worthwhile investments.
- MD: I'm sure. Anyway, let me have the program and we'll discuss it later. We'll have to stop now. I've got another meeting at 2.
- PM: I must go too. I've got a meeting straight away.

Answers to the listening task

Statements

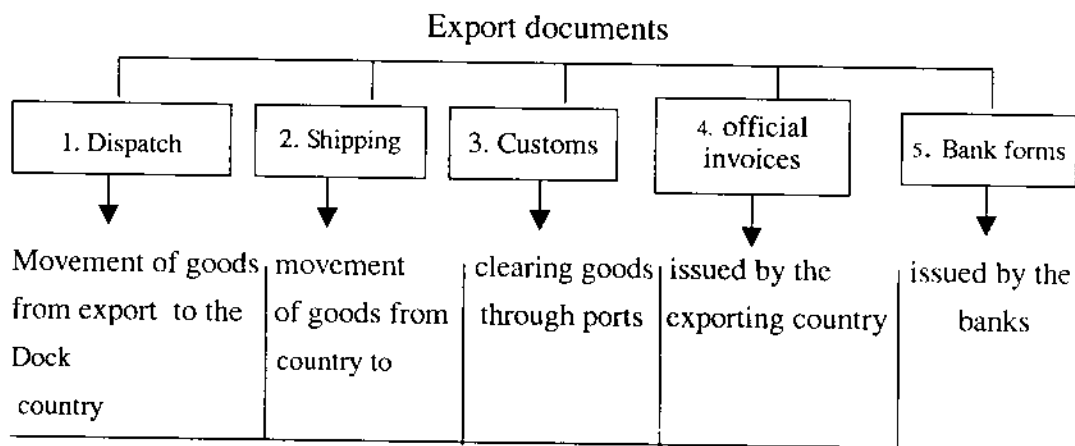
The MD feels they must tighten up on financial control.	T
The Financial Controller feels they have got to reduce payment times.	T
They must reduce payment times to 30 days.	T
They must get tough with their customers.	F
Their suppliers must help them.	F
The Personnel Manager feels they don't have to cut training and personnel development.	F
The Managing Director feels they must reduce costs.	T
The Managing Director feels have got to stop some existing training.	F
Both the Managing Director and he Personnel Manager have to leave for other meetings.	F

UNIT 5: EXPORT DOCUMENTATION

Reading

A.

Complete these notes in diagram form by supplying one word for each blank.



Points to study:

- language
- layout
- export procedures

B.

1. Find the words in the text which mean the following

lorry or truck = vehicle

short form = abbreviation

reservation = booking

volume = cubic capacity

transport = transit

dock officials = port authorities

officials = port authorities

2. Answer the following questions on the text

a. The port authority

b. It is 12

c. At the bottom, on the left

d. Company filling in the form/ Name of payer

3. Put the following events in the right order

c, b, a, d, f, e

C.

Tick whether these statements are true or false.

a - T, b - T, c - F, d - T, e - F

Listening

Tapescript

A: Let's go through the inventory then. Let's start with fuel- first liquid gas?

B: We've got about 200 liters. Better put an order in. The other fuel is coal for the furnace?

B: About 50 tons. Recommended level is 30.

A: A bit too much then – run the stocks down over the next week. Now then, what about spare parts? We are always running short of cable.

B: Let me just see what we are got ... about 30 metres in stock.

A: Is that enough?

B: No, maybe a bit too little. I'll order some more.

- A: What about pipes?
- B: Well, we're got 25. That's plenty. Probably too many.
- A: OK. Now, let's move on to the packing material. First, boxes?
- B: About 400 in stock- too few I think for this time of year. I will put them on order.
- A: And how much wrapping paper are we carrying?
- B: About one ton. Slightly too little.
- A: OK. And how many pallets for stacking?
- B: That's a problem. We're had difficulties getting them back. We've far too few at the moment.
- A: Um... we'll have to do something about that.

Answers to the listening task

<i>Item</i>	<i>too much</i>	<i>too little</i>	<i>too many</i>	<i>too few</i>
liquid gas		X		
coal	X			
cable		X		
pipes			X	
boxes				X
paper		X		
pallets				X

UNIT 6: SHIPPING DOCUMENTS

Reading

A.

1. Find a suitable word in the text to complete these sentences

- | | | |
|--------------|-------------|------------|
| a. functions | b.evidence | c. time |
| d. legal | e. transfer | d. endorse |

2. Complete this diagram with one suitable word for each space

Document	Functions	Comments
1 The Bill of Lading	1 A receipt for goods from customer to the shippers 2 A contract of carriage 3 A document of title	Used to transfer the goods from one owner to another

B.

1. Guess the meaning of the following words, by using the context they are found in the text.

1- a 2- a 3- b 4- a

2. Write down the answer to the following

a. the form b. the shipper c. these negotiable B/Ls
d. In this case

3. Number the following events in the right order

e- b- a- h- f- g- c- d

C.

1. Choose the best paraphrase

1. c 2- a 3- b 4- a

2. Use the following verbs to complete the sentences.

a. Split b. discolor c. ear d. leak
e. stain f. dent

3. Supply one suitable word for each space.

The Bill of Lading normally has three main functions. It is partly a _____ for the goods signed by a ship officer and returned to the exporters. It also shows that there is a contract of carriage between the exporters and shipping company. The Bill of Lading also shows who the legal owner of the carrier is. After the goods have been loaded several copies are signed by an officer's agent of the shipping company and returned to the exporters. A copy is kept on the ship. The exporters send their copy to their bank which sends it to the other shipping documents to the importer's bank in return for payment. It is important to make sure that the

goods are loaded into the ship in good order and condition. Any damage or loosing will be noted on the Bill by a ship's officer so the Bill will not be a "clean Bill of Lading". Claused Bills of Lading are not acceptable by paying banks unless specific clause have definitely been agreed by the customers. After the paying bank has accepted the shipping documents, they forward them by air to the customers who use them to prove they are the owners of the goods and take delivery of the consignment at the docks. The shipping company can compare the negotiable Bill of Lading of the importers with the carbon copy they have on the ship. If the importers want to sell the goods immediately to a buyer they ask the exporters to endorse the Bill "to order" and leave consignee space on the Bill blank, so that the importers can transfer the goods to their customers by writing their customers' name and address on the Bill and signing it.

