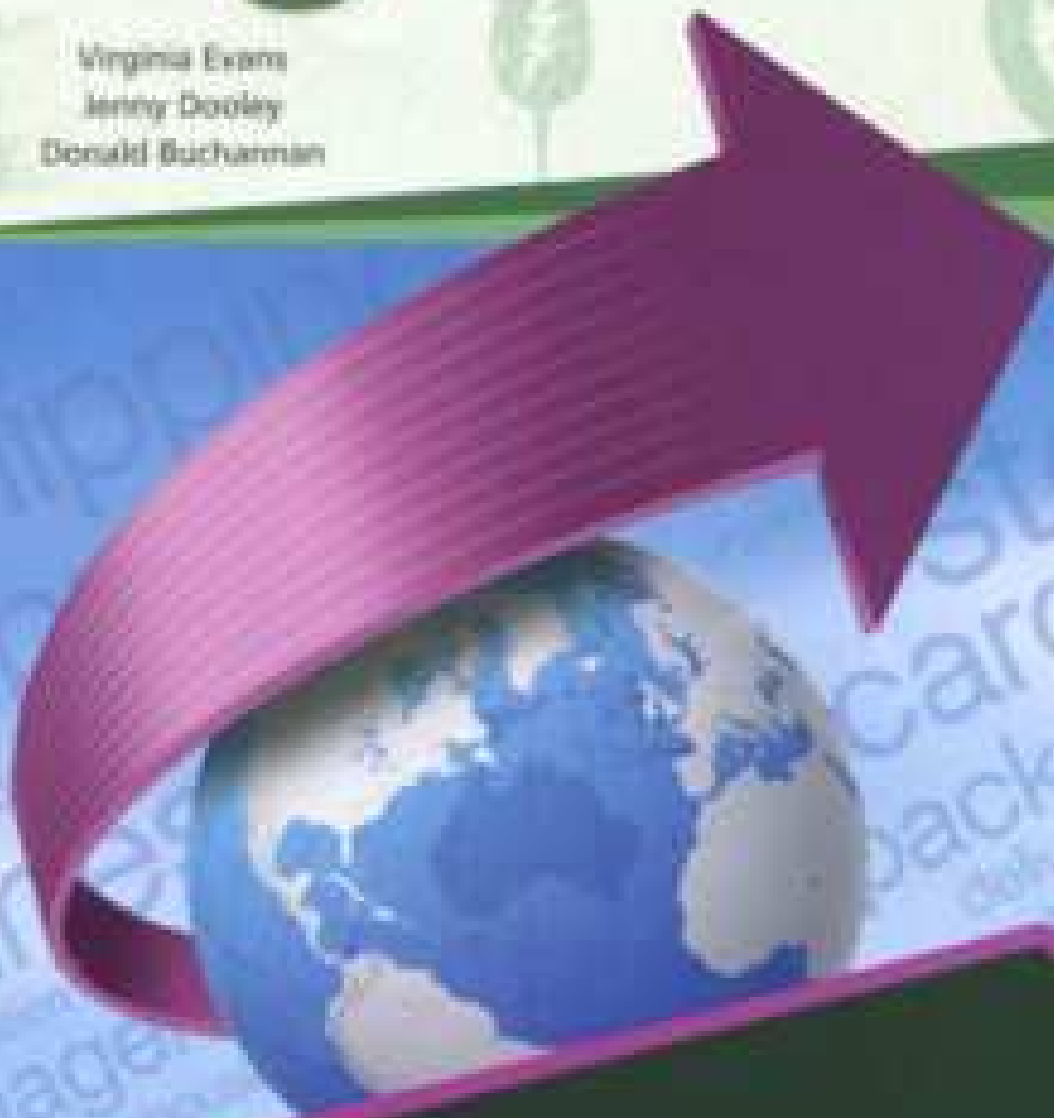


CAREER
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Logistics

Virginia Evans
Jenny Dooley
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Express Publishing

CAREER
PATHS

Logistics

Book

1

Virginia Evans

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Logistics	Accounting report	vehicle assembly degree, bachelor's degree, consumer, contracts, last parcel, vehicle, supplier, supply chain	Accounting job roles
2	Logistics Job 1	Job advertisement	analyst, consultant, customer service manager, international logistic manager, inventory control manager, logistic engineer, logistic manager, logistic service coordinator	Talking about experience
3	Logistics Job 2	Employee profile	logistics software manager, materials manager, production manager, purchasing manager, supply chain manager, systems support manager, transportation manager, waste manager, inventory coordinator, warehouse operations manager	Managing a meeting time
4	Employment Opportunities	Website article	consulting, education, freight, government agency, industrial manufacturing, merchandising, packaging, retail, service industries, transportation	Discussing options
5	Sea, Mail	Chart	add, cancel to, divided by, equals, multiplied, less, minus, multiplied by, over, plus, subtract, times	Talking about measurements
6	Measurements	Manual excerpt	convert, cubic meter, feet, imperial system, inch, kilogram, kilogram meter, metric system, mile, pound, ton, volume, weight	Using a number
7	Safety Issues	Manual excerpt	accident, construction, fire, health, fire safety, heavy machinery, manufacturer, personal protective equipment, risk, safety, sign, toll, top	Expressing concern
8	Customer Service	Company webpage	assistance, complaint, customer, customer service, expectation, friendly, inquiry, make a right, order, policy, return, satisfaction, value	Managing strategy
9	Supply Chain	Manual excerpt	delivery, invoice, manufacturer, order, order production, purchase, quantity, supply, transport	Accounting from information
10	Supply Planning	Chart	consumption, container, lead time, long run, lot size, requirement, shipment, standard, standard time, transport, time	Charting information
11	Types of Inventory	Manual excerpt	commitment, distribution, inventory, finished goods, finished parts, inventory, MRO supplies, transportation, raw materials, service parts, spare parts, work in progress	Charting data
12	Inventory Costs	Table	acquisition cost, carrying cost, deterioration, handling cost, inspection cost, insurance, interest, physical overhead cost, replacement storage cost	Discussing options
13	Third-Party Logistics	Article	customer, customer service, customer developer, freight forwarder, low-cost leader, on-demand transport, outsourced, service developer, standard provider, subcontractor, third-party logistic provider (3PL)	Expressing confidence
14	Internal Logistics	Manual excerpt	check out, distribute, facility, internal logistic facilities, plant, receive, receiving area, staff, store, track down	Charting a process
15	Cultural Logistics	Manual excerpt	substance, credit card, deliver, document, objective, order processing, substandard logistic, stop, time, verify	Using a number

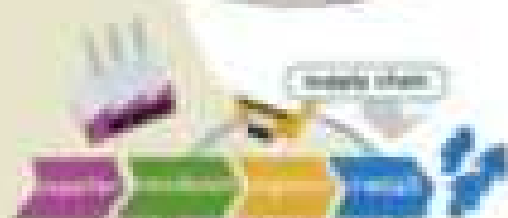
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Get ready!

1 Before you read the passage, talk about these questions.

1. What do logistics do?
2. How does someone become a logistician?



LOGISTICS

Logisticians analyze and coordinate a company's supply chain. They track raw products from suppliers to consumers. They also manage shipping, distributing, and delivery costs.

Logisticians work in many industries, especially manufacturing. The work is fast-paced. They need to solve every step in the supply chain. Sometimes, there is a problem with distribution. Logisticians are responsible for correcting these issues. They use their good listening skills to have successful outcomes.

Education for logisticians is either a career or a degree. Some logisticians have an associate's degree. However, the global economy makes logisticians more complicated than before. Many logisticians have bachelor's degrees. However, other educational work experience is a degree. The economy makes logisticians pay attention through their career.

Reading

1 Read the occupational manual. Then, mark the following statements as true (T) or false (F).

1. ... Logisticians move products from customers to suppliers.
2. ... Logisticians are responsible for fixing distribution problems.
3. ... Military service and work experience are substitutes for degrees.

Vocabulary

1 Write a word or phrase that is similar in meaning to the underlined part.

1. A professional who manages supply chains tracks coordinated shipping costs.
A professional who manages supply chains tracks coordinated shipping costs.
2. Heen quit her job because she could no longer handle the fast-paced environment.
Heen quit her job because she could no longer handle the fast-paced environment.
3. Sometimes, used products re-enter the system (but these items don't enter it directly).
Sometimes, used products re-enter the system (but these items don't enter it directly).
4. Employment has given 25 percent of several good-paying businesses.
Employment has given 25 percent of several good-paying businesses.

1 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 associate's degree / bachelor's degree

- A. Emily earned one _____ from a local community college.
 B. 40% _____ is usually earned after four years of attending college.

2 wholesaler / distributor

- A. Larry needs to _____ product delivered to suppliers.
 B. Last quarter, Steve and Bob _____ performance data.

3 suppliers / consumers

- A. _____ often complain about the high cost of products.
 B. _____ produce finished products, parts, and raw materials.

2 Listen and read the occupational manual again. Why do some future legislators pursue bachelor's degrees?

Listening

1 Listen to a conversation between a legislator and a friend. Mark the following statements as true (T) or false (F).

- 1 _____ The speakers have seen each other recently.
 2 _____ The woman has a college degree.
 3 _____ The woman's company does business internationally.

2 Listen again and complete the conversation.

- Friend: Hi, Rachel. How are you?
 Legislator: Hey! I haven't seen you! _____
 Friend: I thought you went to college and became a _____
 What do you do, exactly?
 Legislator: I help manage a company's _____
 Friend: So getting products from the _____ to customers?
 Legislator: Yes, that's the short _____ of it. I make sure business products get to our customers on time.
 Friend: Do you enjoy it?
 Legislator: I do. It's _____ and my company does business globally, so it's also challenging at times.

Speaking

1 With a partner, act out the roles below listed on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS:

- I need you...
 I have managed...
 I make sure...

Student A: You are a legislator. Talk to Student B about:

- what you do
- your job duties
- whether or not you like your job.

Student B: You are a friend. Talk to Student A about how to get the job.

Writing

1 Use the conversation from Task 2 to fill out the email.

To	_____@brightstar.com
From	_____@brightstar.com
Subject	Good-bye, Rachel!
Hi _____,	
It was great seeing you yesterday. After talking to you, I think writing to _____ is something I'd like to do. What kind of degree do you have? (I have an) _____ What kinds of _____ are legislators? I look forward to hearing from you soon!	

Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What are some responsibilities of a logistic manager?
 - 2 What types of things does a logistic engineer do?

Employment Opportunity: Logistics Manager

Felix Manufacturing of Illinois, IA

The Logistics Manager oversees a variety of logistics functions.

Responsibilities

- Managing logistic personnel, including independent consultants
- Operating teams with the support of the customer service manager
- Working with inventory control manager
 - 1. Developing strategic processes and plans
- Negotiating with business partners and suppliers
 - 1. Making deals with each other logistic services contracts
- Working with logistic engineer to ensure continuous process improvement
- Coordinating with international logistic manager
 - 1. Developing efficient international supply chains

Qualified candidates need to have experience working as an analyst.



Reading

- 1 Read the job advertisement. Then, choose the correct answers.
- 1 What is the purpose of the advertisement?
 - A to attract logistic functions
 - B to coordinate with international employees
 - C to compare different types of logistic managers
 - D to describe an available job
 - 2 Who works with the logistic manager to develop processes and plans?
 - A the logistic engineer
 - B the logistic team
 - C the inventory control manager
 - D the analyst
 - 3 What is NOT a function listed among the logistic manager's responsibilities?
 - A efficient international supply chains
 - B making inventory control
 - C increase customer service levels
 - D continuous process improvement

Vocabulary

- 1 Match the words or phrases (1-5) with the definitions (A-E).
- 1 ... logistic engineer
 - 2 ... analyst
 - 3 ... international logistic manager
 - 4 ... customer service manager
 - 5 ... logistic services subcontractor
- A plans and directs the activities of the customer service team
 - B uses analytical and quantitative methods to understand and interpret data
 - C works with client companies to identify, sell, and integrate services
 - D determines processes, technology, or structures to support management
 - E seeks to create efficient international supply chains

2 Read the sentences and choose the correct words or phrases.

- The manager hired an outside consultant customer service manager to improve storage planning.
- An assistant to the analyst logistics manager, he oversees all logistics processes.
- She called the distributor central to speak with the customer service manager/inventory control manager.

3 Listen and read the job advertisement again. Who are some of the people that the logistics manager works with?

Listening

4 Listen to a conversation between an employer and a logistics job candidate. Mark the following statements as true (T) or false (F).

- ... The woman has applied for a job.
- ... The company needs to hire a logistics manager.
- ... The man works with international marketing professionals.

5 Listen again and complete the conversation.

- Employer:** That sounds great! How many years of experience do you have?
- Candidate:** Yes, I have worked in this field for ten years.
- Employer:** Impressive. You began as a 1 _____?
- Candidate:** That's right. Then I was hired as a 2 _____.
- Employer:** We are looking for a 3 _____ Do you have international experience?
- Candidate:** Yes, I currently work with international 4 _____ professionals.
- Employer:** What has been your greatest accomplishment in that department?
- Candidate:** We improved transportation 5 _____.

Speaking

6 With a partner, act out the roles below based on Task 7. Then, switch roles.

EMPLOYER (STUDENT A)

- Your teacher gives you:
- 1 _____
 - 2 _____
 - 3 _____

Student A: You are a hiring manager. Talk to Student B about:

- his or her logistics job experience
- the job that is currently available
- the international supply chain or other job titles

Student B: You are a job candidate. Talk to Student A about your work experience.

Writing

7 Use the conversation from Task 6 to fill out the interview notes.



Interview Notes

- Position asked for: _____
- Does the candidate have logistics work experience? (Y/N) _____
- If yes, how many years of professional experience does he or she have? _____
- Previous jobs in the field: _____
- International experience: _____

Supply Chain & Logistics Management

RESPONSIBILITIES

- Supervises and trains employees
- Coordinates product shipments
- Analyzes cost-saving distribution methods
- Manages third-party contracts
- Meets customer needs
- Assures that products arrive safely and on time

TRAINING

- Seminars at the corporate headquarters
- Hands-on training with an experienced production manager
- Formal university training with a supply chain manager

ASSOCIATIONS

Transportation Management Association

- Information Technology Logistics Software Manager Systems Support Manager
- Human Materials Manager Purchasing Manager
- Inventory Transportation Manager Senior Manager Inventory Coordinator Warehouse Operations Manager

JOB REQUIREMENTS

Bachelor's degree in a related field
Proven leadership skills



Transportation
manager



Supply chain manager



Purchasing manager



Inventory manager



Logistics software
manager

Vocabulary

- 1 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

supply chain manager
logistics software manager
production manager
purchasing manager
warehouse operations manager
transportation manager

- When the vice president wanted a closer view of production and business activities, he contacted the _____.
- Contact the _____ if you have questions about shipping products by train.
- Paul is the _____ responsible for overseeing all warehouse activities.
- Karen is called the _____ when she needs assistance with technology tools.
- The _____ consists of buying activities for the company.
- The entire manufacturing process is managed by the _____.

Get ready!

- 1 Before you read the passage, ask about these questions:

1. What are some ways that logistics managers work with people outside their companies?
2. What types of information do logistics managers strive to improve efficiency?

Reading

- 1 Read the employee profile. Then, mark the following statements as true (T) or false (F).

- 1 _____ Logistics managers work with outside contractors.
- 2 _____ Job training includes formal supervisory training at corporate headquarters.
- 3 _____ Advancement opportunities are available in information technology.

3 Write a word or phrase that is similar in meaning to the underlined part.

- The professional who analyses sales activity data to generate forecasts for product, segments and production schedules met with production managers.
 a. b. c. d.
- The supplying manager and the manager responsible for coordinating purchases and usage of raw materials needed for manufacturing next week.
 m.p. n.d.
- When help needed with information management, she called the manager who provides analytical and technical support and coordination for management of logistic information and data processing.

4 Listen and read the employee profile again. Within this company, what are the categories where advancement is possible in this field?

Listening

5 Listen to a conversation between two logistics managers. Mark the following statements as true (T) or false (F).

- ... The woman has just started working for the company.
- ... The man is available on Tuesday afternoon.
- ... The speakers have agreed to meet on Friday.

6 Listen again and complete the conversation.

Manager 1: Hi, I'm John, the new 1 _____.

Manager 2: Nice to meet you John, I'm John, the 2 _____.

Manager 1: Yes, I've been hoping to set up a 3 _____ with you.

Manager 2: That would be great. How about Tuesday afternoon?

Manager 1: I can't meet on Tuesday, I will be with the 4 _____ of afternoon.

Manager 2: Okay, I can meet 5 _____ available.

Manager 1: That would be perfect, How about 6:00?

Manager 2: Great, I'll _____ seeing you then.

Speaking

7 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

- ... I'm free ...
- ... I've been hoping to set up ...
- ... I will be with the ...

Student A: You are a logistics manager. Talk to Student B about:

- setting up a time to meet
- other meetings that you have scheduled for this week
- the best available time to meet

Student B: You are a logistics manager. Talk to Student A about setting up a meeting.

Writing

8 Use the conversation from Task 8 to fill out a meeting schedule for the week.

Meeting Schedule

Week of:

Day & Time: _____

Meeting with: _____

Day & Time: _____

Meeting with: _____

Day & Time: _____

Meeting with: _____

www.careerinfo.org/logistics



Careers in Logistics

There are many important occupations involved in logistics, including all the connections between manufacturers and consumers. Factors include and influence products in each setting. The following types of businesses need logistics services.

- Consulting firms
- Transportation firms (air, freight, and passenger)
- Manufacturing companies
- Merchandising firms
- Education institutions
- Service institutions
- Government agencies

A good basic knowledge of business skills helps when looking for a logistics job. Having a certificate is also helpful. Other people work as a management level worker or entry-level supervisor. When you start after graduation, your employer will also determine if you are qualified.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What kind of companies use logistics workers?
- 2 How do these companies use logistics workers?

Reading

2 Read the webpage article. Then, mark the following statements as true (T) or false (F).

- 1 ... There are plenty of job openings in the logistics field.
- 2 ... Educational organizations and merchandising firms hire logistics workers.
- 3 ... Logistics workers have a job career path ahead of them.

Vocabulary

3 Write a word or phrase that is similar in meaning to the underlined part.

- 1 ... connected in the act of shipping products to stores in a way that attracts shoppers.
... connected ...
- 2 ... The manufactured products were delivered to the business selling products directly to the customer.
... manufactured ...
- 3 ... The logistics consultant wanted to improve the company's system of finding objects from one store to another.
... logistics ...
- 4 ... The company was interested for a logistics job with the organization after the government had handled particular tasks for issues.
... company ...

2 Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|------------------|---------------------------|
| 1 ... consulting | 5 ... manufacturing |
| 2 ... education | 6 ... teenager |
| 3 ... freight | 7 ... service institution |
| 4 ... industrial | |

- A the process or business of making goods in large amounts in a factory
- B the business of providing professional help and advice on a certain subject
- C relating to the production of goods, especially in a factory setting
- D a person who travels in a vehicle without driving it or working on it
- E goods moved by vehicle and the system of transporting them
- F a facility that provides a service, such as a hospital
- G the act of learning and teaching, typically in a school or college environment

3 Listen and read the webpage article again. Why is logistics useful?

Listening

4 Listen to a conversation between two workers. Choose the correct answers.

- 1 What is the conversation mostly about?
- A the growth of the manufacturing industry
- B the main needs of the firm's transportation
- C the job opportunities available to the worker
- D integrating a production with the company
- 2 What will the worker most likely do next?
- A accept the job with the transportation firm
- B call her job at the manufacturing company
- C compare the pay and benefits packages
- D wait for both employment opportunities

5 Listen again and complete the conversation.

Worker 1: Congratulations on your 1 _____.

