

**YH Logistikprogrammet**

**International Transport Logistics**

**ENGLISH BUSINESS COMMUNICATION**

**1. Customs and warehousing services**

**2. Transport and terminal services**

## TEXT I

### CUSTOMS AND WAREHOUSING SERVICES

*Before reading the text check the meaning of the Key Words in the dictionary.*

*Nouns:* challenge, pallet, label, stamp, container, transportation, representation, surveyor, waybill

*Verbs:* to process, to complete, to represent, to administer, to weigh, to lash, to palletize, load, to reload, to sort, to stick, to label, to wrap, to mark, to pack, to repack, to secure

The main challenge for logistics companies is to offer various services at a competitive price. Logistics companies usually provide various services including the following.

#### *1. Customs services*

- Processing of documents required for customs procedures.
- Completion of CMR (road transport waybill) and TIR Carnet.
- Administering of documents required for sanitary border inspection and presentation of goods for control.
- Presentation of documents and procedure execution in the customs.
- Consultation of customs duties and tariff issues.
- Representation of the client interests in the customs.
- Processing of sanitary border documents.
- Provision of convoy services.

- Information on freight transportation.
- Freight weighing, inspection and other services in accordance with the customs requirements.

## ***2. Warehousing services***

- Long-term and short-term storage in warehouses.
- Storing of special and non-standard cargoes and containers.
- Reloading, weighing of cargo and containers.
- Cargo lashing and securing within containers.
- Palletisation / depalletisation, wrapping, marking.
- Cargo sorting, damage and quantity inspection.
- Repacking of cargo content, pre-packing, labelling or sticking stamps.
- Cargo consolidation.
- Photo and video monitoring documentation upon the customer's request.
- Surveyor services.

## ***UNDERSTANDING THE MAIN POINTS***

### ***1. Complete the following statements.***

1. Logistics company may provide various ...
2. Customs services include processing of documents required for customs ...
3. Special documents are required for sanitary border ...
4. The company provides information on freight ...
5. The company offers consultation concerning customs ... and tariff ...
6. The company is responsible for provision of convoy ...

7. Customs services incorporate freight weighing and inspection in accordance with the ...
8. The company is also responsible for reloading, weighing of cargoes and complete ...
9. Photo and video monitoring documentation is performed upon the ...
10. Warehousing services include long-term and short-term storage in ...
11. They also include storing of special and non-standard cargoes and ...

***2. Decide whether the following statements are true or false.***

1. Customs services include processing of documents required for customs procedures.
2. Logistics companies may be responsible for cargo palletisation and wrapping.
3. Customs services include repacking of cargo content, pre-packing and labelling.
4. Warehousing services involve cargo transportation.
5. Customs services include processing of sanitary border documents.
6. Customs services may involve cargo consolidation.
7. Customs services incorporate cargo lashing and securing within containers.
8. Warehousing services include freight weighting in accordance with the customs requirements.
9. Any logistics company must provide information on freight transportation.

## TEXT II

### TRANSPORT AND TERMINAL SERVICES

*Before reading the text check the meaning of the Key Words in the dictionary.*

*Nouns:* rail, railway, port, terminal, vessel, container, trailer, carrier, stevedore, load, gauge, authorities, freight car, tank, mode, partnership, Cross-dock, charter

*Verbs:* to contain, to deliver, to operate, to process, to repair, to ship, to shift, to handle

Logistics companies may also provide the following services.

#### *1. Transport services*

##### *a) Railway transportation*

- Cargo transportation and transit by rail.
- Railway line for simultaneous processing of a certain number of rail freight cars.
- Processing of documents necessary for rail transportation and customs authorities.

##### *b) Sea transportation*

- Regular cargo shipments of less than container (LCL) and full container loads (FCL) in partnership with all shipping lines operating in the port.
- Door to door cargo delivery.
- Dangerous and valuable cargo transportation.
- Special (out-of-gauge) cargo transportation through the port.