Listening

Tapescript

Let's look at the competition. Now, our main competitor – Benton – entered the market in 1982 – ten years later than us. But since then they have grown more rapidly and are now the biggest in terms of market share. Why? Mainly because of their product development. Their products are better, sold at lower prices and presented more attractively. At the moment their main weakness is that they have the lowest profitability.

Now our second major competitor is Zecron. They entered the market at the same time as us. They have a lower market share than us and their products are sold at slightly higher prices. However, their annual return shows greater profitability and much heavier investment in plant and machinery over the last two years. So they are in a good position to over take us soon.

The last competitor is Mansell. They have been in the market slightly longer than us and Zecron. They have a much smaller market share, but their products are sold at the top end of the market at much higher prices. As a result they achieve the best profitability of the four company with much lower turnover.

So, what can we say about our own position? Well, our products are medium-price but less attractive than Benton's. We're getting a problem with reliability. Certainly Benton's range has a reputation for being much more reliable. Our market share is higher than Zecron and Mansell, but they are more profitable than us. So we must become more competitive during the next two years if we are to hold on to our market share and increase profitability.

Answers to the listening task

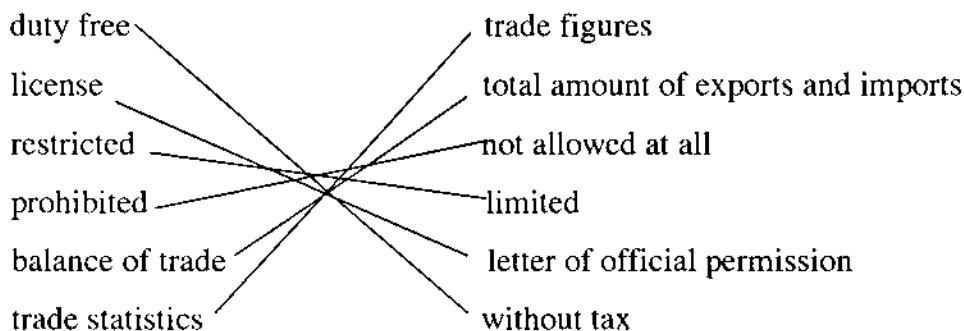
Age in market 1= oldest		Market share 1 = cheapest	Product price 1 = cheapest	Profitability 1 = most profitable
Brotherton	2	2	2	3
Benton	4	1	1	4
Zecron	2	3	3	2
Mansell	1	4	4	1

UNIT 7: EXPORT ORDERS: CUSTOMS PROCEDURES

Reading

A.

1. Match the words on the left with those on the right



2. Replace each phrase in *italics* with one word from passage

- a. assess
- b. excluding
- c. origin

3. Use words from the passage to complete the sentences

- a. duty
- b. licence
- c. restricted
- d. prohibited

4. Complete these notes on the work of Customs

1. Collecting import
2. Issuing export
3. collect import and export statistics.

5. Supply one suitable word for each space

The Customs in most countries have 3 main tasks. Firstly, they collect import taxes and export taxes on goods entering and leaving the country. Secondly, they issue money to traders to export or import goods. Then they also have to collect statistics for all trade into and out of the country.

The amount of duty depends partly on the value of goods and partly on their country of origin. Goods from some countries are duty free; sometimes the duty is small compared with the duty on goods from other countries. Some countries make agreements to bring down the duties on each others goods.

B.

2. Write the following out in full

The EEC: European Economic Council

The WHO: World Health Organization

The UN: United Nations

AFTA: Asia Free Trade Area

ASEAN: Association of South-East Asian Nations

OPEC: Organization of Petroleum Exporting Countries

UNICEF: United Nations Children's Fund

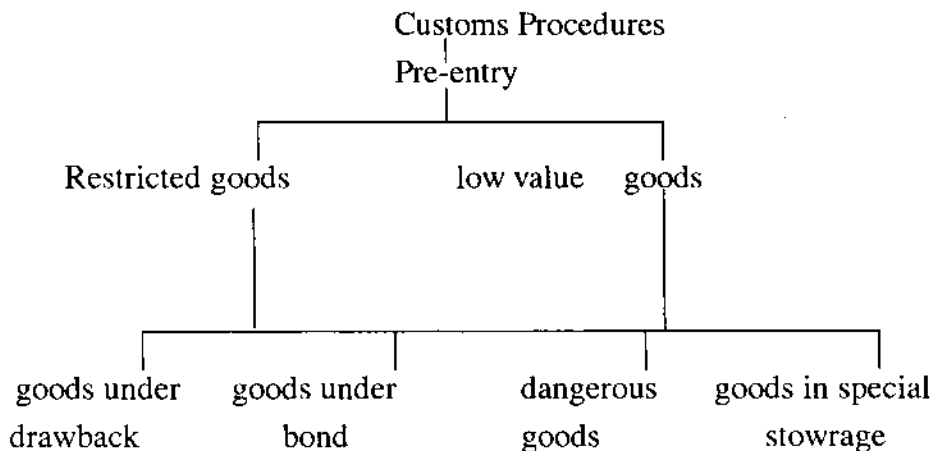
3. Match the words on the left with phrase on the right

labor	like, but not exactly the same
co-operation	duty to be repaid
association	list of Customs duties
temporarily	locked up until re-exported or until duty is
under bond	paid
drawback	workers
tariff	club
similar	working together
	for the time being