Worker 2: Thanks. Actually, it's currently 2 _____ for both.

Worker 1: How? Tell me more about them.

Worker 2: The first job is with a transportation firm. The second is with a 3 _____.

Worker 1: Which company do you 4 _____?

Worker 2: I've both companies 5 _____ and the pay and benefits are similar.

Worker 1: So how are you going 6 _____?

Worker 2: Well, I'd rather be in transportation. So I think I'll take that job.

Speaking

6 With a partner, act out the roles below based on Task 5. Then, switch roles.

USE LANGUAGE SUCH AS:

Congratulations on ...

Tell me more about ...

I think I'll take ...

Student A: You are a worker. Talk to Student B about:

- the job offers
- the companies that want to hire you or her
- how he or she plans to choose which job to take

Student B: You are a worker. Talk to Student A about your options.

Writing

7 Use the conversation from Task 5 to fill out a list of pros and cons for the two positions.

Pros and Cons List

Pros:	_____
_____	_____
_____	_____
_____	_____
Cons:	_____
_____	_____
_____	_____
_____	_____

Get ready!

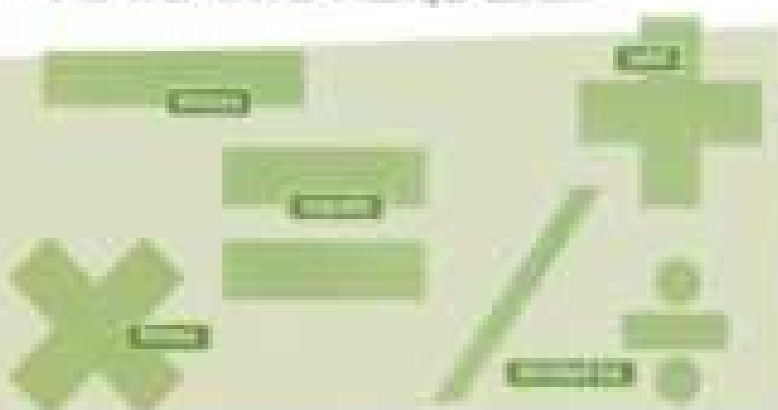
1 Before you read the passage, talk about these questions.

1. What are some basic math operations?
2. What are some ways to express the results of mathematical operations?

Reading

1 Read the chart. Then, mark the following statements as true (T) or false (F).

1. ... $3 \times$ number is "three" and/or "times." It indicates a division operation.
2. ... One thousand and hundred is equal to sixteen hundred.
3. ... "Minus" has the same meaning as "subtract."



HOW DO THEY SAY IT?

SYMBOL	INTERPRETATION	EXAMPLE
=	equals to, comes to	$3 \times 4 = 12$ Three fourths equals one and one-half.
+	plus, and	$6 + 9 = 15$ A plus B equals C.
-	minus, less, subtract	$9 - 6 = 3$ A minus B is C.
\times	times, multiplied by	$6 \times 3 = 18$ A times B comes to C.
\div , /	less, divided by	$6 \div 3 = 2$ A divided by B equals C. $6 / 3 = 2$ A over B is C.
1,000	One thousand, four hundred or forty-four hundred	It is almost forty-four hundred miles from Los Angeles to New York City.

Vocabulary

2 Match the words or phrases (1-5) with the definitions (A-E).

1. ... result 4. ... plus
2. ... hundred 5. ... divided by
3. ... minus

- A. used to indicate addition
B. used to combine two numbers to determine numbers in the statement
C. used to indicate division
D. used to give the result of a mathematical operation
E. used to indicate subtraction

3 Read the sentence pairs. Choose which word or phrase best fits each blank.

1. year 1 multiplied by
A. Ten _____ ten equals twenty.
B. Six _____ three equals two.
2. six 7 times
A. Eight plus eight _____ sixteen.
B. Twenty _____ four equals one hundred.
3. two 7 comes to
A. Twelve _____ five equals four equals twelve.
B. Thirty plus five _____ to fifty five.
4. added 7 subtracted
A. Forty _____ is twelve equals fifty-two.
B. Sixty _____ ten equals comes to fifty.

- 2 Listen and read the chart again. What terms are used to indicate multiplication?

Listening

- 3 Listen to a conversation between two logicians. Choose the correct answers.

- What is the purpose of the conversation?
 - to determine the measurements of a shipping container
 - to find out the volume of a shipment for a customer
 - to discover how much product fits in a shipping container
 - to convert measurements from cubic inches into cubic meters
- What will the man probably do next?
 - tell the customer the information he or she requested
 - calculate the dimensions of the shipping container
 - inspect the shipment to be sent by the client
 - ask the woman to measure the shipping container

- 4 Listen again and complete the conversation.

- Logician 1: I need to let the client know the **E** _____ of the shipment.
- Logician 2: That's nice enough. What is the **E** _____ of the container?
- Logician 1: Do you want the measurements in **E** _____?
- Logician 2: No, please.
- Logician 1: It's 27½ inches in length and 12 inches in width.
- Logician 2: Let's see... 27½ times 12 is _____ 21,000. What's the depth of the container?
- Logician 1: 100 inches. 100 is _____ by 21,000 equals 2,100,000 inches.
- Logician 2: So if we convert that _____ the volume of the shipment is 1010 _____.

Speaking

- 5 With a partner, act out the roles below based on Task 3. Then, switch roles.

LOW LANGUAGE SKILLS ARE

We need to...
 What's the... of...?
 The volume of the shipment is...

Student A: You are a logician. Talk to Student B about

- calculating the volume of the shipment
- the measurements of the shipment
- conversion of the measurements

Student B: You are a customer. Talk to Student A about the shipment.

Writing

- 6 Use the conversation from Task 6 to fill out the calculations for the shipment volume.

Real-World Mathematics

Shipping Invoice

Batch # _____

Volume of Batch _____

Calculation in cubic inches _____

Length = _____ Width = _____

Height = _____

Convert to cubic feet _____

Total from this shipment / 1000 = _____ cubic feet

Get ready!

1 Before you read the passage, think about these questions.

- 1 What are the different ways to show length is measured?
- 2 What are some examples of weight and mass units?

Logistics: Measurements

Logisticians use the following measurements to deliver cargo.

- **Conventional cargo:** Sometimes weight is units of 1,000 kilograms. Determine measurements in cubic meters.
- **Low-floor Container Units:** Measure volume weight similar to conventional cargo.
- **Flat Container Units:** Container are usually 20 or 40 feet long.
- **High-cube Flat-rail:** Measure weight based on cubic feet – not tons.

Please note: Measurement to deliver units in the imperial system. Also measure use the metric system. If you are using pounds, convert to kilograms. If you are using inches, convert to meters. It is also important to consider the distance traveled. These measurements are provided in tables and illustrations.



Reading

2 Read the manual excerpt. Then, mark the following statements as true (T) or false (F).

- 1 ... Conventional cargo is measured in tons.
- 2 ... Pounds and inches are units in the imperial system.
- 3 ... Flat-rail, flat-rail measure cargo according to kilometers.

Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

- | | | |
|---------------|-------------------|---------------------|
| 1 ... feet | 4 ... kilogram | 7 ... volume weight |
| 2 ... pound | 5 ... ton | |
| 3 ... convert | 6 ... cubic meter | |

- A a calculation that shows the weight of a package
- B a unit of weight that is equal to 2,000 pounds
- C a unit of weight that is equal to 1,000 grams
- D a unit of length that is equal to one-thirtieth of a foot
- E to exchange one system of weights and measures for another
- F a metric unit of volume that is equal to 1,000 liters
- G a unit of weight that is equal to 10 ounces or 283.5 of a kilogram

2 Read the sentence pairs. Choose which word or phrase best fits each blank.

- imperial system / kilometers
 - in Canada, distance is measured in _____.
 - One cubic cent is a unit of measure in the _____.
- miles / metric system
 - Ready drove 60 _____ per hour down the freeway.
 - In 1995, Great Britain partially switched over to the _____.
- foot / meter
 - One hundred yards equals 100 feet or _____ meters.
 - The ruler measured twelve inches, or one _____.

3 Listen and read the manual excerpt again. How do legislators measure roll-on, roll-off cargo?

Listening

4 Listen to a conversation between two legislators. Choose the correct answers.

- How does the woman measure the cargo?
 - in cubic meters
 - in cubic feet
 - in kilograms
 - in inches
- What can be inferred from the woman's last statement?
 - They need to convert the distance to metric units.
 - They need to convert the distance to imperial units.
 - They need to make sure the cargo is shippable.
 - They need to provide additional information.

5 Listen again and complete the conversation.

Legislator 1: Hi Barry! Ready to get started? We need to get the volume for Newspaper, Georgia.

Legislator 2: Good morning, Samantha. Assume the cargo is shippable.

Legislator 1: OK. We'll make \$1.00 per 1 _____.

Legislator 2: You're using the \$ _____. Are the cargo weights in the U.S.?.

Legislator 1: No, Samantha, I would've measured it in cubic _____.

Legislator 2: Is there any other information we need to provide?

Legislator 1: Yes. The volume of 6 _____ the shipment will be 6 _____.

Legislator 2: Okay. But don't forget to 6 _____ in kilograms.

Legislator 1: The mass is _____ 7 _____.

Speaking

6 With a partner, act out the roles below based on Task 7. Then, switch roles.

Use Language Notes 4a.

We need to get _____ to _____.

Otherwise, I would've measured it in _____.

But don't forget to _____.

Student A: You are a legislator. Talk to Student B about

- transporting cargo
- how much you will make on the shipment
- how to convert measurements

Student B: You are a legislator. Talk to Student A about measuring and transporting cargo.

Writing

7 Use the conversation from Task 6 to fill out the release form.

Frederick Shipping, Inc. RELEASE FORM

Type of Shipment: _____

Is the shipment shippable? (Y/N) _____

Where did the cargo originate? _____

Where will the cargo be shipped? _____

Hazards & Defectors

Manufacturing Employee Manual



Safety is a top priority in a manufacturing setting. All employees need to follow safety procedures to avoid accidents, injuries and fatalities caused when employees are not careful.

Employees need to wear the proper personal protective equipment (PPE) required. PPE varies according to job assignment. PPE requirements for each area are printed throughout the workplace.

Locked / tagged procedures reduce the risk of death or injury. Any manufacturing, electrical machinery needs to be locked and tagged.

Falls and slips are the biggest cause of injury in workplaces. Slips by spills, protrusions, cracks, holes are often an employee's second biggest harm. All areas of the workplace have floor surfaces in case of injuries.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why is safety important in workplaces?
- 2 What are some measures to ensure safety in a workplace setting?

Reading

2 Read the manual excerpt. Then, mark the following statements as true (T) or false (F).

- 1 Required PPE is the same throughout the workplace.
- 2 Locked / tagged is used on all equipment that is not working correctly.
- 3 Slips are a result of items being left in aisles.

Vocabulary

3 Read the sentences and choose the correct words or phrases.

- 1 The employee's slipshodness was the result of some loose wires on the floor.
- 2 Angles used the forklifts in the stock room and left to leave the rest of Frank's hand.
- 3 The contractor left malfunctioned trapped as it needs to be repaired.
- 4 Safety procedures require personal protective equipment facilities caused by accidents on the job.
- 5 Electrocution / accident is the result of unsafe handling of electrical equipment.
- 6 The damage wanted to decrease the fatalities when operating machinery.
- 7 A hard hat is part of an employee's personal protective equipment / injury.

- 3 Fill in the blanks with the correct words from the word bank.

Word Bank

injury backache/painful fall
safety accident trip

- 1 Sarah sustained an _____ to her right leg after slipping on the ice.
- 2 The worker did an _____ procedure on the broken electrical equipment.
- 3 A _____ (warning) was held for all workers in order to reduce accidents.
- 4 George took a hard _____ after he tripped over the cables on the floor.
- 5 Why had to (I read an) _____ report after she got hurt at work?
- 6 All inventory needs to be off the floor so people don't _____ over it.

- 4 Listen and read the manual excerpt. What are the biggest causes of injuries in warehouses?

Listening

- 5 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).
- 1 ... The worker is planning on wearing PPE at the warehouse.
 - 2 ... The man suffered a head injury at the warehouse.
 - 3 ... The speakers agree safety needs to be improved at the warehouse.

- 6 Listen again and complete the conversation.

Legislator 1: I'm going over to the 1 _____.

Legislator 2: Do you know a 2 _____ where you're from?

Legislator 1: Yeah, I don't think he has and 3 _____ his injury.

Legislator 2: I still can't believe that 4 _____ got off a table and fell from the roof!

Legislator 1: Did he have any 5 _____?

Legislator 2: Yes, a huge bump and a cut on his head.

Legislator 1: The warehouse manager needs to take 6 _____ more seriously.

Legislator 2: Yeah, last time I was there, I almost got some 7 _____.

Speaking

- 7 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I'm going over to the _____
Do you know _____?
The warehouse manager needs to _____

Student A: You are a legislator. Talk to Student B about

- when you are going
- an accident that occurred
- injuries that were sustained

Student B: You are a legislator. Talk to Student A about the safety of the warehouse.

Writing

- 8 Use the conversation from Task 8 to fill out the accident report.



Accident Report

Accident Report

Name: _____

Date: _____

Describe the accident: _____

Describe any injuries: _____

Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What kind of customer service do you expect from a business?
 - 2 Why is customer service so important?

Reading

- 1 Read the company webpage. Then, choose the correct answers.
- 1 What is the main purpose of the website?
 - A to explain the best way to contact customer service
 - B to provide existing customers with order updates
 - C to let customers know what to expect from the company
 - D to compare service offered return and refund policies
 - 2 Which of the following does the company tell about?
 - A operating at all hours of the day
 - B quick and courteous service
 - C simple delivery of payments
 - D online customer support forms
 - 3 What can be inferred about the company?
 - A It is a newer company.
 - B It values its customers.
 - C It is trying to expand services.
 - D It has a poor reputation.

Vocabulary

- 1 Fill in the blanks with the correct words or phrases from the word bank.

Order

customer service update polite
customer service make it right order

- 1 The _____ was cancelled after receiving a refund.
- 2 The company went the extra mile _____ saying that the shipment was out.
- 3 The customer service representatives tried to be _____ to every caller.
- 4 The representative credited the customer's account for _____.
- 5 The customer's _____ was delivered on time.
- 6 When the shopkeeper _____ he called the company's hotline.
- 7 Made us give _____ for damage a company's reputation.

FZ Floral Suppliers

FZ Floral Suppliers has a reputation for excellent customer service. Our goal is to exceed your expectations.

What this means for you, the customer:

We will receive your orders polite and friendly service.

Assistance is available 24 hours per day. We are happy to answer any inquiry.

We will provide regular order status updates.

Our rigorous track ensures that orders are delivered on time.

If you have issues with the late shipments very seriously. We do our best to make it right. This includes accepting returns for damaged orders. We also have full refunds. We will not rest until the problem is resolved to your satisfaction.



1 Read the sentences and choose the correct words or phrases.

1. Kate is a friendly/patle person who always greets customers with a smile.
2. The worker brought the returned/customer back to the store.
3. Customer satisfaction/satisfaction is important to the company.
4. The customer service department rarely receives and completes/complains.
5. The company's service exceeded the man's expected expectations.
6. The worker had very customer service/trying about the returned/piece.

2 Listen and read the company webpage again. How does the company deal with complaints?

Listening

1 Listen to a conversation between a customer and a customer service representative. Mark the following statements as true (T) or false (F).

1. ... The man is calling with a complaint.
2. ... The shipment is delayed due to a traffic accident.
3. ... The customer service rep gives the client a refund.

2 Listen again and complete the conversation.

Representative: Hi! How's your day? How can I _____ today?

Customer: I'm calling about my shipment. It's _____.

Representative: Okay. Let me _____.

Customer: The shipment of flowers is six hours late. How my customers are going to be _____.

Representative: I understand. But it looks like our delivery car was in a collision. The _____ about this.

Customer: So when will my shipment arrive?

Representative: _____ I'll get a hold of your account for the _____.

Customer: Okay. I appreciate that.

Speaking

1 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS:

- I'm calling about...
- I really like...
- So when...?

Student A: You are a customer service rep. Talk to Student B about:

- the order
- the problem
- the new delivery time

Student B: You are a customer. Talk to Student A about your order.

Writing

1 Use the conversation from Task 1 to fill out the customer service complaint log.

Complaint Log

Date: _____

Customer Name: _____

Issue: _____

Resolution: _____





Chapter 2: Supply Chains

In every supply chain, the customer is the most important element. After a customer orders products, the products are manufactured. This leads to the next stage: the production plan.

The company purchases the raw materials it needs. After the company receives the materials, employees test them. They check the quality and quantity of each delivery. Finally, the user uses the product. Delivery starts with raw materials in a supply warehouse.

Employees transport the finished product to a warehouse. The shipping department then organizes delivery to the customer. The manufacturer marks the goods or sends them by email. Each product comes with an invoice. The shopper lists products and their prices. It also describes the terms of sale.

Get ready!

Before you read the passage, think about these questions.

1. What are the elements of a supply chain?
2. How do companies successfully manage a supply chain?

Reading

Read the textbook excerpt. Then choose the correct answer.

1. What is the article mainly about?
 - A. types of raw materials
 - B. why companies want to invest
 - C. how supply chains work
 - D. a comparison of quality and quantity
2. Which of the following is NOT mentioned in the text?
 - A. products
 - B. terms of sale
 - C. prices
 - D. quality
3. What is the most important element in a supply chain?
 - A. the transportation
 - B. the customer
 - C. the production plan
 - D. the purchase of materials

Vocabulary

Write a word or phrase that is similar in meaning to the underlined part.

1. Let's discuss the supply of goods for each shipment.
.....
2. We received a delivered product to speed up delivery.
.....
3. Our warehouse is located in the central part of the city.
.....
4. After our collection of raw materials improved, our products improved.
.....

1 Read the sentence pairs. Choose which word best fits each blank.

1 purchased / ordered

A The company _____ five thousand dollars' worth of timber.

B Mary _____ her laptop to phone.

2 manufacture / production

A _____ almost all our goods.

B We _____ some products by hand.

3 transport / delivery

A Freight charges for my books to _____ flight.

B The morning _____ was less than the cost of last year's.

2 Listen and read the textbook excerpt again. What do companies use to manufacture products?

Listening

1 Listen to a conversation between a professor and a student. Mark the following statements as true (T) or false (F).

1 _____ Customers receive their goods when making a purchase.

2 _____ After products are made, they are delivered.

3 _____ Shipping departments organize delivery to company managers.

2 Listen again and complete the conversation.

Professor: So, what have you learned about the 1 _____?

Student: The 2 _____ is the most important element.