##### *c) Road transportation*

- Cargo transportation on trailers and container carriers.
- Special (out-of-gauge) freight forwarding.
- Local delivery.

*d) Air transportation*

- International express deliveries.
- Charters and special project cargo handling services (large equipment, refrigerated goods, animals, etc.).
- Small package shipping.
- Aircraft maintenance and other support services.

**2. Terminal services**

- Vessel stevedoring.
- Full / empty container storage and handling.
- Container “Cross-dock” operations (cargo from one mode of transport is shifted to another mode of transport).
- A full range repair services for the customer’s container.
- Tank container repair.
- Storage of dangerous goods.

*UNDERSTANDING THE MAIN POINTS*

**1. Complete the following statements.**

1. Railway transportation services include container “Cross-dock” ...
2. Sea transportation services involve vessel ...
3. Sea transportation services also involve special cargo transportation through ...
4. A special railway line can be used for simultaneous processing of a certain number of ....
5. Transport services include processing of documents necessary for rail transportation and ...
6. Road transportation services include full / empty container storage and ...

7. Terminal services may include regular cargo shipments of less than container load and full...
8. Transport services involve dangerous and valuable cargo ...
9. Skilled mechanics can provide a full range repair services for the ...
10. Transport services may include international express ...
11. Logistics companies provide door to door ...

**2. Decide whether the following statements are true or false.**

1. Transport services involve cargo transportation by rail only.
2. Logistics companies never process documents necessary for rail transportation and customs authorities.
3. LCL stands for *less than container load*.
4. FCL stands for *full container load*.
5. CMR stands for *rail transport waybill*.
6. Transport services normally include tank container repair.
7. Terminal services do not involve vessel stevedoring.
8. Container “cross-dock” operations involve shifting cargo from one mode of transport to another mode of transport.
9. Some logistics companies may offer a full range repair services for the customer’s container.
10. Regular cargo shipments of less than container (LCL) and full container loads (FCL) can be performed in partnership with all shipping lines operating in the port.
11. Charters and special project cargo handling services include shipping large equipment and refrigerated goods.

## EXERCISES

### Exercise 1

*Translate the following terms.*

Simultaneous processing, rail freight cars, customs authorities, less than container load, full container load, door to door cargo delivery, out-of-gauge cargo transportation, freight forwarding, vessel stevedoring, container storage and handling, "Cross-dock" operations, storage of dangerous goods, international express deliveries, full range of services, small package shipping, aircraft maintenance.

### Exercise 2

*Match each word from a with one from b to make word combinations as they occur in Text 1 and Text 2.*

*a) Cargo, photo, customs, sea, convoy, full, sanitary, express, non-standard, TIR, tank, aircraft, cross-dock, refrigerated, certified, fast.*

*b) Monitoring, Carnet, lashing, logistician, transportation, operations, range, port, services, inspection, cargo, goods, procedures, maintenance, deliveries, container.*

### Exercise 3

*Make up words with the same stem.*

To contain, to inspect, to secure, to compete, to provide, to complete, to present, to consult, to weigh, to store, to pack, to authorize, to palletize, to include, to maintain, to operate, to equip, to process, to carry, to employ, to organize, to know, to reduce, to certify, to authorize.



#### Exercise 4

*For nouns in column B find suitable attributes in column A.*

A	B
1. container	a) shipments
2. customs	b) services
3. vessel	c) transportation
4. cargo	d) forwarding
5. repair	e) inspection
6. video	f) monitoring
7. freight	g) stevedoring
8. quantity	h) authorities
9. sea	i) line
10. railway	j) load

#### Exercise 5

*Complete the passage below with the words from the box below.*

<i>services</i>	<i>money</i>	<i>vessels</i>	<i>systems</i>
<i>vehicle</i>	<i>clearance</i>	<i>cargo</i>	<i>costs</i>