4. Tick whether these statements are true or false

a- T b- F c- T d- F e- F f- T g- T

5. Complete this diagram with one word for each space.



Listening

Tapescript

- A: Right. I'd just to check some details first. It is Mr and Mrs. J. Reynolds. Isn't it?
- B: Yes.
- A: The address is 21 Pine Avenue?
- B: Yes.
- A: Your telephone number is 56822, is that right?
- B: No, it's 56882.
- A: Thanks. Now I hope you don't mind if I ask you some personal questions?
- B: No, go ahead.
- A: First, do you own this house?
- B: Yes, we do.
- A: How many people live in it?
- B: Well, there's myself, my husband and two sons.
- A: So four of you. Where does your husband work?
- B: He works at Courtaulds.
- A: And do you work?

- B: No, I am at home.
- A: Right, your sons are at school then?
- B: Yes, that's right.
- A: Do they go to the local school?
- B: No, they both go into town to the Independent Boys School.
- A: Now, both you and your husband have a car?
- B: Yes, we do.
- A: Roughly how many miles do you do a year?
- B: Well, about 5,000.
- A: Your husband's car is on the firm, is that right?
- B: Yes.
- A: How many holidays a year do you take?
- B: Normally two.
- A: In this country or abroad?
- B: Usually a summer holiday abroad and a week somewhere in England in the autumn.
- A: Somewhere by the sea?
- B: No, we normally go to Scotland walking.
- A: Right, just a couple more questions; then I'm finished. Do you mind telling me how much you normally spend on your summer holiday?
- B: Well, I suppose about £1,000.
- A: And this year you plan to go abroad?
- B: Yes, Greece actually
- A: Well, thank you very much, Mrs. Reynolds. You've been very helpful.
- B: You are welcome.

Answers to the listening task

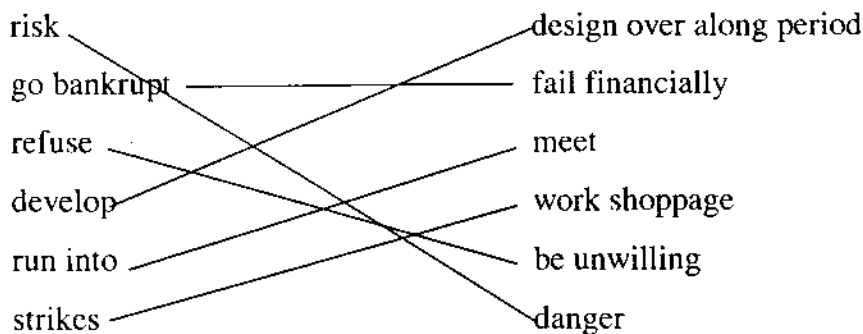
- | | |
|---|---|
| 1. The consumer is called Mrs. J. Reynolds. | T |
| 2. She lives at 21 Pine Avenue. | T |
| 3. Her telephone number is 56822. | F |
| 4. They rent their house. | F |

- | | |
|---|---|
| 5. Four people live in the house. | T |
| 6. Both Mr and Mrs Reynolds work. | F |
| 7. Her sons go to the local school. | F |
| 8. They have two cars. | T |
| 9. The drives about 5,00 miles a year. | T |
| 10. They take two foreign holidays a year. | F |
| 11. They usually go to the sea. | F |
| 12. They send about £1,000 on their summer holiday. | T |
| 13. They plan to go to Greece this year. | T |

UNIT 8: PAYMENT IN INTERNATIONAL TRADE

Reading

1. Match the words on the left with word in the right.



2. Use contextual clues to guess the best meanings of these words

- | | | | | | |
|------|------|------|------|------|------|
| 1. c | 2. c | 3. a | 4. c | 5. b | 6. a |
|------|------|------|------|------|------|

3. Use the words in the list to complete these sentences

- | | | |
|--------------|---------------------|-------------|
| a. defaulted | b. foreign exchange | c. reliable |
| d.banned | e. bankrupt | f. fulfil |
| g.risks | h. refused | |

4. Complete these notes.

Risks in international Trade.

A. Risks for exporters

1. Buyer default
 - a. bankruptcy
 - b. war
 - c. trade ban
 - d. foreign exchange difficulties.
 - e. importers not reliable

B. Risks for importers

1. Delayed receipt of good
 - a. slowness of delivery
 - b. work stoppage
 - c. port congestion
 - d. customs clearance.

2. Possibility receiving wrong goods

B.

1. Using contextual clues guess the best meaning of the word

- | | | | | | |
|-------------|-------------|-------------|--------------|--------------|-------------|
| 1. a | 2. a | 3. b | 4. b | 5. a | 6. c |
| 7. c | 8. b | 9. a | 10. a | 11. b | |

2. Supply one suitable word for each space.

Every exporter has problems of getting paid. There are even risks of buyer default in rich countries. The importers might go bankrupt or the government might not allow importers to buy the payment currency. On the other hand there are problems. The sellers need to be paid in advance but buyers have no cash and need credit. The sellers must give good terms, otherwise they will lose their customers who will look for other. There are also problems caused by exchange rates and changes of value of the payment currency. If it falls, the seller loses money. Both sellers and buyers have to be sure that the other party will fulfil their side of the contract. The exporters want to be paid in full at the right time and the importers want the right goods delivered in time. These problems can be solved by the banks acting as advisers.

C.