Professor: Right. Everything that happens depends on this or the terms, as indicated during 3 _____.

Student: Companies 4 _____ according to customers' needs.

Professor: Are there six managers decide on which steps to take?

Student: By taking a 5 _____ Then, after the product is made, they prepare to transport and deliver it.

Professor: Could you tell me a bit more?

Student: The shipping department organizes 6 _____. They send products according to customers' schedules.

Speaking

1 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE BOOK 48

So, what have you learned about...?

Everything that happens depends on...

Could you tell me...?

Student A, You are a professor. Talk to Student B about:

- supply chains
- customers' needs
- how managers make decisions

Student B, You are a student. Talk to Student A about elements in a supply chain.

Writing

2 Use the conversation from Task 2 to 5B and a memo about supply chain management.

Chickadee Toys, Inc.

1001 San Antonio Drive
San Carlos, PA 15141
(412) 948-4712
www.chickadeetoy.com

To: Employees of Chickadee Toys, Inc.
From: Jack Brown, Manager

Date:

Please remember to _____
for the product. The customer paid _____
and they must be met.

With best regards to
Sincerely,
Jack Brown

Thank you.

10 Supplier Planning



100

To: henry@delco.com
 From: andy@supplertech.com
 Subject: Inventory levels

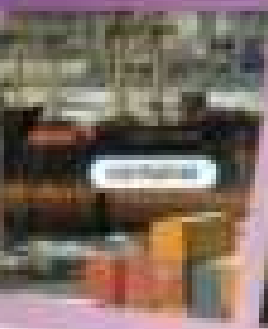
Hi,

I've decided to make some changes I need to increase inventory. As a result, I will need smaller lot sizes. To keep up with customer requirements, we need to be more frequent. Are you able to produce in short runs? Long runs cost less, right?

On the plus side, short runs could reduce your lead time. You don't have to wait through the large inventory. My shipments go through the normal customer. That being I usually need four deliveries. But the shorter the transport made or shorter time.

Let me know your thoughts.

Regards,
 Andy



Get ready!

- Before you read the passage, talk about these questions.
 - What is the difference between a short run and a long run?
 - What factors affect lead time?

Reading

- Read the email. Then, mark the following statements as true (T) or false (F).
 - The process needs to be bigger.
 - Deliveries need to occur more often in the future.
 - There is going to be an impact on lead time.

Vocabulary

- Match the words or phrases (1-6) with the definitions (A-F).

1 ... consumption	4 ... lot size
2 ... lead time	5 ... replenishment
3 ... long run	6 ... short run

 - the number of items in a batch
 - the process of replacing supplies that have been used or putting new supplies into something
 - the period of time that elapses when a customer places an order to when a customer gets the order
 - a kind of production run where a small quantity of product is made often
 - a kind of production run where a large quantity of goods are made over a long period of time
 - the process of buying or using products

2 Write a word or phrase that is similar in meaning to the underlined part.

- The company test the quality of goods by an independent firm.
- The manager compared the different methods of sending a product to a recipient. (A... B... C... D... E... F...)
- The box was packed into a large box intended to take space (A... B... C... D... E... F...)
- The customer wasn't happy with the amount of time between a parcel leaving a factory or warehouse and its delivery. (A... B... C... D... E... F...)

3 Listen and read the email again. What impact will the changes have on replenishment?

Listening

4 Listen to a conversation between a logistics manager and a supplier. Choose the correct answers.

- What is the purpose of the conversation?
 - to review upcoming changes
 - to clarify payment methods
 - to return products
 - to discuss transport frequency
- What can be inferred about the staff?
 - the business is in trouble
 - he is unable to alter the schedule
 - he is angry about the email
 - he is trying to be flexible

5 Listen again and complete the conversation.

Logistics Manager: Hey, Fred. Thanks for calling.
Supplier: No problem. I'd _____ and thought we needed to talk.
Logistics Manager: Sure thing.
Supplier: There was something I wanted to clarify. Your frequency are we talking about? (A... B... C... D... E... F...)
Logistics Manager: Right now, replenishment is once a week. We need to bump it up to (A... B... C... D... E... F...)
Supplier: Okay, I think that's (A... B... C... D... E... F...)
Logistics Manager: How do you (A... B... C... D... E... F... the other changes?
Supplier: Well, I'm assuming when you're coming from (A... B... C... D... E... F...)

Speaking

6 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE FROM AN-

I wanted to clarify...
 What frequency...?
 We'll need to...

Student A: You are a logistics manager. Talk to Student B about...

- the email
- replenishment frequency
- the other changes

Student B: You are a supplier. Talk to Student A about the changes.

Writing

7 Use the conversation from Task 6 to fill out the logistics manager's official order form.



Order Form

Company: _____

Full name: _____

Replenishment Frequency: _____

Telephone: _____

Get ready!

1 Before you read the passage, talk about these questions.

1. What is the difference between finished goods and finished parts?
2. How does management benefit online and manufacturing?

Reading

2 Read the manual excerpt. Then, choose the correct answers.

1. What is the main purpose of the passage?
 - a. to describe the manufacturing process
 - b. to coordinate warehouse departments
 - c. to explain how the company manages inventory
 - d. to describe distribution strategy
2. Which type of inventory is managed as a separate category?

a. distributed inventory	c. spare parts
b. raw materials	d. MRO supplies
3. Which activity is used as inventory?

a. management items	c. distributors
b. raw materials	d. service parts



calculator



employees

Employee Manual**Wolf Manufacturing**

Our warehouse contains several types of inventory. These include:

- **Raw materials** — inventory awaiting production
- **Work in process** — items that are at some stage in the manufacturing process
- **Finished goods** — completed goods awaiting distribution and sale

We also stock service parts, or spare parts. Some parts are stocked with distributors. Others are stock-on-site unless they are needed.

Finished parts are also stored in the warehouse and the assembly department. They are stored for use in spare parts.

We include distribution inventory in our general inventory. Management items are included in the manufacturing items and items used in

offices inventory category. This includes MRO supplies.



calculator

MRO supplies



work in process



finished goods

Vocabulary

1 Match the words or phrases (1-5) with the definitions (A-E).

- 1 ... equipment 4 ... work in process
 2 ... raw materials 5 ... distribution inventory
 3 ... inventory

- A materials that are purchased by a company to be processed or manufactured.
 B materials that have been processed in some way, but are not finished.
 C materials that are in transit, off-site, or held by a seller or manufacturer.
 D a complete list of materials or products in stock.
 E products sent to the seller with the agreement that payment will be made to the manufacturer only when the items are sold.

2 Place the words or phrases from the word bank under the correct headings.

Word bank

- service parts finished parts
 spare parts MRO supplies
 re-production finished goods

Manufactured Materials	Extra Materials	Support and Maintenance

3 Listen and read the manual excerpt again. What is a work in process?

Listening

4 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).

- 1 ... The woman has been working on the warehouse inventory.
 2 ... The inventory list does not include equipment purchases.
 3 ... MRO supplies are re-production materials.

5 Listen again and complete the conversation.

- Legislator 1: Hi, Sam. Have you been working on the warehouse **1** ?
 Legislator 2: I've been working on that all week. The information is right here.
 Legislator 1: Great. Tell me, is **2** included?
 Legislator 2: It is. That includes items **3** that have not been sold for yet.
 Legislator 1: Is **4** re-production listed in that category?
 Legislator 2: That is used in the sector, too.
 Legislator 1: Okay. What about **5** ?
 Legislator 2: No, **6** materials are listed on a separate inventory.

Speaking

6 With a partner, act out the roles below based on Task 7. Then, switch roles.

LIVE LANGUAGE SUCH AS

- Have you been working ... ?
 Tell me, is ... included?
 That includes ...

Student A: You are Legislator 1. Talk to Student B about:

- the warehouse inventory
- materials that are included in the inventory
- re-production materials

Student B: You are another legislator. Talk to Student A about his or her inventory info.

Writing

7 Use the conversation from Task 8 to fill out a questionnaire about warehouse inventory.

Warehouse Inventory

- Does warehouse inventory was completed? _____
 Does the inventory include work in progress? (T/F) _____
 Other items included: _____

12 Inventory Costs



Minute Electronics Corporation

(Memo)

To: Mr. Smith
From: Manager
 Managers have concerns about increased material overhead cost. We have seen increases in several areas this year.

Concerns:
 There are increases in storage cost and insurance. We carry materials longer during inventory liquidation cost.

Recommendation:
 Shipping has increased this year. As a result, fuel handling costs are up as well. The management team has put together a plan. The most noticeable is material is half of a reduced cost. Several prices are outside the monthly mix.

- Notes:**
- Fuel expenses
 - Concerns about depreciation and amortization
 - Check funds for investments when they get more money

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some expenses associated with carrying cost?
- 2 What are some causes of depreciation?

Reading

1 Read the items. Then, mark the following statements as true (T) or false (F).

- 1 Insurance is a carrying cost.
- 2 Upward revaluation will be paid in stores at reduced prices.
- 3 Money will be invested in order to earn interest.

Vocabulary

1 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank: acquisition cost, handling cost, insurance cost, interest, material overhead cost, storage

- 1 The expenses involved in buying and purchasing materials are included in _____.
- 2 The company purchased _____ to protect its assets.
- 3 All of the expenses involved in purchasing, handling, storing, and transporting materials are included in _____.
- 4 Fuel price increases add to the cost of moving materials to account for _____.
- 5 The _____ includes expenses incurred regarding newspapers, drinks, during storage, and prior to shipping.
- 6 Decreasing material overhead cost releases cash for investments where companies can earn _____.

1 Write a word or phrase that is similar in meaning to the underlined part.

- 1 With new products coming out each year, the electronics company was concerned about the process of becoming obsolete. (become) ... 21 ... 24 ... 4
- 2 The company increased the price of the end product to cover the total cost of buying assets, including storage, maintenance, insurance, and other expenses. (buy) ... 27 ... 30 ... 3
- 3 The managers determined that a certain amount of loss of value often due to damage or deterioration during storage was preventable. (prevent) ... 33 ... 36 ... 2
- 4 The company searched for a new storage method, hoping to decrease expenses related to storage, including warehouse space, rentals, and insurance. (rent) ... 39 ... 42

2 Listen and read the memo again. Why is the company concerned about obsolescence?

Listening

3 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).

- 1 ... Both speakers want to reduce carrying costs.
- 2 ... The company's insurance costs have gone up.
- 3 ... The company currently orders materials every three months.

4 Listen again and complete the conversation.

- Legislator 1: We've got to come up with a way to reduce _____.
- Legislator 2: I agree. _____ in particular are way up.
- Legislator 1: That's right. But _____ costs have increased this year, too.
- Legislator 2: What do you suggest?
- Legislator 1: We need to reduce the amount of _____ being _____.
- Legislator 2: We could order materials _____ in advance instead of six months.
- Legislator 1: Yes. That way we place smaller orders and have less _____.
- Legislator 2: It means fewer worries about _____, too.

Speaking

5 With a partner, act out the roles below based on Task 3. Then, switch roles.

USE LANGUAGE SUCH AS:

We've got to come up with ...
What do you ...?
We should reduce ...

Student A: You are a legislator. Talk to Student B about _____.

- want to reduce carrying cost
- increased costs this year
- suggestions to reduce expenses

Student B: You are a legislator. Talk to Student A about _____ for the idea for reducing costs.

Writing

6 Use the conversation from Task 3 to fill out a memo about reducing carrying cost.

Memo

To all staff:

The team of legislators has been working on ways to reduce _____.

Costs have increased this year, including _____.

We suggest _____.

This will reduce storage costs. The company will also have fewer worries about _____.

Get ready!

- 1 Before you read the passage, talk about these questions.
- What are third-party logistics, and who provides the services?
 - Why do companies need third-party logistics?

3PL Providers

By Anne Currier



Third-party logistics providers (3PL) are essential. Services include warehousing and distribution. Types of providers include couriers and freight forwarders. There are four categories of 3PL.

- **Standard providers:** They perform "load and dock," warehousing, and distribution services.
- **Service developers:** They offer specialized services, including tracking and tracing in detail.
- **Customer adapters:** Customers request these providers. They take over logistic activities. They add more services without changing them.
- **Customer developers:** These providers perform new related tasks. They also work with customers.
- In some cases, providers **subcontract** some to subcontractors. One example of this is **on-demand transport**. Some providers offer transportation services. Therefore, they hire a local firm. **Managed fleet** jobs are also subcontracted.



Reading

- 2 Read the article. Then, choose the correct answers.
- What is the article mainly about?
 - the types of 3PL providers
 - why providers subcontract tasks
 - how the customer adapters work
 - a comparison of tracking and tracing
 - Which of the following is NOT a service offered by standard providers?
 - security
 - warehousing
 - distribution
 - load and dock
 - Why do providers sometimes subcontract tasks to subcontractors?
 - to provide specialized services
 - to take over logistic activities
 - to perform new related tasks
 - to make up for unavailable services

Vocabulary

- 3 Match the words or phrases (1-7) with the definitions (A-G).
- ... service developer
 - ... customer adapter
 - ... standard provider
 - ... customer developer
 - ... on-demand based
 - ... on-demand transport
 - ... third-party logistics provider
- a provider who engages in warehousing, pick and pack, and distribution
 - a firm that provides outsourced third-party logistics services to customers
 - having expertise and information technology resources but no personnel
 - FTL, partial, less-than-truckload, and international Expressed shipping
 - a provider who takes over logistic functions for a few customers
 - a provider who offers tracking and tracing, load docking, and security
 - a provider who takes over and organizes logistic activities

2 Write a word or phrase that is similar in meaning to the underlined part.

- 1 He mostly uses online sources for researching and shopping.
- 2 He had a specialist team and another firm's contract to perform security operations.
- 3 Tally needs a delivery service that can send packages internationally overnight.
- 4 In Europe, Customs agents operate under special, strict rules and controls.

3 Listen and read the article again. What kind of assistance is sometimes subcontracted?

Listening

4 Listen to a conversation between a company owner and a 3PL provider. Mark the following statements as true (T) or false (F).

- 1 ... The man needs help moving items from a warehouse to a marketplace.
- 2 ... The 3PL provider uses subcontractors for transportation.
- 3 ... The woman will use the man's 3PL services.

5 Listen again and complete the conversation.

- Owner:** I'm trying to decide on whether or not I ought to use a 3PL.
- Provider:** That depends on your needs.
- Owner:** I need help with _____ from a marketplace to a marketplace.
- Provider:** In that case, I'd recommend using a 3PL service. It sounds like you should use a 3PL _____.
- Owner:** Should I use _____ for my own transportation?
- Provider:** No, use a 3PL _____ for transportation.
- Owner:** Is it a _____?
- Provider:** Certainly.
- Owner:** It sounds like you offer everything I need. I'd sure like to be able to hire you.

Speaking

6 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE FROM 2B

As the owner, try remembering only:
I should like you to use ...
I need you to ...

Student A: You are a company owner. Talk to Student B about:

- using a third party to provide services
- what you needs are
- your decision regarding a provider

Student B: You are a 3PL provider. Try to Student A about your third-party logistics services.

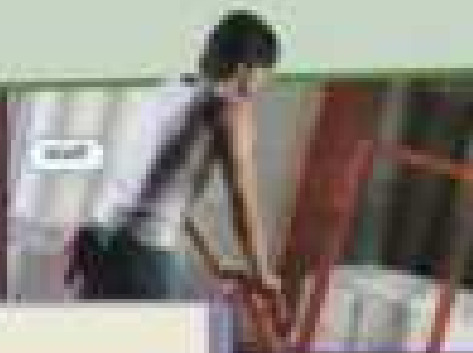
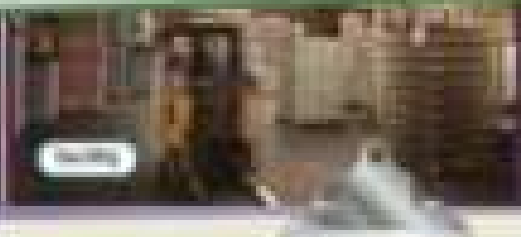
Writing

7 Use the conversation from Task 6 to fill out the request form.

Great Logistics, Inc.

Name: _____
Company Name: _____
Address: _____

What are our logistic needs?



Bright Manufacturing

Employee Manual

Inbound Logistics

Bright Manufacturing strives to use the best inbound logistics processes. The part of manufacturing is important to everyday success. The main functions of the process are receiving and distribution.

Materials Receiving

The receiving area is a busy place. Employees receive materials in our designated facility. They

they confirm accuracy. Next, they store raw materials until they are needed.

Materials Distribution

Plant managers coordinate where materials are needed. Warehouse staff are responsible to track down materials. The next step is to check that materials from inventory. Finally, our team delivers into trucks. Drivers distribute materials as assigned.



Get ready!

1 Before you read the passage, talk about these questions:

1. What are the steps in the materials receiving process?
2. What are the steps in the materials distribution process?

Reading

2 Read the manual excerpt. Then, mark the following statements as true (T) or false (F).

1. Bright Manufacturing designs negative systems.
2. Inbound logistics includes receiving and distribution.
3. Materials are distributed by delivery trucks.

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|-------------------|--------------------------|
| 1. ... store | 4. ... check out |
| 2. ... distribute | 5. ... receiving area |
| 3. ... staff | 6. ... inbound logistics |

- A facility or factory that is used for manufacturing.
- The process of receiving, storing, and managing materials used in production.
- The physical area where materials are taken in and processed.
- To get materials in a warehouse or other storage facility for future use.
- To make a note that materials have been removed from a category.
- To deliver materials to the necessary recipients.

4 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

staff factory knock down receive

- The manager called a meeting for all members of the **distributed** logistics.
- Warehouse staff is in trouble knocking down pallets.
- The port manager asked a warehouse staff to receive the loaded materials.
- The materials are stored off site in a separate factory.

5 Listen and read the manual excerpt again. Where are the company's raw materials stored?

Listening

6 Listen to a conversation between two logisticians. Mark the following statements as true (T) or false (F).

- The speaker has questions about inbound logistics.
- Raw materials are stored at the yard.
- Warehouse staff confirms the accuracy of inbound logistics.

7 Listen again and complete the conversation.

Logistician 1: Do you have any questions about **1** _____?

Logistician 2: Would you mind going over the **2** _____ again?

Logistician 1: Of course. It all begins when raw materials arrive in the **3** _____.

Logistician 2: Is that in the **4** _____ or in a separate facility?

Logistician 1: We have a **5** _____ because we are such a large manufacturer.

Logistician 2: Okay. Warehouse staff receive materials. What's next?

Logistician 1: Next they confirm accuracy, **6** _____, and **7** _____ materials and they are loaded.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE BUCH 42

Do you have any questions about **1** _____?
 Would you mind **2** _____ again?
 Of course. It all begins when **3** _____.

Student B: You are a logisticians. Talk to Student A about:

- the inbound logistics process
- how the process begins
- what staff members do

Student B: You are a logisticians. Talk to Student A about the process.

Writing

9 Use the conversation from Task 8 to fill out a distribution checklist.



Distribution Checklist:

Date required entry received: _____

Name of facility requesting materials: _____

Has staff able to track down materials? Yes

Notes

Warehouse staff gathered materials. Forms were completed by _____.