Customers can take advantage of a wide range of terminal services, which help optimize the movement of 1) \_\_\_\_\_ through the port to its final destination. Depending on the terminal, these services can include customs 2) \_\_\_\_\_, pre-delivery

inspection, storage, re-forwarding and inland transport. Some terminals also have 3) \_\_\_\_\_ processing centres that offer additional services such as upgrades, repair and accessory installation. Communication and information 4) \_\_\_\_\_ within the terminals are linked to the customized information technology solutions. This means that we know the exact location of cargo while at our terminals or on board any of our 5) \_\_\_\_\_. This knowledge allows customers to control their cargo. By simplifying and reducing administration and handling 6) \_\_\_\_\_, logistics companies help customers save time, energy and 7) \_\_\_\_\_. Modern companies focus on their customers' needs and continually provide creative new 8) \_\_\_\_\_ to add flexibility, reliability and efficiency to their businesses.

### Exercise 6

***Complete the passage below with the prepositions: with (2), for, of, by, to, without, from.***

*ABC Logistics* offers professional freight terminal services. On the international level the services are known as Cross-dock services. Cross-dock is a process 1) \_\_\_\_\_ distribution of goods 2) \_\_\_\_\_ placing them in a warehouse or a storage area. Instead, the goods are prepared 3) \_\_\_\_\_ shipping to consignees or other warehouses. Cross-dock service is relevant 4) \_\_\_\_\_ freight carrier companies that seek to reduce transportation costs. *ABC Logistics* freight terminal service is certified 5) \_\_\_\_\_ the System Alliance Europe (SAE) certificate. Private European logistics companies established Alliance to unite the freight flows and to control the quality of services provided 6) \_\_\_\_\_ each partner. Organizational and IT requirements set among SAE members ensure freight transport that is compliant 7) \_\_\_\_\_ high standards, transparency and reliability. Currently, SAE consists of 54 companies 8) \_\_\_\_\_ 27 countries, and 187 branches.

## Exercise 7

*Read the passage below. Translate it into your mother tongue. Use the dictionary if necessary.*

*Tank Service Inc.* and its three partner companies provide an increasingly diverse range of services. They serve customers with a variety of logistics services including satellite tracking of tank containers. *Tank Service Inc.* is a quality supplier of new portable tanks and used portable tanks for bulk liquid transportation, and for storage and process applications. Extensive tank container modification and customization are offered. Tank container repair capabilities include the ability to refinish tank interiors. The partner companies also distribute a broad range of parts and components. Tank containers handled by *Tank Service* range in capacity from 14,000 to 25,000 litres. Tank container logistics management is one of the newer *Tank Service* offerings. Tank Service also can help keep track of the tank containers wherever they might be going. The company offers *SataTrack*, a GPS system for worldwide intermodal asset tracking and security applications. Customers can monitor tank container status in real time online. While *Tank Service* offers a broad range of products and services, it does so with a relatively small staff. Since 1988 *Tank Service Inc.* has been providing quality products and services for the petroleum, chemical, water and waste treatment, utility, heavy industry and governmental agencies.





## KEY TO EXERCISES

### CUSTOMS AND WAREHOUSING SERVICES

#### 1.

1. ...services at a competitive price
2. procedures
3. inspection and presentation of goods for control
4. transportation
5. duties, issues
6. services
7. customs requirements
8. containers
9. customer's request
10. warehouses
11. containers

#### 2.

1. T
2. T
3. F
4. F
5. T
6. F
7. F
8. T
9. T

## TRANSPORT AND TERMINAL SERVICES

### 1.

1. operations
2. stevedoring
3. the port
4. rail freight cars
5. customs authorities
6. handling
7. container loads in partnership with shipping lines operating in the port
8. transportation
9. customer's container
10. deliveries
11. cargo delivery

### 2.

1. F
2. F
3. T
4. T
5. F
6. T
7. F
8. T
9. T
10. T
11. T