1. Choose the best meaning

- | | |
|-------------|-------------|
| 1. c | 2. c |
|-------------|-------------|

2. Complete these notes.

Methods of payment 1. payment against documents

A. Documentary Bills

B. Documentary L/C

2. Open account
3. Cash in advance

3. Supply one word for each space.

The safest methods of payment for both buyer and seller are arranged through bank. These are Documentary Bills, and Documentary Letter of Credit. The other two methods of payment used are Cash in Advance and Open Account. These methods of payment are not used very much because they give no safety to traders. However, the method of payment used, depends partly on what is security in the trade, the credit status of the customer and also on the size of the order. If the order is large, either the sellers' or the buyers government will be involved.

Listening

Tapescript

- P: Right. Let's get started. Now, you've all seen the budget proposals for next year. Have you got anything to say?
- J: I think the research figure is too low. We should increase it by at least 5%
- P: Well, we could do that, but it means less money for the other department. I think it should stay the same.
- S: I agree with John. We could reduce the figure for marketing- that would all to increase the budget for research.
- P: I felt marketing needed a good figure this year. They've got a big launch mid I think they couldn't manage with less.
- J: I am sure they could and ...
- P: Just a moment. Let's look at the other two department budgets. That's a prod and sales.
- J: Well, we can't cut the production budget, that's for sure. I don't know about.
- S: Why do we say we can't cut production's budget? They had a big investment year. Well, surely they could manage on less this year?
- P: I think I agree. Production ought to manage with less this year, having so much last year.
- S: A small cut in the production budget might mean we could increase the research

- P: Right, I'll put that to the Production Manager. Finally what about sales?
- S: I think it's a bit high. They might save a bit by spending less on the after sales
- P: John, any views?
- J: Well, I think we should spend more on sales.
- P: That's out of the question. The figure shouldn't be changed.

Answers to the listening task

Budget proposals

Departments	Budget	Peter	John
Research	£25,000	ok	+
Marketing	£45,000	ok	-
Production	£145,000	-	ok
Sales	£55,000	ok	+

ANSWER KEY FOR WORKBOOK

UNIT

Reading

1. Tick whether these statements are true or false

a- F, b- F, c- T, d- T, e- T, f- F

2. Fine one word in the passage which have a similar meaning to each of the following words and phrases.

a. hold b. conferences c. agree d. timetable e. freight rates
f. provide g. trader h. compete against

3. Supply one suitable word for each space

The Baltic Exchange is where merchants *charter* ships. The merchants' representatives are called *chartered* agents. The ship owners' representatives are *called* brokers. The Exchange is where the *demand* for freight services is met by *supply* of various ships which can be *chartered* to go any where for any length *of* time. Agents working for traders and *brokers* working for shipowners negotiate charter *parties*. These lay down the price, name *of* vessel, routes to be covered or *period* of hire. Prices depend on supply *and* demand. Freight rates are not fixed *like* liner rates. These are determined by *conferences* which liner companies belong to. Some *traders* do not use liners or tramp *ships* because the quantities of products they *carry* are so big they need *to* own ships. For instance oil companies *have* their own tankers. Ships are also *owned* and run by governments in countries *where* there is a shortage of private *ships* or state ownership of ships. Most *chartered* ships are either tankers or other *bulk* carriers.

Writing

1. List the following mentioned in the text above. Notice which of them are preceded by *the*

- a. the Elbe
- b. the Tokyo Express

- c. Hamburg, Le Havre, Antwerp, Rotterdam, Bremerhaven, Southampton, Port Kelang, Singapore, Kaohsiung, Hong Kong, Manila.
- d. English Channel, Malacca Straits
- e. Red sea, South China sea
- f. Indian Ocean
- g. Taiwan
- h. Suez Canal
- i. 18th October

3. For each line space ____ decide whether to write *the* or not. For each dotted space supply a suitable word from the above passage.

The Botany Bay *sailed* from London on 1st January *bound* for Lagos. After *crossing the* English Channel she *called* at Le Harve. On 10th January she *sailed* from Le Harve. After *crossing the* Bay of Biscay and passing the Canary islands in *the* North Atlantic she *put in* at Dakar, Bathurst and Freetown. She *reached* Lagos on 10th February.

UNIT II

Reading

1. Tick whether these statements are true or false

a- F, b- T, c- T, d- F, e- F

2. Match the expression on the left with the explanations on the right

stowage factor	arrived at mathematically
freight charge	heaviness
volume	the weight of goods per 40 cubic feet
calculated	a measure of weight
weight	40 cubic feet
ton	price of sending goods by sea
measurement ton	cubic space

WRITING

3. Copy the table below and complete the notes on the advantages and disadvantages of containerization.

	Old style methods		Containerized methods	
	Advantages	Disadvantages	Advantages	Disadvantages
1. Handling	Old cranes, wharves and ships can be used. No extra capital needed.	Slow, more breakages and pilferage. Cannot load or unload cargo in rain	New cranes, wharfs, ships. Fewer breaking and less small scale can load in rain	New cranes and ships have to be built. Extra capital needed for on big scale building container ports.
2. Labour	More work for workers	Large number of stevedores. High cost of wages to port authority	Small number of stevedores needed	Less work for stevedores unemployment
3. Storage	Old sheds can be used	Goods cannot be left outside in the rain	Sheds not needed. Containers can be left in rain	New areas have to be made
4. Refrigeration	Old plant can be used	Separate cold storage has to be organized	Container can be connected to plant at the docks. Special containers for cold storage can be used	New refrigerated containers have to be built.