_____ has been updated.

Got ready?

- 1 Before you read the passage, talk about these questions.
- 1 What are some functions of outbound logistics?
 - 2 What are some issues that may arise in outbound logistics?

Reading

- 1 Read the manual excerpt. Then, mark the following statements as true (T) or false (F).

- 1 Credit card authorization takes place during order processing.
- 2 The way an order is shipped affects what packing materials are used.
- 3 A order makes a record of a shipment before it is sent out to the customer.

Vocabulary

- 2 Read the sentences and choose the correct words or phrases.

- 1 Authorization/Order processing was delayed due to the customer's unclear instructions.
- 2 The order was packed and shipped in a flexible/objective way.
- 3 Items that are in delivered/shipment order shipments get out and when they are received.
- 4 The customer's credit card/outbound logistic purchase was not authorized by the bank.
- 5 The company gives itself an updating delivering shipments on time, every time.

MAISON MARTIN MARGIELA Outbound Logistics

MAISON: Getting clothes products to customers the first step is order processing. During this stage, credit card authorization takes place. This process the company gets paid for the order. Sometimes order processing may be slower. In this type, orders are packed with the customer.

Next, orders are packed. Choosing packing materials based on the material of shipment. Delivering delivered products that is normally packing is not acceptable.

Shipping of packed products is the next step. Before a shipment goes out an shipment document is. The process packing of shipments. An outbound logistic purchase order get sent in a timely manner.



4 Fill in the blanks with the correct words or phrases from the word bank.

Drift

customer/legislation stopped authorization verified

1. Sophie used to work in customer legislation, but now she works in _____.
2. The customer service representative _____ the customer's information.
3. The credit card company gave _____ for the customer's purchase.
4. Mr. Peterson used to work when the order _____.
5. The company's _____ is to provide good quality products for low prices.

5 Listen and read the manual excerpt again. Why are details about shipments documented?

Listening

6 Listen to a conversation between a legislator and a warehouse supervisor. Mark the following statements as true (T) or false (F).

1. The man says the order shipped already.
2. The customer's credit card is not authorized.
3. The woman is concerned about the shipment not being on time.

7 Listen again and complete the conversation.

Legislator: Hey, Mark, I need to ask you about 1. _____

Supervisor: Sure. Which one?

Legislator: The one for the Mortgage Center. How did it 2. _____ yet?

Supervisor: No, we're still 3. _____ it.

Legislator: Okay, great. I see, but don't stop. It got 4. _____

Supervisor: Why not? It means we have had it we don't get it out to 4. _____

Legislator: It's because there's a problem with the credit 5. _____

Supervisor: Oh, I see. We want to make sure we'll get paid before 6. _____ the order.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

Use LANGUAGE SKILL 46

I need to ask you about _____
 Okay, great. I see, but don't stop. It got _____
 It's because there's a problem with _____

Student A: You are a supervisor. Talk to Student B about:

- a customer's order
- whether the order shipped or not
- why the order should not be shipped

Student B: You are a customer supervisor. Talk to Student A about the customer's order.

Writing

9 Use the conversation from Task 8 to fill out the order processing form.

Invoice # _____
 Customer's Name _____

ORDER TRACKING

Order amount verified _____
 Credit card authorization _____
 Order packed _____
 Order shipped _____
 Order delivered _____

Name: _____

Glossary

- accident** (N-COUNT) An **accident** is an unplanned event that results in damage or injury.
- acquisition cost** (N-COUNT) The **acquisition cost** is the cost incurred in acquiring materials, including buying, purchasing, taxes, shipping, and storing.
- add** (V-T) To **add** numbers is to combine them.
- analyst** (N-COUNT) An **analyst** is a professional who is skilled in using analytical and quantitative methods to understand and interpret data.
- analyze** (V-T) To **analyze** something is to examine it and determine its relationship to other things.
- assistance** (N-UNCOUNT) **Assistance** is help or support that is given to a person.
- associate's degree** (N-COUNT) An **associate's degree** is a two-year degree earned at community colleges, technical colleges, or junior colleges. An associate's degree is equivalent to the first two years of study at a four-year college or university.
- authorization** (N-COUNT) An **authorization** is the approval for an electronic banking transaction to take place, such as the use of a credit card.
- bachelor's degree** (N-COUNT) A **bachelor's degree** is a four-year degree earned at colleges and universities. Degrees include a Bachelor of Arts or a Bachelor of Science.
- carrying cost** (N-COUNT) The **carrying cost** is the total cost of holding an asset, including storage, maintenance, insurance, and other expenses.
- check out** (V-T) To **check out** (someone) is to make a certain that they have been removed from inventory.
- close to** (P-PROPH) (A) To **close to** a number is to equal that number.
- complaint** (N-COUNT) A **complaint** is a written or spoken statement in which a person says they are unhappy with something.
- commitment** (N-COUNT) (Products sold on **commitment** are sent to the holder with the agreement that payment will be made to the manufacturer only when the items are sold, and that unsold items can be returned to the manufacturer.
- consultant** (N-COUNT) A **consultant** works with clients to improve business performance using skills such as strategic planning, process re-engineering, and information technology.
- consulting** (N-UNCOUNT) **Consulting** is the business of giving professional help and advice about a specific subject.
- consumer** (N-COUNT) A **consumer** is someone who purchases products or services for use.
- consumption** (N-UNCOUNT) **Consumption** is the process of buying or using products or the quantity of goods that people buy or use.
- container** (N-COUNT) A **container** is an item used to store or hold something. It can specifically refer to large boxes, into which products are packed, in order to make them easy to transport.
- convert** (V-T) To **convert** units is to exchange one system of weights and measures for another. For example, pounds are converted to kilograms and feet are converted to meters.
- coordinate** (V-T) To **coordinate** something is to organize it within a system and to give it an order or a new order for the system.
- courier** (N-COUNT) A **courier** is an individual or a service company that delivers messages, mail, and packages.
- credit card** (N-COUNT) A **credit card** is a card issued by financial institutions that allows the holder to purchase goods or services with the understanding that the holder will pay the financial institution back at a later date.
- cubic meter** (N-COUNT) A **cubic meter** is a metric unit of volume that is equal to 1,000 liters. It is the volume of a cube with edges that are one meter in length. An alternative name for a cubic meter is a **cubic**.
- customer** (N-COUNT) A **customer** is a person or organization that buys products or services from a store or business.

- customer adapter (N-COUNT) (U)** A **customer adapter** is a provider who works at the request of the customer, takes over the company's logistic activities, and improves them without developing a new service.
- customer developer (N-COUNT) (U)** A **customer developer** is a provider who is at the highest level of logistic of customer developer takes over logistic functions, and performs general and detailed tasks for a few customers.
- customer service (N-UNCOUNT) (U)** **Customer service** is the way in which a business treats its customers. It is also the department in a company that deals with customer issues and complaints.
- customer service manager (N-COUNT) (U)** A **customer service manager** plans and directs the activities of the customer service team in order to meet the needs of customers and the company.
- deliver (V-T) (U)** To **deliver** something is to take it to someone.
- delivery (N-COUNT) (U)** A **delivery** is an item or a collection of items that are brought to the customers who ordered them.
- deterioration (N-COUNT) (U)** **Deterioration** refers to loss of value, often due to damage or deterioration during storage caused by handling, weather, age, mismanagement, or shrinkage.
- distribute (V-T) (U)** To **distribute** materials is to deliver them to the necessary recipients.
- distribution inventory (N-COUNT) (U)** **Distribution inventory** includes products and parts that are in transit, stored off site, or held by a customer management.
- divided by (P-Phrase) (U)** If a number is **divided by** another, it is split into equal parts.
- document (V-T) (U)** To **document** something is to record it by writing or photographing it.
- education (N-UNCOUNT) (U)** **Education** is the act of learning and teaching, usually in a school, college or university setting.
- electrocution (N-UNCOUNT) (U)** **Electrocution** is an injury or death that results from coming in direct contact with electricity.
- equal (V-T) (U)** To **equal** a number is to be the correct answer to a mathematical problem.
- expectation (N-COUNT) (U)** An **expectation** is what you believe or hope will happen.
- facility (N-COUNT) (U)** A **facility** is a building that is used for a designated purpose.
- fall (N-COUNT) (U)** A **fall** is the act of moving downwards towards the ground without control.
- fast-paced (ADJ) (U)** If something is **fast-paced**, it moves very quickly or requires quick responses.
- fatality (N-COUNT) (U)** A **fatality** is a death that occurs as a result of an accident or disaster.
- finished goods (N-COUNT) (U)** **Finished goods** are completed products that are stored and ready for use.
- finished parts (N-COUNT) (U)** **Finished parts** are component parts that are completed and stored for use in the final assembly of finished products, or stored to be used as replacement parts.
- first aid kit (N-COUNT) (U)** A **first aid kit** is a case that contains bandages, medicines, and other items needed to administer care in case an injury occurs.
- foot (N-COUNT) (U)** A **foot** is an imperial unit of length that is equal to twelve inches or one-third of a yard.
- freight (N-UNCOUNT) (U)** **Freight** is goods that are transported by vehicles, and the system of moving these goods.
- freight forwarder (N-COUNT) (U)** A **freight forwarder**, also known as a forwarder or a forwarding agent, is an expert in supply chain management who contracts with carriers to move goods from the manufacturer to the recipient.
- friendly (ADJ) (U)** If someone is **friendly**, they act in a way that is pleasant, nice and helpful.
- government agency (N-COUNT) (U)** A **government agency** is an organization within the government that handles specific tasks or issues.
- handling cost (N-COUNT) (U)** **Handling cost** includes all expenses related to moving and transporting items.

- Number 25-COUNT (U)** *Numbered* is combined with another number to abbreviate numbers in the hundreds. For example, the number 1,355 could be stated *thirty-five hundred*.
- Imperial system 25-UNCOUNT (U)** The *imperial system* is a system of weights and measures that is used in the United States and, sometimes, in the United Kingdom. The *imperial system* was *used* until last year to measure length, and ounces and pounds to measure mass.
- Inbound logistics 25-COUNT (U)** *Inbound logistics* refers to all aspects of the process of buying, storing, and managing raw materials used in production.
- Yard 25-COUNT (U)** A *yard* is an imperial unit of length that is one-third of a foot, and one-third-sixth of a mile.
- Industrial 25-COUNT (U)** If something is *industrial*, it is associated with the production of goods, or anything that is produced in factories.
- Industry 25-COUNT (U)** An *industry* is a profit-making enterprise that employs large personnel to create products or services of commercial value.
- Injury 25-COUNT (U)** An *injury* is physical damage that occurs to the body or a body part.
- Inquiry 25-COUNT (U)** An *inquiry* is a question you ask in order to gather information about someone or something.
- Inspection cost 25-COUNT (U)** *Inspection cost* includes the costs for inspections of materials received, products in process, and finished goods.
- Insurance 25-COUNT (U)** *Insurance* is a guarantee to protect (eventually based on payment of a premium) that is calculated based on the value of materials and the condition of storage facilities.
- Interest 25-COUNT (U)** *Interest* is the rate of return earned by those invested in government bonds or stocks.
- International logistics manager 25-COUNT (U)** An *international logistics manager* works with manufacturing, marketing, and purchasing professionals to create efficient transportation routes, plans.
- Inventory 25-COUNT (U)** *Inventory* is a complete list of materials or products in stock.
- Inventory control manager 25-COUNT (U)** An *inventory control manager* works at the plant, distribution center, and/or retail levels to develop and implement strategies to control inventory cost and customer service.
- Invoice 25-COUNT (U)** An *invoice* is an itemized list of sold and shipped products, showing prices and terms of sale.
- is 25-Verb** If the answer to a mathematical problem is a number, it *is* that number.
- Kilogram 25-COUNT (U)** A *kilogram* is a metric unit of weight that is equal to 1,000 grams, and nearly equal to 2.205 cubic centimeters of water at the temperature of its maximum density.
- Kilometer 25-COUNT (U)** A *kilometer* is a metric unit of length that is equal to 1,000 meters.
- Lead time 25-UNCOUNT (U)** *Lead time* is the period of time from when a customer places an order until the customer receives the order.
- Less 25-Verb (U)** *Less* is used when taking a number away from another.
- Backup / Logout 25-UNCOUNT (U)** *Backup / Logout* is a procedure that backs and logs manufacturing equipment movement as a safety measure.
- Logistics 25-COUNT (U)** A *logistics* is a professional specialist who analyzes and coordinates a company's supply chain, which involves managing how a product is acquired, distributed, stored, and delivered.
- Logistics engineer 25-COUNT (U)** A *logistics engineer* determines the processes, technology, needs, and infrastructure to support efficient management of products through the manufacturing process to the point of purchase.
- Logistics manager 25-COUNT (U)** A *logistics manager* oversees logistic personnel, managing various functions, including acquisition and distribution operations, forecasting, planning, logistic systems, customer service, and purchasing.

logistics services subsector (N-COUNT U1) A **logistics services subsector** works with clients contracted to identify, set, and integrate logistical services such as transportation, warehousing, and other specialized services.

logistics software manager (N-COUNT U2) A **logistics software manager** manages distribution technology tools and systems, and designs the analytical tools used to measure and forecast productivity.

long run (N-COUNT U1) A **long run** is a type of production run where a large amount of product is created over a long period of time.

lot size (N-COUNT U1) **Lot size** is the number of items in a lot or batch.

make it right (V-PHRASE U2) To **make it right** is to fix something or to correct a mistake.

maintenance (N-UT) To **maintenance** is to not work properly or not at all.

manufacture (N-UT) To **manufacture** something is to use raw material to produce a new product by hand or with machinery.

manufacturing (N-UNCOUNT U4) **Manufacturing** is the process or business of making goods, in large amounts, in a factory.

material overhead cost (N-COUNT U1) **Material overhead cost** includes all expenses involved in purchasing, handling, storing and transporting production materials.

materials manager (N-COUNT U1) A **materials manager** is responsible for coordinating purchase and supply of the materials needed for manufacturing and setting a production plan.

merchandising (N-UNCOUNT U2) **Merchandising** is the art of displaying products in stores in a manner that makes people want to buy them.

meter (N-COUNT U2) A **meter** is a metric unit of length that is equal to the distance traveled by light in a vacuum, or equal to about 39.37 inches.

metric system (N-UNCOUNT U2) The **metric system** is a system of weights and measurements, originally adopted in France in 1795, which is now the basis of the International System of Units (SI). The metric system uses meters to measure length and kilograms to measure mass.

mile (N-COUNT U2) A **mile** is an imperial unit of length that is equal to 1,609 feet.

minus (PREP U2) **Minus** is used when taking away a number from another.

MRO supplies (N-COUNT U1) **MRO supplies** refers to maintenance, repair, and operating supplies, the items that are not part of the finished product, but are used to support and maintain operations in a factory or office.

multiplied by (V-PHRASE U2) If a number is **multiplied by** another, it is added into that that number of times.

non-asset based (ADJ-UT) If something is **non-asset based**, it involves a form of logistic operations that provides consultations on packaging and transportation, freight auditing, financial settlements, custom tracking, customs service, and issue resolution. Non-asset based logistic does not involve personnel or vehicles, but instead focuses on information technology solutions.

reproduction (N-UT) If an supply is a **reproduction** item, it is regularly purchased by a company as an operational needs such as part maintenance, repairs, or office supplies.

objective (N-COUNT U1) An **objective** is a goal or a purpose.

obsolescence (N-COUNT U1) **Obsolescence** is the process of becoming out of date, often due to model changes or new products.

on-demand transport (N-UNCOUNT U1) **On-demand transport** is a necessary service for third-party logistics providers that includes hot truck load (HTL), return, feed flight (in or feed flight (out), and international (aircraft) shipping.

order (N-COUNT U2) An **order** is a request for a company to make goods for you, or to send them to you.

order (V-UT) To **order** something is to arrange for a product to be sent or delivered to your address.

Glossary

- order processing** (N-UNCOUNTABLE) **Order processing** is the activity of fulfilling a customer's request for a product.
- outbound logistics** (N-UNCOUNTABLE) **Outbound logistics** is the process of getting finished products to customers.
- outsourcing** (N-UNCOUNTABLE) To **outsource** something is to use an outside supplier to create goods and services that are needed by a business or organization.
- over** (PREP-USE) **Over** is used when dividing numbers.
- passenger** (N-COUNTABLE) A **passenger** is a person who travels in a vehicle without driving it or working on it.
- personal protective equipment (PPE)** (N-UNCOUNTABLE) **Personal protective equipment** is clothing and accessories designed to protect people from harm.
- plan** (N-COUNTABLE) A **plan** is a detailed program that is used to produce the products that will satisfy a customer's order.
- plant** (N-COUNTABLE) A **plant** is a facility or factory that is used for manufacturing.
- plus** (PREP-USE) **Plus** is used when combining or adding numbers.
- polite** (ADJ-USE) If someone is **polite**, they act in a way that takes other people's feelings and needs into account. A **polite** person also follows the typical rules of society.
- pound** (N-COUNTABLE) A **pound** is an imperial unit of weight that is equal to 16 ounces or 453.6 of a kilogram.
- production** (N-UNCOUNTABLE) **Production** is a process in which items are made using raw materials bought by suppliers.
- production manager** (N-COUNTABLE) A **production manager** oversees production in manufacturing, managing the work of manufacturing engineers, production associates, machine operators, and other plant employees.
- purchase** (N-USE) To **purchase** something is to buy a product, including raw materials, or a service for use.
- purchasing manager** (N-COUNTABLE) A **purchasing manager** oversees the buying activities for a company or agency. This includes identifying sources for materials and managing contracts and vendor relationships.
- quantity** (N-COUNTABLE) A **quantity** is the number or amount of something.
- raw materials** (N-UNCOUNTABLE) **Raw materials** are materials that are purchased by a company to be processed or manufactured into a finished product.
- receive** (N-USE) To **receive** an item is to accept it or take it into one's possession.
- receiving area** (N-COUNTABLE) A **receiving area** is the physical area in a warehouse facility where materials are taken in and processed.
- replenishment** (N-UNCOUNTABLE) **Replenishment** is the process of getting new supplies into something or replacing what has been used.
- retailer** (N-COUNTABLE) A **retailer** is a person or business that sells goods directly to customers for their personal use.
- return** (N-COUNTABLE) A **return** is the act of sending, being, or going something back to the place where you got it.
- risk** (N-COUNTABLE) A **risk** is the chance that an injury or damage will happen as the result of an action.
- safety** (N-UNCOUNTABLE) **Safety** is protection from danger or harm that could cause injury or death.
- satisfaction** (N-UNCOUNTABLE) **Satisfaction** is a feeling of happiness and contentment because you have got what you wanted or have achieved something.
- service developer** (N-COUNTABLE) A **service developer** is a provider who offers advanced value-added services, such as tracking and tracing, cross-checking, specific packaging, and providing a security system.
- service institution** (N-COUNTABLE) A **service institution** is a facility such as a hospital, university, or trade association that provides a service.
- service parts** (N-COUNTABLE) **Service parts** are parts that are used to maintain or repair the finished products sold by a company. These are also called spare parts.
- ship** (N-USE) To **ship** something is to transport it via a carrier either by land, sea, or air.