UNIT 3

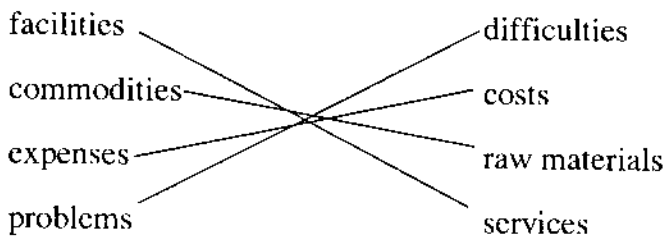
Reading

A.

1. Guess the best meaning from the choice given.

1- a, 2- c, 3- b

2. Match the words on the left with those on the right.



3. Group the following expression under the following categories:

facilities; commodities; expenses; problems

Facilities: tugs, crane, wharf, dock.

Commodities: cotton, coffee, copper

Expenses: demurrage; increasing freight

Problems: delay, congestion; unemployment, surplus ships, recessions.

4. Complete these sentences

1. Shipowners need facilities ports such as tugs crane, wharf, dock.
2. The prices of commodities such as cotton, coffee, copper tend to go up and down.
3. Expenses such as demurrage; increasing freight have to be paid.
4. Shipowners have to face problems such as delay, congestion, unemployment, surplus ships, recessions.
5. Stevedores have to face the problem of unemployment

5. Match the statements on the left with the reason for them on the right, join the sentences using because:

Containerization causes unemployment because container ports need far fewer workers to load ships.

<ul style="list-style-type: none"> - Containerization causes unemployment. - Developing countries cannot always afford containerization. - Many ports suffer from congestion. - Freight rates rise all the time. - Ships have to be laid up 	<ul style="list-style-type: none"> - world trade decreases in times of economic recession. - fuel and maintenance costs go up. - container ports need far fewer workers to load ships. - a large amount of capital is needed for building new containers and cranes - trade increases faster than the docks can be enlarged.
--	---

B.

1. Tick whether these statements are true or false

a- T, b- T, c- F, d- T, e- T

2. Complete these notes on text

Disadvantages of *monopoly*: 1. No *choice* for customers.

2. Sellers control *freights* and *shipping* services.

Therefore no competitive

Two kinds of monopoly

1. Private

2. State

3. Supply one suitable word for each space

The prices of some goods go **up** and down. But traders have to **pay** increased freight costs even when prices **increase**. They sometimes also have to **pay demurrage** for delays. Efficient and frequent services **are** usually provided but traders also complain of poor dock facilities and ships not **coming** on time. Likewise shipping companies lose **trade** as a result of delays. It is very expensive to keep a large **ship** waiting for a berth or a **crane** to be repaired ships. Some ports are **congested** because not enough to berth are provided **for** all the ships. Shipowners have the **problem** of what to do with surplus **ships** when there is little trade. Developing **countries** do not always gain the advantages of containerization. The money needed to build ships has to be **browed**, and often **unemployment** among stevedores results. In general the **poor** countries do not gain from containerization **as** much as rich countries. Low commodity prices mean that shipping costs take away a big share of the money they earn from exports.

Writing

1. Complete the following notes on shipping problems by supplying a suitable word for each blank. Use the information from section 2 to help you.

Problem	Concerning	Details
1. Increasing costs	Traders	Increasing freights { demurrage increased prices imported goods
2. Poor facilities	Traders Shipping Co	{ Out of date ports and ships Storage problem on wharves non-arrival of tugs Cranes not working ports congestion also not enough berths
3 Modernization	Developing Countries & stevedores	Containerization high capital cost & fewer workers unemployment Value of exports decreased by freight costs

2. Look at this pair of sentences: *Container services are used. Goods are delayed.* Now look at how these sentences can be joined. *Even when container services are used, goods are delayed.* Now find the sentences in the first text of chapter 3 section 2, when a similar construction is used with even when. Write it down. Now join the following pairs of sentences together by using *even when* either at the *beginning or in the middle* of the new sentences, so as to make sense.

1. Even when ships arrive on time, there are often delays.
2. Ships are kept waiting even when there are enough berths in ports.
3. Even when liner services are well spread out, congestion takes places.
4. Even when they are half empty, freight liners sail on time.
5. Even when there are several companies serving the same route, conference ships do not run at the same time.
6. Even when liner services available, chartered ships are needed.

UNIT 4

Reading

1. Find the words in the table of export clause which have the opposite meaning of the following.

- a. taken way from
- b. dispatch
- c. export

2. What export clause is used when the shippers pay:

- a. all charges to the port of discharge except marine insurance?
- b. delivery to a railway terminal?
- c. all shipping costs including insurance ?
- d. all transport costs and import taxes?

3. Complete the following

- | | | |
|--------|-------------------------|--------|
| a. Fob | b. C&F | c. FOQ |
| d. CIF | e. FOR (road transport) | f. FAS |

4. Charges are made when goods enter and when they leave port. A charge for the services of a carrier is called carriage. A charge for the use of a wharf is called wharfage. What are the charges or costs for the following services?

- | | | | |
|---------------|---------------|------------|-------------|
| 1. lighterage | 2. portorage | 3. haulage | 4. storage |
| 5. cartage | 6. demurrage | 7. postage | 8. breakage |
| 9. spillage | 10. pilferage | | |

UNIT 5

Reading

A.

1. Find words in text which can replace the phrase in italics.

- | | | |
|-------------------|----------------|------------|
| a. application | b. obtained | c. publish |
| d. classification | e. declaration | |

2. Match these opposite from the text

dangerous	refrigerated
deliver	receive
shipper	safe
heated	consignee

3. Use contextual clues and your own knowledge to guess the meaning the following

1. c 2. c 3. a 4. a

4. Supply one suitable word for each space

The Shipping Instruction (General Cargo) is completed by the shippers. The form can be used to request several export services. These include getting insurance, preparing Customs clearance, preparing Bills of Lading and paying port charges. Also the shipping company can pack the goods in full container loads or less than a container load. Consignment which need less than a full container maybe packed into a container with the goods of another customer. This is called groupage. Shipping companies also receive goods at inland container bases. When they have decided which services they want, the shippers complete the form and sign it at the right hand corner.

B.

1. Tick whether these statement are true or false

a- F b- T c- F d- F e- T

2. Find phrases below for each of the following: explosives, corrosives, infectious substances, inflammable.

a. infectious substances b. inflammable
c. explosives d. corrosives

3. Supply one suitable word for each space

There are international rules concerning dangerous goods which shippers must follow. Before a **shipping** company accepts dangerous freight, they must **know** exactly what softy of dangerous goods **the** exporters want to ship. Sometimes they **have**. To provide special stowage and they **need** to be given all the information **about** the cargo before they can agree to carry it, the shippers **are** responsible **for** making sure that the goods are **packed** safely in accordance with international rules **for** dangerous goods.

UNIT 6

Reading

A.

1. Replace the words in *italics* with suitable words from the passage

- | | | |
|--------------|----------------------------|----------|
| a. contains | b. broken down | c. rules |
| e. breakdown | f. croner's reference book | |

2. Complete the following list of contents of a commercial invoice

1. Full details of the goods as on a Bill of Lading
2. The terms of payment
3. The export clause under which the goods are shipped
4. name of vessel and port of lading
5. full value of consignment is USD
6. insurance value
7. date 8th order reference No.

B.

1. Replace the *italicized words* with single words from the text

- | | | | |
|------------|------------|--------------|----------------|
| a. carrier | b. declare | c. condition | d. airway bill |
|------------|------------|--------------|----------------|

2. Tick whether these statements are true or false

- | | | | |
|-------|------|------|------|
| a - F | b- F | c- T | d- F |
|-------|------|------|------|

3. Supply one suitable word for each space

The shippers complete 3 copies of the Airway bill and sign them before lodging them with the carrier.

The shippers, carriers and the consignees all have a copy of the Airway bill. The latter have to have it to check the number in order to collect the goods from the airline. The Airway bill does not give evidence of ownership of the goods and has no value by itself unless it has been signed by the airline making it an negotiable copy which can be used for payment by Letter of Credit. Otherwise the Airway bill is a carriers' receipt and evidence of a contract of carriage between the shippers and carrier.

UNIT 7

Reading

A.

1. Supply one word from the passage to complete the following and if necessary put the word in the right form

- a. associates b. similar c. prefers
- d. transit e. guaranteed

2. Complete these sentences

- a. completed by
- b. prevent.....from
- c. duty will be paid if originated from the EEC and if they remain an EEC countries
- d. associate members
- e. are the same as they have

3. Supply one suitable

There are two kinds of Customs entry. Either the goods need special inspection by Customs, or they can be exported without special inspection. All consignment have Customs reference numbers which must be shown on the export documents. On the other hand special entry is necessary for these classes of goods export consignments that have been in bond and were imported duty free and stored in a Customs warehouse; goods for when drawback is being claimed; consignments in special stowage; also goods for which export licences are required. These procedures are used by the EEC countries which have no tariff among themselves and the same duties on goods imported from non-members states. Transit form are also used for the movement of goods inside sending goods to European Free Trade Area countries or to the Associated members of the Common Market, such as Cyprus Turkey, Egypt and Tunisia.

B.

1. Rewrite each of these sentences with one word from the text.

- a. require
- b. was accompanied by
- c. requirements

- d. intend
- e. labour
- f. prevent accidents
- g. false
- h. reduce

2. Supply none suitable word for each space

There are different kinds of official invoice. These are required by the importing countries. The purpose of these invoices is give information about to consignment to the customs of the importing countries. Sometimes they have to know the value of the goods or a breakdown of the costs of the consignment. Some information about the country of origin is also needed to assess import duties. Certificates of Origin and value. Invoices normally have to be signed by an official organization such as the Chamber of Commerce or consul of the importing country. Sometimes, however, they may be signed by the exporters. But exporters must know all the invoicing requirements of the country they are exporting to. The regulations concerning invoicing are to be found in "Crone's Reference Book for Exporters".

UNIT 8

Reading

A.

1. Match the terms on the left with the explanations on the right

tenor	person or company
payee	person or company to whom a draft is written
drawee	a Bill before it has been accepted
drawer	person or company writing a draft
draft	period of Bill to payment date
acceptance	the payment date of a Bill
maturity	agreement to pay
party	person or company to whom a Bill is to be paid

2. Which words do the following words refer to

- a. Bill of Exchange b. Import c. draft
d. Exporter's e. On the other side f. Importer's bank

3. Tick whether these statements are true or false

- a- T b- T c-T d-F e- T

B.

2. Find words in the passage to complete these sentences.

- a. Costs b. amount c. run
d. current e. discount f. allow for

3. Supply one suitable word for each space

The most important function of the Bill of Exchange is to solve the financial problems of traders. It helps buyers who have no cash, to buy goods on Credit. The sellers draw a draft on the buyers who then become the drawee. The bank which represents the buyers accept the draft making it a Bill of Exchange. They send it to the bank representing the exporters who can then keep the Bill until it matures or sell the Bill of Exchange at a discount in the discount market where it can be traded until maturity. The importers have to pay the accepting bank the full amount of the Bill plus a fee which the bank charges for accepting the risk.

C.

1.