- shipment** (N-COUNT/USE) A **shipment** is a quantity of goods sent by boat, air, train, or truck.
- short run** (N-COUNT/USE) A **short run** is a type of production run where a small amount of product is created frequently.
- slip** (N-COUNT/USE) A **slip** is the act of being slipping on a slippery surface, often resulting in a fall.
- spare parts** (N-COUNT/USE) **Spare parts** are parts that are used to maintain or repair the finished products used by a company. These are also called service parts.
- spill** (N-COUNT/USE) A **spill** is a liquid or other substance that has fallen out of a container onto a surface.
- staff** (N-UNCOUNT/USE) **Staff** refers to the group of people employed by a company.
- standard provider** (N-COUNT/USE) A **standard provider** is a basic 3PL provider who engages in "pick and pack," picking various products out of large packages and re-shipping them, warehousing, and distribution.
- storage cost** (N-COUNT/USE) **Storage cost** includes all expenses related to storage, including warehouse space, security, and maintenance.
- store** (N/USE) To **store** materials is to set them in a warehouse or other storage facility for future use.
- subcontractor** (N-COUNT/USE) A **subcontractor** is an individual or a company that agrees to perform part or all of another individual or firm's contract.
- subtract** (N/USE) To **subtract** a number is to take it away from another number.
- supplier** (N-COUNT/USE) A **supplier** is an individual or organization that makes products available for use or sale.
- supply** (N-UNCOUNT/USE) A **supply** is a collection of raw materials that are stored until they are needed by the production department.
- supply chain** (N-COUNT/USE) A **supply chain** is a system of individuals, organizations, technology, and resources that move a product from a supplier to a consumer.
- supply chain manager** (N-COUNT/USE) A **supply chain manager** studies production and procedures, consisting of activities and creating activities based on long-term goals while improving accuracy, customer service, and safety.
- systems support manager** (N-COUNT/USE) A **systems support manager** provides analytical and technical support and coordination for management of logistics information and data processing.
- third-party logistics provider (3PL)** (N-COUNT/USE) A **third-party logistics provider**, abbreviated as **3PL**, or sometimes **TPL**, is a firm that provides outsourced third-party logistics services to customers. Providers operate in integrated operations, warehousing, and transportation services based on customers' needs.
- timely** (ADJ/USE) If something is **timely**, it is done in a reasonable amount of time.
- times** (PREP/USE) **Times** is used when multiplying numbers.
- ton** (N-COUNT/USE) A **ton** is an imperial unit of weight that is equal to 2,000 pounds, or around 907 kilograms for metric weight.
- track down** (N/USE) To **track down** materials is to find and gather them for use.
- travel time** (N-UNCOUNT/USE) **Travel time** is the amount of time between a product being sent from a factory or warehouse and its actual delivery.
- transport** (N/USE) To **transport** something is to move it from one place to another (usually with the help of a vehicle).
- transport mode** (N-UNCOUNT/USE) **Transport mode** is the method used to send a product to a recipient. Air, rail, road, and water are all transport modes.
- transportation** (N-UNCOUNT/USE) **Transportation** is the system or activity of moving people or objects from one place to another.
- transportation manager** (N-COUNT/USE) A **transportation manager** oversees all aspects of product transfers, including storage, warehousing and loading, contract negotiations, and international customs.
- trip** (N/USE) To **trip** is to catch one's feet on an object and fall or stumble as a result.

**CAREER
PATHS**

Logistics

Book

2

Virginia Evans
Jenny Dooley
Donald Buchanann



Express Publishing

Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Procurement Logistics	Job advertisement	contract, export, import, register, procurement, business, regulated, issued by, process (NTP), service provider, strategy, sector	Using requirements for the product
2	Production Logistics	Article	assembly line, automation, bottleneck, control, machine, material flow, movement, part of, process, structure, technology, track and trace, work station	Describing benefits
3	Distribution Logistics	Manual excerpt	action, cost reduction, storage, delivery, follow-up, flexibility, handling, lead order, follow-up, last, quality, quality, follow-up, reliability, set, time	Introducing a product
4	Divided Logistics	Company notice	effective, demand, forecast, hazardous, health, monitor, production costs, secure, security for, stock, transport, work	Using conditions
5	Food Logistics	Journal article	cell chain, contamination, food distribution, food, formula, germination, refrigerated, shelf life, stress, specialty foods, spoil, temperature	Explaining what is needed
6	Reverse Logistics	Article	effective, get up, local, recycle, return, repair, return, return logistics, return, send off, bag, back, freight, return	Using a comparison
7	Emergency Logistics	Interview	case, chain, crisis, disaster, emergency, handle, inventory, part to part, repair, resource, required, send the, report	Explaining a process
8	Ordering and Scheduling	Email	consequence, change, coordinate, corrective action, cost, frequent, interrupt, regular, set, return, scheduling, resource, standard, time	Describing benefits
9	Planning Information	Overview	arrival time, calendar, consumption rate, food, formula, hours of operation, internal, opportunities, pattern, pre-estimated, food, safety stock, shipment, variable	Describing use
10	Mobile Handling Systems	Technical excerpt	convenient, gain, give, deliver, integrated, delivery, and, regional, designed, part, and, value, designed, direct, system, dual, rate, raised, system, increased, system, are, availability, high, predetermined, horizontal, system	Describing an interesting thing
11	Mobile Handling Equipment	Manual excerpt	complex equipment, complex handling, complex, load, complex, physical characteristics, pickup, set-down, shape, simple equipment, simple handling, simple, travel, use, variable, weight	Describing with an opinion
12	Manual Transport Units	Email	arrange, back, by, hand, capacity, other, combined, conveyor, glass, individual, move, (up), promote, like, transport, unit	Suggesting changes
13	Storage Ware	Letter	automated storage and retrieval system (ASRS), active storage, integrated, continuous, inventory, identification, depend, flow, stock, in the storage, permit, part of, set storage, temporary, vertical space	Describing a place
14	Storage Systems	Technical excerpt	accumulator, alternative, combine, design, sequentially, handling, cost, high-density storage, holding, cost, manufacturing, multiple, low storage, inventory, cost, simple storage, variable	Explaining a plan
15	Storage Equipment	Interview	depend, set, low, lateral, cart, carrier, case, drum, materials, pallet, rack, shelf, set	Using an analogy

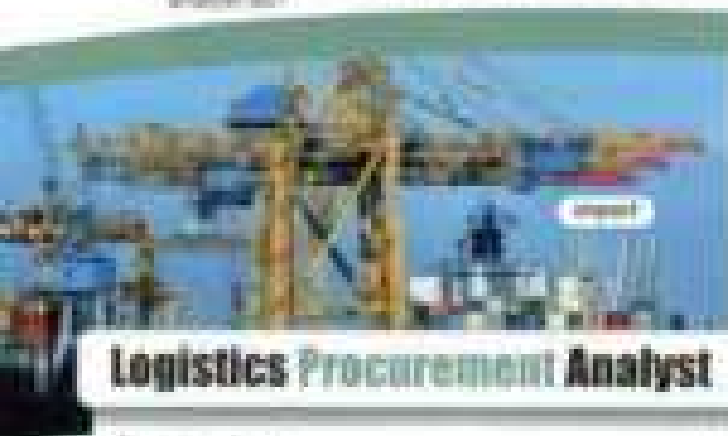
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Get ready!

1 Before you read the passage, talk about these questions.

1. What kind of experience should a logistic procurement analyst have?
2. What type of work does a logistic procurement analyst do?



Logistics Procurement Analyst

Description

2ND Logistics has an opening for a logistic procurement analyst. The analyst's responsibilities include writing an Request for Proposals (RFPs). This person will also negotiate contracts with the company's suppliers. As a result, we are seeking a goal-oriented individual. We need someone to help us achieve strategic and tactical objectives.

Qualifications

Applicants should have three to five years of relevant experience. We require a BS or BA degree, at minimum, however, an MBA is preferred.

Required skills, knowledge, and abilities candidates need to have:

- An extensive knowledge of logistic services
- Experience in negotiating with service providers
- Knowledge of service providers
- Familiarity with procurement and purchasing process
- Experience with interdepartment
- Understanding of industry regulations
- Project management skills
- Experience with international contracts

Salary and Benefits

Salary depends on experience. We offer an extensive benefits package. It includes medical, vision, and dental insurance (as well as a 401k).

Reading

2 Read the job advertisement. Then, choose the correct answer.

1. What is the main purpose of the job advertisement?
 - A. to explain the importance of contracts in the logistic industry
 - B. to compare two possible career paths available to graduates
 - C. to let potential candidates know that a position is available
 - D. to emphasize why logistic analysts need to have degrees
2. What of the following is NOT a requirement?
 - A. negotiating experience
 - B. an MBA
 - C. project management skills
 - D. a BA or BS degree
3. What can be inferred about the company?
 - A. The company's operations are domestic rather than international.
 - B. The company has just expanded to include a procurement department.
 - C. The company wants to attract well-qualified individuals to the job.
 - D. The company has extensive negotiating with service providers.

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-E).

- | | |
|-----------------------------------|-----------------|
| 1. ... procurement | 4. ... strategy |
| 2. ... negotiator | 5. ... tactical |
| 3. ... request for proposal (RFP) | |

- A. a legal or official rule that determines how something is done
- B. planned well, in order to achieve a specific goal
- C. using a step-by-step approach to achieve a bigger goal
- D. the process of purchasing materials, products or equipment for a company
- E. a document posted by a company to receive bids from potential service providers

1 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 regulate / import

- A Before manufacturing could begin, the company had to _____ new materials.
 B The analyst was able to _____ a fair contract with the supplier.

2 purchase / export

- A The logistics manager was in charge of finding which items to _____.
 B The company decided to _____ most of its products overseas.

3 service provider / contract

- A The legal department drew up a _____ for both parties to sign.
 B The _____ bid on the request for a proposal.

2 Listen and read the job advertisement again. What responsibilities will the analyst have?

Listening

1 Listen to a conversation between an interviewer and a job candidate. Mark the following statements as true (T) or false (F).

- 1 ... The woman has experience in the logistics field.
 2 ... The woman is well supervised when negotiating contracts.
 3 ... The man wants an applicant who is familiar with industry regulations.

2 Listen again and complete the conversation.

- Interviewer: Mr. Rubin, thanks for coming in today.
 Candidate: No problem.
 Interviewer: Can you tell me a little about 1 _____?
 Candidate: Of course. I have a BS in Operations. I got worked in the logistics field for the 2 _____.
 Interviewer: Now, a successful applicant needs to 3 _____ How you negotiated contracts, please?
 Candidate: Yes, usually I have supervised while doing so. But recently I've been 4 _____ on my own.
 Interviewer: Okay. Have you worked in 5 _____ before?
 Candidate: All the time. I have a lot of 6 _____ in that area.

Speaking

1 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS:

- a successful applicant ...
- usually / have ...
- the last several ...

Student A: You are an interviewer. Talk to Student B about:

- his or her background
- his or her contract experience
- his or her ATP experience

Student B: You are a job candidate. Talk to Student A about your experience.

Writing

1 Use the conversation from Task 1 to fill out a questionnaire about working in logistics.

Questionnaire

Position: _____

Skills: _____

Experience needed: _____

Job Satisfaction: _____



The Importance of Production Logistics

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Production logistics are all about ensuring material flows production logistics create a well-manufacturing process. This, in turn, helps manufacturers cut production costs.

Production logistics ought to involve the best technology. The amount of cost investment along the supply chain. Manufacturers need to have the most efficient machines. Daily processes are done for each work station gets the proper material. These materials prevent a bottleneck in the assembly line.

The goals of production logistics are simple. First, it wants to streamline material flow. The quantities of all the materials and components are used properly. Second, it manages inventory up to the point of use.

When done properly, production logistics naturally reduces waste than cost. Often, suppliers will agree for use of efficient procedures and automation. Automation helps things get done faster quickly. However, many detailed procedures require human control. People are necessary in every assembly line. They can identify any errors at every production.



Get ready!

1 Before you read the passage, talk about these questions.

1. What is the purpose of production logistics?
2. What is "bottleneck" and when is it used?

Reading

2 Read the article. Then, mark the following statements as true (T) or false (F).

1. ___ (Good processes and good technology) can prevent bottlenecks.
2. ___ Production logistics manage inventory up to the assembly line.
3. ___ Automation and human labor are necessary in an assembly line.

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|----------------------|------------------------|
| 1. ___ machine | 5. ___ automation |
| 2. ___ bottleneck | 6. ___ work station |
| 3. ___ joint of use | 7. ___ assembly line |
| 4. ___ material flow | 8. ___ track and trace |

- A. a system of machines, workers, and equipment
- B. to determine the process and current location of a item
- C. something that slows or stops the progress of material
- D. an assigned space in which an employee performs daily operations
- E. to separate and bring up to date
- F. the control of a device or system using mechanical or electronic tools
- G. the transportation of raw materials, parts, and products from a supply chain
- H. the place of which a product is manufactured

1 Fill in the blanks with the correct words: machine, process, technology, movement, control.

- Our production department examined the efficiency of each _____ in the factory.
- Robot Systems uses the latest _____ for data processing.
- Legislators _____ the flow of materials from warehouses to loading docks.
- Human labor is essential to the _____ of creating new products.
- Automated systems are often to blame when the _____ of materials slows down.

2 Listen and read the article again. Why are laborers needed on the assembly line?

Listening

3 Listen to a conversation between a legislator and a production manager. Choose the correct answers.

- Why does the woman want to track and trace products?
 - It doesn't cover higher costs.
 - It will be easier to control products.
 - Manufacturers need tracking numbers.
 - Money will be saved by using a machine.
- What can be inferred from the man's last comment?
 - He wants to start tracking and tracing.
 - He wants to hire additional labor.
 - He is worried about higher costs.
 - He likes the idea of using cameras.

4 Listen again and complete the conversation.

Legislator: I think it might be a good idea to start _____ our products.

Manager: Oh? Why do you say that?

Legislator: Well, it'll help us better _____.

Manager: Sure. We have had some trouble in the past with materials getting lost.

Legislator: Right. We can't afford any disruption in the _____.

Manager: But how will this _____ work?

Legislator: Each product is assigned a tracking number and a barcode. The barcode is scanned before the product leaves our warehouse.

Manager: Can we assign that task to _____ or will we require human labor?

Legislator: I think a _____ can perform that task.

Speaking

5 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE BLACKBOARD

I think it might be a good idea to start _____ our products.

It'll help us better _____.

Can we assign that task to _____ or will we require _____?

Student A: You are a legislator. Talk to Student B about:

- track and trace
- why the new process is needed
- using automation or human labor

Student B: You are a production manager. Talk to Student A about implementing track and trace.

Writing

6 Use the conversation from Task 8 to fill out the memo from a production manager to employees regarding track and trace.

To: All Employees Date: _____
 From: _____ Production Manager
 Hello All,

DISTRIBUTION Logistics

Distribution logistics include handling, storing, and quality control.

Physical handling involves three main activities: sorting, packing, and loading. Goods are usually arranged in a particular order. Sometimes, they are organized according to physical characteristics. After they are packed, items are placed into boxes. Styrofoam and plastic are commonly used as insulation. Once products are in boxes, they are placed in warehouse containers and the boxes onto shipping trucks. Before loading trucks, please measure container space. Also, handle items with care.

It is very important that packages get delivered on time. Customers order products based on their **reliability**. However, **flexibility** is also important. Delivery systems sometimes adjust their schedules to suit customers' needs. There are four aspects of quality control in distribution systems. They are as follows:

- **Order fulfillment** ensures reception of the right items in proper quantities.
- **Delivery fulfillment** ensures timely delivery to the right location.
- **Quality fulfillment** ensures that delivered goods have no damage.
- **Cost fulfillment**
 • keep delivery
 • price competitive



Get ready!

① Before you read the passage, talk about these questions.

1. What is the purpose of distribution system?
2. What are the requirements of loading?

Reading

② Read the manual excerpt. Then, choose the correct answers.

1. What is the main purpose of the excerpt?
 - A. to describe steps of sorting products
 - B. to list reasons of packaging materials
 - C. to explain how to use location when handling
 - D. to define aspects of distribution logistics
2. Which is a step in the handling phase of distribution system?
 - A. loading
 - B. delivery
 - C. order fulfillment
 - D. storage control
3. Which of the following is NOT part of quality control?
 - A. delivering items to the right place
 - B. using various kinds of insulation
 - C. ensuring that goods are undamaged
 - D. keeping delivery price competitive

Vocabulary

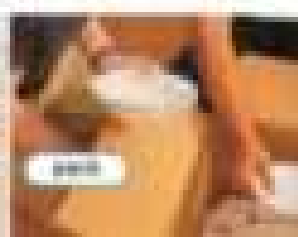
③ Write a word or phrase that is similar in meaning to the underlined part.

1. The company refused to enter the competition.

2. Members are advised to follow rules for not delivering goods.

3. Handling help ensure that the goods don't get damaged in gross quantities.

4. They and have been very delivering items to the right places at the right times.



2 Read the sentence pairs. Choose which word best fits each blank.

1 load / pack

- A The team **loads** _____ the delivery trucks each morning.
- B Employees usually _____ boxes and packs and shipments.

2 sort / handling

- A Customers can **sort** _____ when _____ their items.
- B There was **sort** _____ _____ according to size.

3 reliability / feasibility

- A Tom suggested that we **reliability** _____ in the schedule.
- B The couriers are known for their _____ they deliver on time.

4 storage / caution

- A Managers **storage** _____ when handling goods.
- B Her customers complained about _____ in their packages.

5 quality / timing

- A The company team has adjusted its schedule to improve _____.
- B The distribution department is focused on _____.

3 Listen and read the manual excerpt again. What are some types of insulation used in packing?

Listening

4 Listen to a conversation between a logistician and a warehouse manager. Mark the following statements as true (T) or false (F).

- 1 _____ Customers have complained about damaged deliveries.
- 2 _____ The manager thinks the staff needs to change how they sort and pack goods.
- 3 _____ The manager will incorporate the changes immediately.

5 Listen again and complete the conversation.

Logician: Could you tell me about the _____ items that you load them.

Manager: Well, no matter. We're not covering _____.

Logician: I agree. We need to change our _____.

Manager: What suggestions do you have about _____?

Logician: We need to use more _____ particularly styrofoam and plastic bubble wrap.

Manager: This will cost us a lot more, but I think it's _____.

Speaking

6 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE FROM A2

- I know you're concerned about _____.
- Customer service has also received complaints _____.
- I know the problem lies in _____.

Student A: You are a logistician. Talk to Student B about _____.

- damaged shipments
- how to change handling procedures
- why the changes are necessary

Student B: You are a warehouse manager. Talk to Student A about implementing new physical handling procedures.

Writing

7 Use the conversation from Task 5 to fill out the notice from the warehouse manager to warehouse employees about new physical handling procedures.

NOTICE	From: _____ Warehouse Manager
	To: Employees



Thompson Manufacturing is committed to good corporate citizenship. Our policy is the responsible disposal of production waste.

Historically, manufacturing companies in the region caused environmental damage. Waste dumps were built on once fertile and fertile. The practice placed hazardous chemicals in the soil and the river. Federal authorities outlawed these methods over 30 years ago. Cleanup efforts in recent years have been highly effective.

Our policy reflects the mistakes of the past. We commit to the strictest standards of hazardous waste management.

Our policy also strives to attain a greener future. We make every effort to minimize waste production.

Our efforts include:

- Minimizing packaging materials
- Reusing single-transport packaging
- Work with suppliers to develop environmentally friendly packaging

Many hazardous materials can be recycled. These include paints, metals, and cardboard. It is important that different types of materials are separated. Recycling bins are clearly marked in all departments.

Get ready!

1 Before you read the passage, talk about these questions.

1. What are some concerns about hazardous waste disposal?
2. What ideas can companies use to minimize waste production?

Reading

1 Read the company policy. Then, mark the following statements as true (T) or false (F).

1. ... Thompson Manufacturing is located near the river.
2. ... Hazardous chemicals leaked into the river more than 30 years ago.
3. ... The company gave recycling bins to suppliers.

Vocabulary

1 Match the words or phrases (1-7) with the definitions (A-G).

- | | | |
|------------------|-------------------------|-----------------|
| 1. ... remove | 4. ... landfill | 7. ... disposal |
| 2. ... reuse | 5. ... production waste | |
| 3. ... hazardous | 6. ... harmful | |

- A. a site where solid waste is stored between layers of soil
- B. all types of items that a company wishes to dispose of
- C. to reduce something to the smallest possible amount or impact
- D. capable of causing harm, injury, or illness
- E. the process of getting rid of items that are no longer needed or useful
- F. not capable of causing harm, injury, or illness
- G. reuse something more than once

- 1 Fill in the blanks with the correct words or phrases from the word bank.

Order

separate directed waste
recycling bin recycle

- 1 Paper joined the material into the _____, which is designed for recycling.
 - 2 Federal _____ require the responsible disposal of hazardous waste products.
 - 3 The staff were asked to _____ materials into separate bins by category.
 - 4 The plant manager wanted to directed steps to reduce _____.
 - 5 The engineers studied a memo asking staff to _____.
- 2 Listen and read the company policy again. How is the company moving toward a greener future?

Listening

- 1 Listen to a conversation between two logicians. Mark the following statements as true (T) or false (F).
- 1 ... The woman does not want to discuss production waste at the meeting.
 - 2 ... Recycling bins are located in all departments.
 - 3 ... The speakers all write a draft of the memo before the meeting.

- 2 Listen again and complete the conversation.

Logician B: For one thing, we can gradually reduce our _____.

Logician A: I agree. We only have _____ in a few departments.

Logician B: Yes. Making the bins available in every department would be an improvement.

Logician A: We can also send out a memo to all employees, telling them about _____.

Logician B: That's a great idea. We can remind them to _____ materials into the correct bins.

Logician A: I have noticed that some people are _____.

Logician B: We should also encourage people to _____ materials.

Speaking

- 1 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE SUCH AS

Let's brainstorm about...
We can greatly improve...
Let's work on...

Student A: You are a logician. Talk to Student B about

- ways to reduce production waste
- recycling efforts
- a memo to send to all employees

Student B: You are a logician. Talk to Student A about increasing waste.

Writing

- 1 Use the conversation from Task 2 to fill out an email about reducing production waste.

From: Sara [sara@frenchgroup.com]
To: production [production@frenchgroup.com]
Subject: Reducing Production Waste

It is an effort to reduce _____, please read the following information about our _____.

Please place materials such as plastic, metal, and cardboard into _____ if it is required to _____ here by category.

Also, please try to _____ packaging and shipping materials when possible.

Additional information about our _____ program is available from the logging team.

Thank you!



By Lisa Fitzgibbon

We are all increasingly concerned by the quality of produce. Supermarkets track items that appear to spoil or deteriorate. Fortunately, food suppliers are improving the way they extend the shelf life of perishable items. This also includes specialty foods.

The cold chain process is critical to managing the food chain. To illustrate it, let's examine the handling of produce. Fruits and vegetables are tagged in the farm. Each tag has a barcode that is read with a sensor. The sensors detect light, temperature, and humidity. The tags are removed at the pack house. They are then sent to food distributors who receive them. They use the tags to analyse several things:

- Temperature variation
- The amount of shelf life lost due to temperature changes
- Possible impact on consumer satisfaction

Next, produce goes into storage. After this refrigerated transport, finally it goes to the supermarket.

The cold chain helps distributors avoid contamination. It also reduces waste and ensures that food does not spoil.

Get ready!

1 Before you read

For the passage, talk about these questions.

- 1 What is the cold chain process?
- 2 What are some causes of food contamination?

Reading

1 Read the journal article. Then, choose the correct answers.

- 1 What is the article mainly about?
 - A the quality of specialty foods
 - B how to manage food temperature
 - C how the cold chain process works
 - D the functions of tags and sensors
- 2 Which of the following is NOT detected by sensors?
 - A humidity C light
 - B contamination D temperature
- 3 What is the last step in the cold chain process?
 - A sending items to the pack house
 - B analysing temperature variation
 - C cutting items to refrigerated transport
 - D sending items to the supermarket

Vocabulary

1 Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|--------------------|-----------------------|
| 1 ... shelf life | E ... contamination |
| 2 ... cold chain | F ... specialty foods |
| 3 ... perishable | G ... refrigerated |
| 4 ... refrigerated | |

- A a temperature-controlled supply chain
- B the condition of being cooled or inhibited by bacteria
- C being able to spoil or decay
- D being kept cool or used for preservation
- E the foods and drinks which are finely processed with rich ingredients
- F the length of time that produce remains suitable for use
- G a person who transports food or drink

1 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

avoid spoil temperature heat humidity

- The company decided not to invest in a good system _____.
- Farmers markets deliver _____ produce every morning.
- She worried that the meat would _____ during the power outage.
- Clark paid at the proper _____ to avoid contamination.
- In most climates, storage facilities are kept around degrees Celsius _____.

2 Listen and read the journal article again. What are some of the concerns people have about perishable items?

Listening

1 Listen to a conversation between a company owner and a third-party legislator. Mark the following statements as true (T) or false (F).

- ... The logging system helps make sure that products do not spoil.
- ... The meat company transports products in refrigerated trucks.
- ... If grocery stores deliver, the owner will not be required to pay for special fees.

2 Listen again and complete the conversation.

Owner: I need someone who can help me identify an inventory of 1 _____ more efficiently.

SP: Okay. What are your primary concerns?

Owner: At this point, I'm concentrating on 2 _____.

SP: Okay. Well, we use a logging system to help us manage products and keep them 3 _____.

Owner: What I need most is to know that each item will reach most of its 4 _____.

SP: That's perfectly reasonable. Our 5 _____ ensures that products won't spoil.

Owner: Do you cost 6 _____?

Speaking

3 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE SUCH AS:

I need someone who can help me _____.

At this point, I'm concentrating on _____.

What I need most is to know that _____.

Student A: You are a company owner. Talk to Student B about:

- identifying perishable items
- what your concerns are
- the contractual terms that would satisfy you.

Student B: You are a third-party legislator. Talk to Student A about his or her concerns and how to address them.

Writing

4 Use the conversation from Task 2 to fill out the contract between a company owner and a third-party legislator.

November 1, 2014

_____ of Feast & Fire Foods agrees to allow Beethoven & Boulder Food Distribution to transport their products for two years. Terms of the contract include the following:

1. Beethoven & Boulder will work with Feast & Fire Foods to _____.
2. Beethoven & Boulder will help Feast & Fire Foods' products remain cool by _____.
3. Beethoven & Boulder will transport Feast & Fire Foods' products by _____.
4. If grocery stores deliver to Feast & Fire Foods' products, Beethoven & Boulder will _____.



What is Reverse Logistics?

There are several customers who want to return their purchases. Consequently, companies need to have a process in place to handle this. **Reverse logistics** is the best for such process.

First, the customer has to return the returned goods. Some companies require customers to ship off goods. Others will arrange to pick up. After their products are placed in a warehouse, they may get tagged so they can be tracked.

Then comes the stage process begins. During this entire, companies have an opportunity to recapture value. Sometimes it is possible to repair products. This is often the case with a recall. The original item can then be sent back to the customer. Other times, companies can **refurbish** products to be resold. Sometimes even some even come with a **warranty**. Defective items are usually sent off to a recycling center.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What is reverse logistics?
- 2 Why is reverse logistics necessary?

Reading

2 Read the article. Then, choose the correct answers.

- 1 What is the passage mainly about?
 - A the importance of purchasing warranties
 - B the processes involved in product return
 - C how to track an item that is in transit
 - D the problem with selling refurbished goods
- 2 What is the following is NOT a possible outcome of being?
 - A The product is repaired.
 - B The product is sent off.
 - C The product is refurbished.
 - D The product is resold.
- 3 What happens after goods arrive at a warehouse?
 - A They are tagged.
 - B They are shipped off.
 - C They are picked up.
 - D They are inspected.

Vocabulary

3 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

defective pick up returned wrap
sent off track tagged warranty

- 4 The firm was tagged so that the company could _____ it in transit.
- 5 During the _____ process, workers decided what would happen to the returned products.
- 6 The height of the party was different heights so the product had _____.
- 7 The company sent a van to _____ the damaged refrigerator.
- 8 To make the refurbished item more attractive, I was sold with a one year _____.
- 9 The company hoped to _____ the computers so that they could be resold.
- 10 The product was beyond repair as it was deteriorated and sent to _____.
- 11 The company had to _____ the goods quality and a 15% percent discount.

1 Read the sentences and choose the correct words or phrases.

- 1 Due to a **recall**, the faulty products were removed for their owners.
- 2 Reverse logistics helps companies to **plot** **aggressive** profits.
- 3 The owner attached a **legitimacy** to the item in the warehouse.
- 4 The company's reverse logistics strategy was **efficient**, when **costed** money.
- 5 The woman was able to **rebuild** the electronic device so that it worked perfectly.
- 6 The customer wanted to **sell off** **return** several items that he had purchased.

2 Listen and read the article again. How can customers return unwanted goods?

Listening

3 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).

- 1 ... It is possible to turn a profit if reverse logistics are handled efficiently.
- 2 ... Some customers worry about buying refurbished products.
- 3 ... The legislators do not like buying products that are still under warranty.

4 Listen again and complete the conversation.

- Legislator 1: I don't understand why so many companies ignore **reverse** logistics processes.
- Legislator 2: My father. When reverse logistics is **1** _____ it costs money.
- Legislator 1: I know. And there's no need to **2** _____ on many returned items.
- Legislator 2: Yeah, if companies are **3** _____ they can actually turn a profit.
- Legislator 1: I can't think enough people **4** _____ for financial gain.
- Legislator 2: Well, it's pretty straightforward. Companies can **return** items. Then they **sell** them.
- Legislator 1: That's usually a **5** _____ because consumers can be wary of buying refurbished items.
- Legislator 2: That's why companies should **sell** refurbished products **6** _____.

Speaking

5 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE FROM 1b

There's no need to _____
 if companies are _____
 Consumers can be _____

Student A: You are a legislator. Talk to Student B about _____

- reverse logistics
- unnecessary costs
- turning a profit

Student B: You are a legislator. Talk to Student A about your experience _____

Writing

6 Use the conversation from Task 4 to fill out a legislator's report, detailing ways for a company to improve reverse logistics.

Reverse Logistics Report

Current Situation _____

Work to Improve _____

Expected Result _____

Get ready!

1 Before you read the passage, talk about these questions.

1. What are some options for high-speed delivery?
2. Why are emergency logistics important?

Reading

2 Read the webpage. Then, choose the correct answers.

1. What is the main purpose of the webpage?
 - A to describe services provided by a business
 - B to explain prices for services
 - C to compare different delivery methods
 - D to give advice on rapid response
2. How did the critical courier team get into the central party?
 - A by car that had up with a charter flight
 - B by car that had up with a train
 - C by train that had up with a flight
 - D by charter flight
3. Which is NOT a service provided by the company?
 - A a 24-hour emergency operations center
 - B production management services
 - C same-day delivery service
 - D charter flight

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|-----------------|----------------------|
| 1 ... charter | 4 ... deadline |
| 2 ... expedite | 5 ... cargo |
| 3 ... emergency | 6 ... rapid response |

- A the final point in time by which tasks must be completed
- B all freight that is transferred by water vessels, ship, or train
- C a commercial lease contract for an aircraft or other vehicle
- D an unexpected situation that requires immediate action
- E a response that is dispatched in the fastest and most efficient possible way
- F speed up

Services

At Emergency Logistics Experts we offer the world's best urgent solutions.

Our global 24/7 emergency operations center serves clients worldwide. We have the highest delivery schedules to serve our customers.

Rapid response delivery services include:

- Same day delivery
- Overnight delivery
- Point to point routes

Case studies

- A local firm in automotive manufacturing required delivery over 1,000 miles overnight to meet the lead. Our team arranged the cargo on to a car. The car took the goods in a charter flight for direct delivery.
- On the Friday before a trade mission, a customer called with an emergency. Critical parts were required to arrive by Saturday morning. We arranged our critical courier team to collect the parts immediately. Working by train, they were a tight tight connection. The goods arrived before the morning deadline.

When you need to expedite a delivery, call Emergency Logistics Experts.

- 4 Place the words or phrases from the word bank under the correct headings.

Word Bank

critical **name this required**
urgent overnight point-to-point

Delivery Types	Necessary	Delivery Method

- 5 Listen and read the webpage again. How does this company help other companies?

Listening

- 6 Listen to a conversation between a legislator and a client. Mark the following statements as true (T) or false (F).

- ... The delivery truck is stuck in Pennsylvania.
- ... The new materials will be transferred to a truck and a cargo plane.
- ... The materials will arrive on the following morning.

- 7 Listen again and complete the conversation.

Legislator: Thank you for calling. How can I help you today?

Client: Hi, I'm so glad that you are still here. We have an **_____** at our production facility.

Legislator: We're here (24/7) to help with requests. **_____** What are the details of your situation?

Client: Our delivery truck is **_____**. We have to get the new materials unloaded and back on track.

Legislator: When and where do you need the materials?

Client: It's **_____**. Our materials arrive at our production facility in Pennsylvania tomorrow morning.

Legislator: Okay. We can do that. We specialize in **_____** delivery.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

THE LANGUAGE BUNCH (B)

Student A: How can I help...?
We have arranged...
It's critical that...

Student B: You are a legislator. Talk to Student A about...

- the urgent situation
- when the materials are located
- when and where the materials must be delivered

Student B: You are a client. Talk to Student A about the details of your situation.

Writing

- 9 Use the conversation from Task 8 to fill out an order form for a response to a legislative emergency situation.

Request Form

Name response required: Yes No

Requested delivery by: _____

Where is the emergency situation?

What is the delivery destination?

What types of vehicles will be dispatched?

Is the customer satisfied with the response? Yes No



Get ready!

1 Before you read the passage, talk about these questions.

1. What factors do logisticians consider before scheduling?
2. What are some common free-party logistic services?

Go Online

ManagementLogistics.org

Free-Party Freight Logistics

www.freepartylogistics.org

Subject: Ordering and Scheduling Services

File:

I am writing to learn about your ordering and scheduling processes. I require the help of a third-party logistics company (3PL). C & C Logistics is highly rated by several sources. I've also heard good things about you from colleagues. So, I thought I'd give you a try.

Let me know what services you offer:

- **Frequent, small orders in standard quantities.** This is more desirable than infrequent, regular large-scale orders.
- **Most of requests will be delivered before they reach assembly lines.**
- **Organize with care.** The site has strict requirements, including boxes and stack loads. We would prefer to take corrective actions before problems arise.
- **Coordinate requests at the docks.**

We will not ask to package deliveries. We want to optimize the time to our inventory. Please let me know if you can help. Also, please let me know the costs and terms of your services. Thank you.

Samuel

Plant Manager



Image credit:



Reading

1 Read the email. Then, mark the following statements as true (T) or false (F).

1. ... The logisticians prefer frequent, large-scale deliveries.
2. ... Mike and his logisticians avoid delays and stock outs.
3. ... C & C Logistics will take corrective actions at the docks.

Vocabulary

2 Match the words or phrases (1-6) with the definitions (A-F).

- | | | |
|------------|-----------------|-------------------------|
| 1 ... bill | 4 ... time slot | 7 ... scheduling |
| 2 ... site | 5 ... regular | 8 ... corrective action |
| 3 ... dock | 6 ... stock-out | |

- A a document showing ownership of inventory
- B a group of package materials to create a single shipment
- C occurring in regular patterns
- D an inventory level the quantity of a part or product that is needed
- E a planned program showing the order of receiving, handling, and storing
- F a shelf or platform used for loading or unloading materials
- G a method that is employed to fix a problem
- H a regular, scheduled route

4 Read the sentence pairs. Choose which word best fits each blank.

1 infrequent / frequent

- A Gary wants to start a firm so as that shipments will be _____.
- B Paul doesn't get many _____ deliveries than other firms.

2 consequence / sequence

- A Assembly line materials are placed in sets _____.
- B Delays are a common _____ of bottlenecks.

3 merge / consolidate

- A Our company will _____ some duties to another division.
- B Roger agreed to _____ international shipments to one party.

5 Listen and read the email again. Why do legislators prefer to consolidate shipments?

Listening

6 Listen to a conversation between a legislator and a supervisor. Choose the correct answers.

- 1 Which of the following is NOT a benefit of using third-party logistics for ordering and scheduling?
 - A creating more frequent deliveries
 - B solving problems at the docks
 - C expediting and editing
 - D improving bottlenecks
- 2 What can be inferred from the man's last statement?
 - A He wants to maintain the ability for inventory
 - B He is interested in using third-party logistics.
 - C He wants to consolidate shipments at docks.
 - D He is interested in streamlining delivery services.

7 Listen again and complete the conversation.

Supervisor: That ought to make things along more quickly. I do I _____ enough.

Legislator: What's next?

Supervisor: Many of our problems begin at the _____ (Shipments are really disorganized). We need a service that'll _____.

Legislator: A 4 _____ firm can help with that, too.

Supervisor: But, we need to maintain the _____ to our inventory.

Legislator: We don't need to _____ They remain our responsibility.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I think it could help us avoid _____

Another benefit is that we can _____

We need a service that'll help us _____

Student A: You are a legislator. Talk to Student B about:

- why you need a third-party logistics company
- the benefits of third-party logistics
- your company's responsibility

Student B: You are a supervisor. Talk to Student A about the benefits of using a third-party logistics company's services.

Writing

9 Use the conversation from Task 8 to fill out the email response from the third-party logistics company to the legislator.

To: Paul Thomas, paulthomas@company.com

From: _____@management@company.com

Name: _____

Emergency: _____

BUSINESS TRIPS	
DATE	12/15/2010
TO	12/15/2010
FROM	12/15/2010
BY	12/15/2010
STATUS	12/15/2010
REMARKS	12/15/2010

hours of operation



Checklist for Planning Orders

- Check the **safety stock**. Make sure that the inventory is sufficient for the **consumption rate**. If new inventory is not, maintain safety stock for **appropriate orders**.
- Check **order patterns**. Arrival times depend on whether patterns are fixed or variable. Orders are usually made within fixed intervals. However, weather and other conditions can lead to delays or changes. It is helpful to be notified of changes in patterns. Try to do this one week before delivery is due.
- Review a company's **company shutdowns**. Arrival times are often disrupted due to holidays. Check the schedule for the shop or other business unit.
- Check on a company's **hours of operation**. These vary the **weekdays after open order** that arrives.
- Consider **order size and quantity**. Customer sizes are usually **pre-established**. Follow weight charts to pack customer orders. Weigh each package. Some weights have decimal parts. If the value, round to a whole number.