Match the near synonyms

notification	request
irrevocable	cooperator
correspondent	receiver
application	bargain
authorities	power
negotiate	advice
beneficiary	unchangeable

2. Replace the italicized phrases with the correct expression from the text

a. L/C

b. revocable

c. Irrevocable L/C

d. guarantee

e. applicable

f. advising bank

g. negotiated

h. issued

APPENDIX 1 - IRREGULAR VERBS

INFINITIVE	PAST TENSE	PAST PARTICIPLE	INFINITIVE	PAST TENSE	PAST PARTICIPLE
be	was	been	lend	lent	lent
beat	beat	beaten	let	let	let
become	became	become	lie	lay	lain
begin	began	begun	light	lit	lit
bend	bent	bent	lose	lost	lost
bite	bit	bitten	make	made	made
blow	blew	blown	mean	meant	meant
break	broke	broken	meet	met	met
bring	brought	brought	put	put	put
build	built	built	read	read	read
burn	burnt	burnt	ride	rode	ridden
buy	bought	bought	ring	rang	rung
catch	caught	caught	rise	rose	risen
choose	chose	chosen	run	ran	run
come	came	come	say	said	said
cost	cost	cost	see	saw	seen
cut	cut	cut	sell	sold	sold
dig	dug	dug	send	sent	sent
do	did	done	set	set	set
draw	drew	drawn	shake	shook	shaken
dream	dreamt	dreamt	shine	shone	shone
drink	drank	drunk	shoot	shot	shot
drive	drove	driven	shut	shut	shut
eat	ate	eaten	sing	sang	sung
fall	fell	fallen	sink	sank	sunk

feed	fed	fed	sit	sat	sat
fell	felt	felt	sleep	slept	slept
fight	fought	fought	slide	slid	slid
find	found	found	smell	smelt	smelt
fly	flew	flown	speak	spoke	spoken
forget	forgot	forgotten	spend	spent	spent
freeze	froze	frozen	stand	stood	stood
get	got	got	steal	stole	stolen
give	gave	given	stick	stuck	stuck
go	went	gone	strike	struck	struck
hang	hung	hung	swear	swore	sworn
have	had	had	swim	swam	swum
hear	heard	heard	take	took	taken
hide	hid	hidden	teach	taught	taught
hit	hit	hit	tear	tore	torn
hold	held	held	tell	told	told
hurt	hurt	hurt	think	thought	thought
keep	kept	kept	throw	threw	thrown
know	knew	known	understand	understood	understood
lay	laid	laid	wake	woke	woke
lead	led	led	wear	wore	worn
lean	leant	leant	win	won	won
learn	learnt	learnt	write	wrote	written
leave	left	left			

APPENDIX 2 - COMMON TELEX ABBREVIATIONS

Here are some common telex abbreviations

about.....	ABT
above.....	ABV
and.....	N
as soon as possible.....	ASAP
available.....	AVAIL
charge.....	CHG
cheque.....	CHQ
confirm.....	CFM
could.....	CLD
date.....	DT
delivery.....	DELY
department.....	DEPT
development.....	DEVT
double bedroom.....	DBLB
error.....	EEEE
for the attention of.....	ATTN
for your information.....	FYI
from.....	FM
have.....	HV
information.....	INFO
international.....	INTL
manager.....	MGR
message.....	MSG
payment.....	PYMT
please.....	PLS
quantity.....	QTY

re your letter.....	RYL
re your telex.....	RYT
receive.....	RCV
regards.....	RGDS
repeat.....	RPT
required.....	REQD
return.....	RTN
service.....	SVC
should.....	SHD
single bedroom.....	SGLB
telephone conversation.....	TELECON
telex.....	TLX
thank you.....	TKU
thanks.....	TKS
very.....	V
would.....	WD
you.....	U
your.....	UR

GLOSSARY

A

a lot of trade	rất nhiều thương vụ
abbreviation	tóm tắt, chữ viết tắt
actual	thật sự, đúng như vậy
actually	thực sự
adapt (v)	thay đổi
agent	đại lý
apparent	tình trạng
assess duty	đánh giá, xác định nhiệm vụ
associate	kết hợp
association	hiệp hội

B

bag	bao
bale	kiện
ban	cắm
bank transfer	chuyển khoản
barrel	thùng, phuy
base	bãi con
berth	bến
Bill of Lading (B/L)	vận đơn
break- bulk packing	đóng gói hàng rời
bulk buyer	người mua với số lượng lớn
bundle	bó
buyer credit	người mua tín dụng

C

cancel an order	huỷ bỏ đặt hàng
carboy	binh

carriage	toa xe chở hành khách, phí vận chuyển
carton	thùng cõtông
case	hòm
cask	thùng tô nõ, thùng phuy
central	quan trọng nhất
chairman	chủ tịch
cheating	lừa đảo
chest	hòm, két
classification	phân loại
Clean Bill of Lading	vận đơn sạch
co- operation	hợp tác
combined Transport Operation	công ty vận tải liên hợp
commercial Invoice	hoá đơn thương mại
commitment	lời cam kết
compensation	vật đền bù
complaint	phàn nàn
confirm an order	xác nhận lại đơn đặt hàng
congestion	đông nghịt, tắc nghẽn
consignee	người nhận hàng
consigner	người gửi
consolidate	xếp chung
consignment	sự gửi hàng (bằng tàu)
container base	thùng chứa hàng
contract of carriage	hợp đồng chuyên chở
crane	cần trục, cần cẩu
crate	thùng gỗ đựng hàng chuyên chở
credit instrument	phương tiện tín dụng
credit status	tiềm lực tài chính
cubic capacity of the	dung tích tính theo mét khối
customs clearance	thông quan
customs form	tờ khai hải quan