Vocabulary

- Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|----------------|------------------------|
| 1 ... stock | 6 ... arrival rate |
| 2 ... interval | 7 ... consumption rate |
| 3 ... variable | 8 ... safety stock |
| 4 ... shutdown | |

- A. the space of time between events
 B. to estimate a decimal value to the next whole number
 C. being likely to change or marked by change
 D. an end or temporary suspension of an operation or activity
 E. the average number of shipments that are delivered within a time period
 F. being normal or unvariable during most of the year
 G. the average quantity or amount of an item used during a given time period
 H. an extra level of items kept to avoid stock-outs

Get ready!

- Before you read the passage, talk about these questions.

1. What are some things to consider when planning orders?
2. Why is it important to have a safety stock?

Reading

- Read the checklist. Then, mark the following statements as true (T) or false (F).

1. ... Orders are usually made within variable intervals.
2. ... Companies often close for holidays.
3. ... Vendors need to check charts to find customer sizes.

3 Fill in the blanks with the correct words or phrases from the word bank.

Word bank

extended hours of operation
 fixed
 pre-established container sizes
 variable delivery patterns
 holiday

- All offices will be closed for the Thanksgiving _____.
- Delivery schedules are _____ and occur every day between 10 a.m. and 4 p.m.
- The warehouse's _____ changed from 8 a.m. to 3 p.m. to 7 a.m. to 4 p.m.
- Operational planning _____ usually occur at the end of the year.
- No-order points are usually _____ and are imposed only by management.
- Check the _____ to find out on which day December 17th falls.

3 Listen and read the checklist again. What do suppliers usually do before holidays?

Listening

4 Listen to a conversation between two logicians. Choose the correct answers.

- What is the benefit of using Johnson Suppliers?
 - extended hours of operation
 - pre-established container sizes
 - variable delivery patterns
 - fixed hours of operation
- What will the speakers likely do next?
 - call Johnson Suppliers
 - check the calendar
 - check hours of operation
 - inform the delivery schedule

4 Listen again and complete the conversation.

Logician 1: We need to decide before the 1 _____.

Logician 2: Not necessarily that I've looked at all, except that 2 _____ the day before the holiday.

Logician 1: On which day does Christmas occur this year? How are 3 _____?

Logician 2: It falls on a Tuesday.

Logician 1: Okay. The main problem is that deliveries will be delayed anyway because of Christmas.

Logician 2: Isn't that usually the case? The good thing about Johnson Suppliers is that its containers come in 4 _____. They tend to lend out many smaller units at once, which prevents deliveries.

Logician 1: That's good. Are deliveries usually 5 _____?

Logician 2: They 6 _____ an early date.

Speaking

5 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS:

I haven't decided on ... The main problem is that ...
 The good thing about ... is that ...

Student A: You are a logician. Talk to Student B about:

- deciding on a supplier
- the need of using a certain supplier
- the benefits of using a certain supplier

Student B: You are a logician. Talk to Student A about which supplier to choose and why.

Writing

6 Use the conversation from Task 4 to fill out the telephone message to Johnson Suppliers.

Name: _____

This is _____, from _____.

My phone number is _____.

Thank you for your time.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why are material handling systems important to the manufacturing process?
- 2 What is the difference between the two basic types of movement systems?

Reading

2 Read the textbook excerpt. Then, mark the following statements as true (T) or false (F).

- 1 ... Movement systems transfer materials to their origins.
- 2 ... An indirect system often moves materials through several different areas.
- 3 ... Materials are stored at a supermarket.



Materials Handling

Materials handling systems determine how materials are moved. Logistic systems act as a link between their origins and destinations. Movement systems are designed by transportation management professionals. These jobs designed to suit the particular needs of a company. If one specific system will prove too practical and cost effective.

Movement systems can be direct or indirect. In a direct system, materials are moved directly from origin to destination. Materials are transferred indirectly, and have at a time. In an indirect system, materials are carried together and then separated. These materials are then processed through different areas to their destination.

Some indirect systems are called multi-levelled transportation systems. These involve several a vertical storage area, or supermarket. This is useful when businesses need an efficient storage.

Some examples of indirect transportation systems are:

- 1 ... Decoupled pick and deliver
- 2 ... Combined pick and deliver

A truck system is decoupled delivery and reception. The system uses a drop stage between origin and destination.

Vocabulary

3 Place the words or phrases from the word bank under the correct headings.

Word Bank

supermarket combined pick and deliver
 origin decoupled delivery and reception
 destination drop stage
 decoupled pick and deliver

Transfer Point	Storage Facility	Indirect System



2 Read the sentence pairs. Choose which word or phrase best fits each blank.

- pre-determined / movement system
 - The amount of material shipped was based on the _____ need for the month.
 - Logistics professionals designed the operations _____ for all material.
- system / one-size-fits-all
 - The manager did not think that a _____ method would be cost-efficient.
 - Staff members were asked for input when the company updated their _____.
- indirect system / direct system
 - Decoupled stock and delivery is an example of an _____.
 - A _____ distributes materials separately and directly from origin to destination.

3 Listen and read the textbook excerpt again. What is a drop zone?

Listening

4 Listen to a conversation between a professor and a student. Mark the following statements as true (T) or false (F).

- The student offers to answer follow-up questions.
- A drop zone is located between origin and destination.
- The load handler is part of the decoupled delivery and receipt system.

5 Listen again and complete the conversation.

Student: First, how do companies decide on a 1 _____?

Professor: There are four key factors. The distance that materials must travel and the quantity of materials.

Student: Okay. Could you talk a bit more about 2 _____ systems?

Professor: Yes. An important element of these is a 3 _____ between origin and destination.

Student: Between 4 _____?

Professor: Yes. A load handler moves materials from the drop zone to the 5 _____.

Student: That load handler is not part of 6 _____?

Speaking

6 With a partner, act out the roles below based on Task 5. Then, switch roles.

USE LANGUAGE FROM 5B

Student A: You are a professor. Talk to Student B about ...
 1. a movement system ...
 2. a drop zone ...

Student B: You are a student. Talk to Student A about ...
 1. the factors on material handling systems ...
 2. follow-up questions ...
 3. whether to use the decoupled or the integrated system ...

Student B: You are a student. Talk to Student A about your questions.

Writing

7 Use the conversation from Task 6 to fill out notes about a feature on material handling systems.

NOTES

Types of material handling systems:

One example of an _____ system is decoupled delivery and receipt. This includes a _____ where materials are stored. The _____ is a storage point between the _____ and _____. A load handler _____.

Get ready!

1 Before you read the passage, talk about these questions.

1. What are important physical characteristics to consider when choosing equipment?
2. What is the difference between complex equipment and simple equipment?

Reading

2 Read the manual excerpt. Then, choose the correct answers.

1. What is the main purpose of the excerpt?
 - A. to describe a type of complex equipment
 - B. to compare types of material handling systems
 - C. to explain the company's material handling policy
 - D. to provide information about the physical characteristics of equipment
2. What type of equipment are all employees trained to use?
 - A. complex load equipment
 - B. simple equipment
 - C. complex equipment
 - D. simple equipment
3. What is the first thing that employees are asked to consider?
 - A. the intensity of the load
 - B. whether equipment is simple or complex
 - C. the suitability of the equipment
 - D. the physical characteristics of the load



All Simple Manufacturing warehouse labels is a big priority. Our policies are based on safe and efficient material handling methods.

Choose the right equipment for the job. First, consider the physical characteristics of the material to be moved. These include size, weight, shape, risk of damage, and combustibility.

Before picking, consider the amount and intensity of your load.

Group the correct equipment from the four general categories:

- simple handling
- complex handling
- simple load
- complex load

Operate only equipment that you have been trained to use. Safety training for simple equipment use is provided for all employees. Only trained employees are permitted access to complex equipment controls. Inspect all equipment before you use it for customer safe operating conditions. If there is a change or a problem, do not use it. Mark it "out of service" and report it to your supervisor.

Check for safety and suitability every time before use.

Vocabulary

3 Match the words or phrases (1-5) with the definitions (A-E).

- | | |
|-------------------------|--------------------------------|
| 1 ... complex equipment | 4 ... physical characteristics |
| 2 ... suitability | 5 ... simple equipment |
| 3 ... shape | |

- A feature that can be seen or measured, such as size, shape, and weight
- equipment that is responsive to big and over, but costly to operate, mainly because of labor costs
- the appropriateness or fitness of equipment for a particular purpose
- equipment that is costly to buy and own, but inexpensive to operate because it is largely automated
- the number or culture of an object



- 2 Place the words or phrases from the word bank under the correct headings.

Word Bank

set-up
complete travel
without
complete handling
simple handling
simple travel
use
condition

Physical Characteristics	Type of Equipment	Equipment Function

- 3 Listen and read the manual excerpt again. When should employees check safety conditions when moving materials?

Listening

- 4 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).

- ... The man will be teaching the training program.
- ... The woman thinks that larger trucks can be shortened.
- ... Complete handling equipment training is scheduled for next week.

- 5 Listen again and complete the conversation.

Legislator 2: I'm going to show them how to _____
_____ equipment over long runs.

Legislator 1: Wouldn't it make sense to train them to use _____ equipment first?

Legislator 2: We need equipment that is designed to short _____ of _____ material from _____.

Legislator 1: Yes, but if the longer trucks can't be shortened, we reduce travel _____.

Legislator 2: That's true, but will it really be _____?

Legislator 1: I think so. Especially if _____ can be moved last after _____.

Speaking

- 6 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I'm going to show them ...
We need equipment ... / Yes, but ...

Student A: You are a legislator. Talk to Student B about:

- the equipment training program
- complete travel equipment
- complete handling equipment

Student B: You are a legislator. Talk to Student A about moving handling equipment.

Writing

- 7 Use the conversation from Task 8 to fill out a memo about an equipment training program.

Memo

To: All Employees

The Material Handling Training Department will offer another training course on Tuesday, March 17.

Complete Equipment Training, Part 2

Training will be provided on the use of _____

Learn to inspect the physical characteristics of the equipment, such as _____ and _____.

Practice safe methods for _____ and _____.

To register for training, please fill in the application on the back of this form.

Do you plan to register for this training program? Y/N





Dear John,

Let's set up a meeting about discussing material transport at B Manufacturing. We think that we can improve transport times, in particular we are considering changes to transport units.

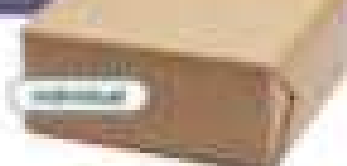
Currently, most moves are carried out with containers or bulk. We move items using conveyors. This system might be improved with the addition of pipes or chutes. We have seen conveyor crating pneumatic tubes.

Large items are moved as individual units. This is done by hand. Some smaller pieces are moved by hand as well. This slows operations, especially when there are not other people's help.

We believe that we can improve our use of containers. Currently, items that are contained are grouped by size and improve flow. This often means that units are not used to capacity.

Can we schedule a time for you to visit the factory? We can see our operations and other suggestions.

Thank you,
Mike Green



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some types of equipment used to transport materials within a factory?
- 2 What are some challenges that must be considered when moving items by hand?

Reading

2 Read the email. Then, mark the following statements as true (T) or false (F).

- 1 ... B Manufacturing wants to improve material transport times.
- 2 ... The company currently uses pneumatic tubes.
- 3 ... Contained items are usually grouped by color.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|------------------|----------------------|
| 1 ... chutes | 6 ... transport unit |
| 2 ... individual | 7 ... by hand |
| 3 ... pipes | 8 ... pneumatic tube |
| 4 ... conveyor | 9 ... bulk |

- A a mechanical belt used to transport materials
- B a pneumatic tube through which contained containers pass
- C one container unit
- D the condition or form of a material while it is being moved or transported
- E a sloped channel through which materials flow
- F moved together in a large group or amount
- G done without the aid of mechanical tools
- H to gather materials together into a group or collection

10 Fill in the blanks with the correct words or phrases from the word bank.

Order

capacity container move unit's result year

- 1 Containers must be filled to _____ before they are transported.
- 2 Liquid materials transferred through a series of _____ along the water ways.
- 3 It is easier for the employees to move materials by hand, everything must be either _____.
- 4 Completed products are _____ after storage time until they are required for shipping.
- 5 Every _____ requires a specific form of container or support.

11 Listen and read the email again. What must be considered when moving items by container?

Listening

12 Listen to a conversation between a legislator and an industrial engineer. Mark the following statements as true (T) or false (F).

- 1 _____ The woman works for B Manufacturing.
- 2 _____ Containers are often transported at full their capacity.
- 3 _____ Different items should not be grouped together.

13 Listen again and complete the conversation.

Engineer: We wanted to evaluate your material
1 _____.

Legislator: That's right. I think that we can move materials a lot
faster.

Engineer: Let's look at your 2 _____ materials. The ones that
fit containers and crates best.

Legislator: They are often transported at about half their full
3 _____.

Engineer: I think that it would be better for us to talk about how
you 4 _____.

Legislator: It's usually by 20% of material type. Sometimes we
don't have enough to fit containers.

Engineer: I suggest you group different items. Change your
entry and load 5 _____ until they are full.

Legislator: That would be a big change. We think that it would
improve the overall time per 6 _____.

Engineer: Definitely. It would be a far more efficient way to
move materials.

Speaking

14 With a partner, act out the roles below based on Task 7. Then, switch roles.

ROLE CARDS/ROLE SUCH AS:

Industrial engineer:
Hi, I'm helping you with...
Let's look at...
I suggest...

Student A: You are a legislator. Talk to Student B about

- improving operations
- making transport units
- list of the suggestions

Student B: You are an industrial engineer. Talk to Student A about improving material transport times.

Writing

15 Use the conversation from Task 8 to fill out the checklist following an industrial engineer's visit.

Contained Material

Is the container filled to capacity? **Y/N**

How are materials grouped?

How are different types of materials
are included?

How will the container be transported?

Get ready!

- 1 Before you read the passage, talk about these questions.
1. What are some storage area options?
 2. How do legislators decide on which storage area to use?

John H. Sanchez, CEO
Sanford Logistics
8225 Gateway Drive
El Paso, TX 79907
November 11, 2016

Dear Wayne,

We will soon manage the largest warehouse facility in the area. The space has a great deal of storage potential. Here are some possible scenarios.

Central storage is possible. Given concerns over trucking, centralized storage may be the best option. It is convenient, and we have the space to accommodate it. However, we believe that continuous flow is preferred. The way we can create more efficient processing operations is through either in-line storage or point-of-use storage. These are decentralized methods. They offer more choices for dispensing materials and for temporary storage.

Automated storage and retrieval storage (AS/RS) is not an option if it is too costly. There are also possible accidents with inventory when computers fail. We cannot afford any losses.

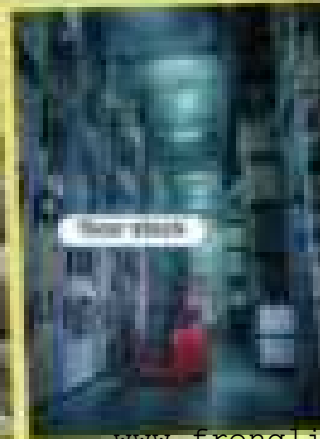
In any case, I recommend ample use of vertical space. Floor space is often shared with the way. It is easy to reach, but doesn't take up floor space.

Please feel free to contact me with your thoughts.

Regards,
John



Central storage



Vertical space

Reading

- 1 Read the letter. Then, choose the correct answers.
1. What is the main purpose of the letter?
 - A to examine storage area options
 - B to explain how to stock floor space
 - C to discuss problems with AS/RS
 - D to describe how to use vertical space
 2. Which of the following is NOT a storage option?
 - A automated storage and retrieval storage
 - B point-of-use storage
 - C in-line storage
 - D central storage
 3. Why does the writer think that centralized storage is a good option?
 - A it allows for continuous flow
 - B it doesn't take up floor space
 - C there is plenty of storage space
 - D it offers more temporary storage

Vocabulary

- 5 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|----------------------|---|
| 1 ... floor space | 6 ... central storage |
| 2 ... centralized | 7 ... in-line storage |
| 3 ... decentralized | 8 ... point-of-use storage |
| 4 ... vertical space | 9 ... automated storage and retrieval storage |

- A a system that pulls storage items into and out of a free-lane area
- B storage space that is designed for using the height of a space
- C not being focused around a center
- D a decentralized storage system that places items along flow paths
- E inventory that has not yet been placed on shelves
- F being focused around a center
- G a system that automatically stores and retrieves items from storage locations
- H a system that refers to free, temporary storage, or staging locations

Get ready!

1 Before you read the passage, talk about these questions.

1. What are the three classes of storage and handling?
2. What are the different costs associated with storage?



Storage Analysis

Storage equipment is used to hold and handle materials between operations. There are four handling methods. Each requires different equipment.

- **Simple storage** allows easy access for picking, putting, and removal. Yet, it requires more space per unit. This is due to larger aisle allowances and less vertical space. Simple storage uses bin shelving with open fronts.
- **Complex storage** is great for temporary accumulation, presentation, or picking. It is good for low-flow materials with large inventories. Sometimes, it is combined to speed. Complex storage often uses mobile systems.
- **High-density storage** minimizes space by using more vertical space. However, it is slower and costlier than other methods. Bulk flow storage is an example of high-density storage.
- **Low storage** into conveyor belts and hoists, to provide a low-level accumulation.

All storage methods require handling costs, holding costs and accessing costs, including floorstacking. They can be improved. Locations also need to consider changes. These include needs for expandability and versatility.

Reading

2 Read the textbook excerpt. Then, choose the correct answers.

1. What is the main purpose of the excerpt?
 - A. to list examples of mechanical equipment
 - B. to explain how to minimize space during storage
 - C. to describe handling methods and their costs
 - D. to contrast simple storage with complex storage
2. Which of the following is NOT a storage cost?

A. handling	C. occupancy
B. picking	D. accumulation
3. Why do engineers sometimes use low storage?
 - A. to permit easier accumulation of materials
 - B. to include versatility and expandability
 - C. to use more vertical space during storage
 - D. to allow for larger aisle allowances

Vocabulary

3 Match the words or phrases (1-3) with the definitions (A-G).

- | | |
|----------------------------|-------------------------|
| 1 ... low storage | B ... holding cost |
| 2 ... simple storage | G ... handling cost |
| 3 ... complex storage | F ... accessibility and |
| 4 ... high-density storage | |

- A. a system that allows easy access for picking, putting, or removal
- B. the price that is paid to put an item in storage and to remove it
- C. the cost of using a space
- D. a system that is designed to reduce space per storage position
- E. the price that is paid to keep a stock of goods in storage
- F. the process of storing items on a conveyor belt or bin system
- G. a mechanical system for short-term accumulation, presentation, and picking

4 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

insights, advances, results, accumulation, forecasting, expediency

- A good storage method should insure both adaptability and _____.
- Little simple storage, complex storage allows for temporary _____.
- The storage analysis guide considers costs and _____ such as safety.
- High-density storage lowers _____.
- _____ allows for an increase in inventory.
- _____ and _____ are key aspects of _____.