D

damage	thiệt hại
deadline	thời hạn cuối cùng

declare
default
defect
define (v)
delay
delivery date
demurrage
dented
deterioration
disappointing
discoloration
discount
dispute
dock
document of dispatch
documentary Bill
domestic market
draft
drawback
drawee of the draft
drawer of the draft
drop (v)
drum

E

endorse
error
evidence
ex- works
exchange rate
expand (v)
export clause
export licence
export procedure
export transaction

tuyên bố
bỏ cuộc, vỡ nợ
khuyết tật
tìm thấy
trì hoãn
thời hạn giao hàng
sự chần chừ, ngần ngại
bị lõm vào
sự xấu đi, làm hỏng
thất vọng
làm thay đổi màu
chiết khấu
tranh chấp
cầu tàu, bến tàu, cảng
chứng từ gửi đi
hối phiếu kèm chứng từ
thị trường trong nước
hối phiếu
điều bất lợi, hạn chế
người gửi hối phiếu
người lĩnh hối phiếu
giảm
thùng phuy

xác nhận chất lượng
nhầm lẫn
bằng chứng
giao hàng tại xưởng
tỷ giá hối đoái
mở rộng
điều khoản xuất khẩu
giấy phép xuất khẩu
thủ tục xuất khẩu
giao dịch xuất khẩu

exporter
extend credit

nhà xuất khẩu
gia hạn tín dụng

F

fault
finance
flash point
flexible
foreign exchange
fork- lift truck
forwarder
fragile
freight
freight forwarder
fresh term
fulfil

lỗi lầm, khuyết điểm
tài chính
điểm bùng nổ, điểm bốc cháy
linh hoạt
ngoại hối
xe cần cẩu, xe cần trục
người gửi
dễ vỡ, dễ gãy
chuyên chở
đại lý giao hàng
điều khoản mới
thực hiện, hoàn thành

G

give an explanation
give credit
goods on sale or return
gross price
groupage service
guarantor

đưa ra lời giải thích
cấp tín dụng
hàng bán hoặc trả lại
giá gộp
dịch vụ tập hợp thành từng nhóm
người bảo hành

H

haulier
hold

công ty vận chuyển bằng đường bộ
chứa, đựng

I

import licence
inconvenience
indent
insurance
invest (v)
issue

giấy phép nhập khẩu
không thuận tiện
đơn uỷ thác đặt hàng
bảo hiểm
đầu tư
cấp

L

labor	lao động
lay out	cách trình bày
leaking	rò rỉ
legal	hợp pháp
legal action	hành động hợp pháp
legal right	quyền hợp pháp
liner	tàu chở hàng
lodged with	gửi tiền vào chỗ an toàn
long – term	thời kỳ dài

M

manufacturing	sản xuất
margins	chênh lệch giá
marine insurance	bảo hiểm hàng hải
market share	thị phần
maturity	sự trưởng thành
method of payment	phương thức thanh toán
miscalculation	tính toán nhầm
mistake	lỗi
misunderstanding	hiểu nhầm

N

net price	giá tịnh
-----------	----------

O

objective	mục tiêu
official invoice	hoá đơn chính thức
open account	mở tài khoản
originate	bắt nguồn
out of date	lỗi thời
overcharge	bán quá đắt
overdue account	tài khoản quá hạn

P

packaging	bao gói
packing	bao bì
palletized	chất hàng lên tấm gỗ lót
pattern	hoa văn
pile	đống, lô, khối
place an order	đặt hàng
plant	kho, xưởng
policy	chính sách
port authorities	những người có thẩm quyền của cảng
port of discharge	cảng, bến dỡ hàng
pre- entry	kê khai hải quan trước
premium	tiền lợi tức
pretend	khai dối
price list	bảng giá
prohibite	cấm
prospect	triển vọng
provisional order	đặt hàng tạm thời

Q

quality assurance	bảo hành chất lượng sản phẩm
quote	định giá

R

receipt	biên lai nhận hàng
recruit (v)	tuyển nhân viên
reduce (v)	giảm giá
reference	số tham chiếu
refund	trả lại, hoàn lại
reliable	tin cậy
remittance	thư chuyển tiền
represent (v)	đại diện, trình bày
representative	người đại diện
restric	hạn chế

retailer	nhà bán lẻ
risk	rủi ro
roll	cuộn
rupee	đồng rupy Ấn Độ

S

sack	túi, bao
sample	hàng mẫu
security	an ninh
shipper	người xếp
shipping document	chứng từ gửi hàng
shipping mark	ký hiệu tàu
shipping method	phương thức chuyên chở
shiprail	lan can tàu
showroom	phòng trưng bày sản phẩm
slave trailer	xe rơ moóc chở nặng
special treatment	xử lý đặc biệt
stack	đống (số lượng lớn)
stain (v)	làm vấy bẩn
statistic	thống kê
stockist	nhà đầu cơ
stored = laid up	dự trữ
stow away from boiler	xếp xa nồi hơi
stowage	kho cất giữ hàng
strategy	chiến lược
sub – contract (v)	ký hợp đồng phụ
subsidiary	chi nhánh
supervision	giám sát
supplier	nhà cung cấp
surplus	chỉ số thặng dư

T

take delivery	nhận
tariff	thuế quan
temporarily	tạm thời

term	điều khoản
timber	gỗ (xây dựng hoặc làm mộc)
to adapt	thay đổi
torn (v)	xé rách
Trade Association	Hiệp hội Thương mại
transaction	giao dịch
transit	chuyển tải
transport	vận chuyển
trial order	đơn đặt hàng thử
tug	tàu kéo
turnover	doanh thu

U

unavoidable	không thể tránh khỏi
undercharge	lấy giá quá rẻ

V

Value Added Tax (VAT)	thuế giá trị gia tăng
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W

wharve	cầu tàu, bến tàu
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