5 Listen and read the textbook excerpt again. Which handling system incurs higher costs?

Listening

6 Listen to a conversation between a professor and a student. Mark the following statements as true (T) or false (F).

- ... The first explains the meaning of a handling cost.
- ... Company costs include taxes, insurance, and forecasting.
- ... Insularity and expediency are insularities.

7 Listen again and complete the conversation.

Student: The first storage cost is a 1 _____
This is the price of putting an item in storage, then removing it at a later date.

Professor: Right. What else?

Student: There's a 2 _____ This is the cost of maintaining inventory. That basically means that the items add when in storage will they are needed.

Professor: Right. And what else?

Student: I can't remember the last one.

Professor: No problem. It's a 3 _____

Student: Right. That includes taxes, insurance, and 4 _____

Professor: Yes, but a supervisor must always consider 5 _____ Such as, 1 _____

Student: Such as the needs for 6 _____ both of which depend on space allowances.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

This is the price of ...
That basically means that ...
Such as the needs for ...

Student A: You are a professor. Talk to Student B about:

- storage costs
- how to describe each cost
- insights

Student B: You are a student. Talk to Student A about storage costs and insights.

Writing

9 Use the conversation from Task 8 to fill out the chart.



Storage Costs

Handling Costs _____

Insuring Costs _____

Company Costs _____

15 Storage Equipment

Get ready!

Before you read the passage, talk about these questions.

1. What are some examples of storage equipment?
2. What materials are used to make storage equipment?



About Us

Founded in 1963, J&B Storage sells new and used storage equipment.

We are big sellers of used and new pallets and crates. Used equipment is in good condition. It is also priced about 40% from the average sale price.

Call us for the location of industrial shelves and cabinets. We'll come within 24 hours of your call. We can also help you build a storage maze.

J&B Storage also has used items. Bring us your used bins, bins, carts, and shelves. We accept storage equipment made of wood, metal, and plastic. We check the items carefully. Then, we sell everything else to the best locally, at about 50%-60% of the average sale price.

New storage items include baskets, boxes, carts, and shelves. Our pallets are made of recycled cardboard. Our carts are made of recycled, corrugated cardboard. Please leave us a box.

Please visit our website www.jandb.com. Or call 843.755.8888 to make a request.



Reading

Read the webpage. Then, mark the following statements as true (T) or false (F).

1. J&B Storage sells used equipment that is cheaper than the average sale price.
2. J&B Storage sells shelves and cabinets made of plastic or metal.
3. Baskets and crates are made of recycled, corrugated cardboard.

Vocabulary

Match the words or phrases (1-7) with the definitions (A-G).

1. ... cart
2. ... pallet
3. ... basket
4. ... crate
5. ... cart
6. ... shelf
7. ... measure

- A. a small wheeled vehicle used for moving materials
- B. a metal framework or stand
- C. a box or container made of ridged cardboard
- D. a movable platform used for storing, handling, or conveying items
- E. an open, unenclosed factory used for additional storage space
- F. a lightweight wooden container
- G. a large, metal, cylindrical container used for storing liquids

1 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 boxes / crates

A An unusual fruit was sold _____ of several hundred.

B Most of wooden _____

are usually used for shipments by sea.

2 cabinets / tubs

A Some of the _____ used for storing records.

B The first paints _____

with oil were chosen to paint the floors.

3 tin / steel

A The _____ used for wine and spirits is now everywhere.

B Many new mobile phones coming on the market _____

2 Listen and read the webpage again. What storage items are bought and sold used?

Listening

3 Listen to a conversation between a logistician and an operator. Choose the correct answers.

1 Which of the following is not a piece of _____?

- A crates B new pallets
C cabinets D used pallets

2 Which type of storage equipment is in large supply?

- A used tins
B wooden pallets
C cardboard boxes
D cardboard cartons

4 Listen again and complete the conversation.

Logistician: I'm looking for boxes 1 _____

18 x 12 x 12. The cartons ought to be 20 x 24 x 24.

Both need to be 2 _____.

Operator: Okay. Anything else?

Logistician: Yes, I also need to have 3 _____

included.

Operator: 4 _____?

Logistician: I think about 5 _____ . I'll also take a used wooden pallet.

Operator: I'm sorry, we don't have any more used pallets in stock right now. We have plenty of 6 _____ .

Speaking

5 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE SUCH AS:

... Hello, I'm calling to order some ...

The ... ought to be ...

I'm sorry, we don't have any more ... in stock right now.

Student A: You are a logistician. Talk to Student B about:

- ordering storage equipment
- what sizes you need
- whether you need new or used equipment

Student B: You are an operator at a storage equipment supply company. Talk to Student A about what items are available.

Writing

6 Use the conversation from Task 4 to fill out the email from a logistician to a storage equipment supply store.

To: storage@beststorage.com

From: _____

Subject: **inquiries**

Hello,

I need to order _____

I would also like to buy _____

Thank you.

- accumulation** (N-UNCOUNT U1) **Accumulation** is the process of increasing in amount or quantity, often by little allowances. (N-COUNT U1) An **allowance** is the share or portion of something that is allowed or permitted.
- air's reach** (N-COUNT U1) **Air's reach** is the distance that can be covered within the range of a person's arm movement without moving the rest of the body.
- arrival rate** (N-COUNT U8) An **arrival rate** is the average number of shipments that are delivered within a given time period.
- assembly line** (N-COUNT U2) An **assembly line** is a system of machines, workers, and equipment that allow a product under construction to go from one operation to another down a line, until the product is completely assembled.
- automated storage and retrieval storage (ASRS)** (N-UNCOUNT U1) **Automated storage and retrieval storage (ASRS)** is a computer-controlled system that automatically stores and retrieves items from specific storage locations.
- automation** (N-UNCOUNT U2) **Automation** is the automatic control of a device, process, or system, using mechanical or electronic tools which take the place of human labor.
- boxset** (N-COUNT U18) A **boxset** is a lightweight wooden container.
- box** (N-COUNT U18) A **box** is a box, or some other boxed container, used for storage.
- buffering** (N-COUNT U2) A **buffering** is something that slows down or stops the progress or flow of material.
- box** (N-COUNT U18) A **box** is a stiff, rectangular container, usually made of cardboard, that is used for shipping and storage.
- bulk** (N-COUNT U2) If items are **bulk**, they are packed together in a large group or amount.
- by hand** (ADV U12) If a task is completed **by hand**, it is done without the aid of mechanical tools.
- column** (N-COUNT U17) A **column** is a storage case with doors and shelves.
- calendar** (N-COUNT U8) A **calendar** is a table, organized to cover one year, that shows the days of the week, the dates on which those days fall, and how many days are within each month.
- capacity** (N-COUNT U12) **Capacity** is the maximum amount or number that a unit can hold.
- carriage** (N-COUNT U7) **Carriage** includes all freight that is transferred to motor vehicles, ships, or train.
- cart** (N-COUNT U18) A **cart** is a small wheeled vehicle used for moving materials from one part of a space to another.
- carton** (N-COUNT U18) A **carton** is a box or container, usually made of rigid cardboard, which is used for storage.
- caution** (N-UNCOUNT U2) **Caution** is the practice of being care to avoid fire or damage.
- central storage** (N-UNCOUNT U18) **Central storage** is a high-level inventory control system that unites storage items into one or a few big areas.
- centralized** (ADV U12) If something is **centralized**, all activity is focused around a center.
- charter** (N-COUNT U7) A **charter** is a commercial lease contract for an aircraft or other vehicle, used for the transport of passengers or goods.
- chute** (N-COUNT U18) A **chute** is a sloped channel through which material flows.
- cold chain** (N-COUNT U2) A **cold chain** is a temperature-controlled supply chain that is used to collect the shelf life of perishable items, such as fruits and vegetables, seafood, frozen foods, chemicals, and pharmaceutical drugs.
- combined pick and deliver** (N-COUNT U12) **Combined pick and deliver** refers to a system where one person gathers material from storage and delivers them to the destination.
- complex equipment** (N-UNCOUNT U18) **Complex equipment** is costly to buy and own, but inexpensive to operate because it is largely automated, requiring less of labor costs.
- complex handling** (N-UNCOUNT U18) If equipment is **complex handling**, it is used for short distances and high quantities of material.

- complex staging** (N-UNCOUNT-14) **Complex staging** is a mechanical storage system that is used for temporary accumulation, preservation, and pricing. It is more complex than simple storage, and is used for high-flow materials with low storage levels.
- complex travel** (N-UNCOUNT-17) If equipment is **complex travel**, it is used for long distances and high quantities of travel.
- condition** (N-COUNT-17) The **condition** of an object refers to how well it looks and performs.
- consequence** (N-COUNT-18) A **consequence** is something that is caused by a set of conditions.
- convey** (V-USE) To **convey** is to give, deliver, or transfer materials to another area.
- converge** (V-USE) To **converge** something is to come together into a whole.
- consumption rate** (N-COUNT-18) A **consumption rate** is the average quantity or amount of an item that is used during a given time period.
- contained** (ADJ-USE) If items are **contained**, they are held within a storage or transport vessel.
- contamination** (N-UNCOUNT-18) **Contamination** is the condition of being soiled or affected by factors.
- continuous** (ADJ-17) If something is **continuous**, it occurs non-stop, or it is a sequence without interruption.
- contract** (N-COUNT-17) A **contract** is a written legal agreement between two or more individuals or businesses, outlining what each must do.
- control** (V-USE) To **control** something is to exercise power or influence over its actions.
- convenient** (ADJ-17) If something is **convenient**, it allows easy performance or management.
- conveyor** (N-COUNT-17) A **conveyor** is a mechanical belt used to transport materials.
- corrective action** (N-COUNT-18) A **corrective action** is a method that is employed to fix a problem. In welding and smelting, blown out or large orders sometimes require corrective actions so that materials can be made on time.
- cost fulfillment** (N-COUNT-17) A **cost fulfillment** is a negative requirement which ensures that costs are competitive.
- crate** (N-COUNT-17) A **crate** is a protective wooden case made of wooden slats and used for shipping.
- critical** (ADJ-17) If an item is **critical**, it is essential or urgently needed.
- damage** (N-UNCOUNT-17) **Damage** is loss or harm resulting from injury to property.
- deadline** (N-COUNT-17) A **deadline** is the final point in time by which tasks must be completed.
- decentralized** (ADJ-17) If something is **decentralized**, activity is not focused around a center.
- decoupled delivery and return** (N-COUNT-17) **Decoupled delivery and return** refers to a system where one handler brings material from the origin to a stop zone, and a second, local handler, distributes materials as needed from there.
- decoupled pick and deliver** (N-COUNT-17) **Decoupled pick and deliver** refers to a system where a different handler picks and prepares the next load while the delivery driver is in transit.
- defective** (ADJ-18) If something is **defective**, it is incorrectly made or it does not work properly.
- delivery fulfillment** (N-COUNT-17) A **delivery fulfillment** is a negative requirement which ensures that products are delivered to the correct locations at the correct time.
- destination** (N-COUNT-17) A **destination** is the place where something is going.
- direct system** (N-COUNT-17) A **direct system** is a distribution system where materials are moved separately and directly from the point of origin to the destination.
- directive** (N-COUNT-17) A **directive** is a law or rule set by a governing body.
- disperse** (V-USE) To **disperse** something is to distribute it.
- disposed** (N-COUNT-14) **Disposed** is the process of getting rid of items that are no longer needed or no longer useful.

- deck** (N-COUNT) A **deck** is a piece, such as a shelf or platform, that is used for loading and unloading shipments from ships or trucks.
- deep-sea** (N-COUNT) A **deep-sea** cable is a storage facility used between the origin and destination.
- drum** (N-COUNT) A **drum** is a large, round, cylindrical container used for storing liquids.
- emergency** (N-COUNT) An **emergency** is an unexpected situation that requires immediate action to prevent harm or damage.
- expandability** (N-UNCOUNT) **Expandability** is the ability to increase in extent, number, amount, or volume.
- export** (V-T) To **export** goods is to send them to a different country in order to be sold there.
- fast** (ADJ-USE) If something is **fast**, it does not change.
- flexibility** (N-UNCOUNT) **Flexibility** is the quality or state of being able to adapt to new, different, or changing requirements.
- floor stock** (N-UNCOUNT) **Floor stock** is inventory that has not yet been placed on shelves. Floor stock is some stock which is often left or taken in storage areas until needed.
- food distributor** (N-COUNT) A **food distributor** is someone who transports food or drink from one place to another.
- freight** (N-USE) If something is **freight**, it occurs often.
- fresh** (ADJ-USE) If something is **fresh**, it is new and not stale or decayed.
- group** (V-T) To **group** materials is to gather similar items and put them together.
- handling** (N-UNCOUNT) **Handling** involves duties that include sorting, packing, and distributing goods with caution and care, avoiding any damage.
- handling cost** (N-COUNT) A **handling cost** is the price that is paid to put an item in storage and to remove it later.
- hardware** (N-USE) If an item is **hardware**, it is not capable of causing harm, injury, or illness.
- hazardous** (ADJ-USE) If an item is **hazardous**, it is capable of causing harm, injury, or illness.
- high-density storage** (N-UNCOUNT) **High-density storage** is a storage system that is designed to reduce space and storage position by lowering aisle allowances and increasing storage heights. It is used for low materials with high levels of available inventory. High density storage is often also called lot-out stock and lot-out.
- holding cost** (N-COUNT) A **holding cost** is the price that is paid to keep a stock of items in storage.
- hubcity** (N-COUNT) A **hubcity** is a terminal or a location at the center of the network for goods and services and where other services are often used.
- hours of operation** (N-UNCOUNT) **Hours of operation** are the hours that an organization or service is open to serve.
- interconnected** (N-UNCOUNT) **Interconnected** is a relationship or a relationship in which equipment and services.
- inventory** (N-UNCOUNT) **Inventory** is the amount, number or a quantity of goods.
- lot-out** (V-T) To **lot-out** goods is to send them from a different country in order to be sold.
- in-line system** (N-COUNT) An **in-line system** is a distribution system where materials are collected together into a stream of equipment, proceeding through a series of stations or units from the point of origin to the destination.
- individual** (ADJ-USE) If an item is **individual**, it is one element only.
- infrequent** (ADJ-USE) If something is **infrequent**, it does not occur often.
- in-line storage** (N-UNCOUNT) **In-line storage** is a specialized storage system that joins lots during the entire between processing operations.
- intangible** (N-COUNT) Something that is **intangible** is an asset or property that is intangible.

interval (N-COUNT U8) An **interval** is the space of time between events.

irregular (ADJ U8) If something is **irregular**, it occurs in an unusual pattern.

lad (N-U8) To **lad** materials is to group or package them to create a larger shipment.

landfill (N-COUNT U8) A **landfill** is a site where solid waste is stored between layers of soil.

live storage (N-UNCOUNT U14) **Live storage** is the process of storing items in a container that is on the rollers so that items can accumulate on the surface, while being added or removed at different rates.

load (N-U8) To **load** something is to pack or place a collection of items into a carrier.

machine (N-COUNT U8) A **machine** is an organization of parts that are programmed to control forces, motion, and energy to one another.

material flow (N-UNCOUNT U8) **Material flow** involves the transportation of raw materials, parts, components, and finally, products down a supply chain.

mezzanine (N-COUNT U14) A **mezzanine** is an open, second-level balcony used for additional storage space.

mile run (N-COUNT U8) A **mile run** is a regular, scheduled route that is designed to help support pick up shipments and avoid higher transportation costs.

minimize (V-T-U8) To **minimize** something is to reduce it to the smallest possible amount or impact.

move (N-COUNT U14) A **move** is the act of transferring materials from one point to the next.

movement (N-UNCOUNT U8) **Movement** is the act or process of changing one's position.

movement system (N-COUNT U14) A **movement system** is a logical system designed to coordinate the movement and storage of materials.

negotiate (V-U14) To **negotiate** is to formally discuss something in order to come to an agreement, particularly with regards to business or politics.

occupancy cost (N-COUNT U14) An **occupancy cost** is the cost of occupying or using a space. Costs may include rent, mortgage, taxes, and insurance.

one-size-fits-all (ADJ U14) If an item is **one-size-fits-all** it is designed to fit a wide range of sizes, needs, or tastes.

opportunity (N-U8) If an entering pattern is **opportunistic**, it offers a special benefit or incentive that is not available during most of the year. For example, manufacturers usually offer incentives (e.g., discounts) for large orders at the end of a season.

order fulfillment (N-COUNT U8) An **order fulfillment** is a logistical requirement which ensures that customers will receive the correct items and quantities.

origin (N-COUNT U14) The **origin** where something begins, or comes from, is its **origin**.

overnight (ADJ U14) If **overnight** service is provided, the necessary items will be delivered during the day following the day in which the order was placed.

pack (V-T-U8) To **pack** something is to gather items together and load them in a protective container.

pallet (N-COUNT U14) A **pallet** is a reusable platform used for storing, handling, or conveying materials and packages in warehouses and factories.

pattern (N-COUNT U8) A **pattern** is a frequent or anticipated occurrence.

periodic (ADJ U14) If something is **periodic**, it occurs occasionally or from time to time.

perishable (ADJ U8) If something is **perishable**, it is able to spoil or decay.

physical characteristics (N-COUNT U14) A **physical characteristic** is a feature that can be seen and measured such as size, shape, density, and weight.

pick up (V-TRANS U8) To **pick up** something is to collect it and take it away.

pickup (N-UNCOUNT U14) **Pickup** is the act of loading an item onto transport equipment.

- pipe** (N-COUNT) A **pipe** is a hollow tube through which material (gas or liquid) can flow, or the joined set of them.
- plastic pipe** (N-COUNT) A **plastic pipe** is a processed tube through which operating machines pass part of use (N-COUNT) A **point of use** is the place at which a product is implemented.
- point-of-use storage** (N-COUNT) **Point-of-use storage** is a system that refers to how, complete storage, or staging location, materials leave from local storage facilities and go to where involved in producing operations.
- point-to-point** (ADJ-UT) If a route is **point-to-point**, it proceeds directly from one place to the next.
- pre-determined** (ADJ-UT) If an action or amount is **pre-determined**, it is decided in advance.
- pre-established** (ADJ-UT) If something is **pre-established**, it is decided in advance, particularly before the occurrence of an action or condition.
- process** (N-COUNT) A **process** is a series of operations or actions that are conducted in order to reach a particular result.
- procurement** (N-UNCOUNT) **Procurement** is the process of purchasing supplies, goods, or equipment for a company.
- production waste** (N-COUNT) **Production waste** refers to all items that a company wishes to dispose of, including trash, recycling, and waste materials.
- purchase** (N-UT) To **purchase** is to buy something that is for sale.
- quality** (N-UNCOUNT) **Quality** is the degree or grade of a product or service, or a standard.
- quality fulfilled** (N-COUNT) A **quality fulfilled** is a specific requirement which ensures that desired goals are undamaged.
- rack** (N-COUNT) A **rack** is a metal framework or stand on which items are placed.
- rapid response** (N-COUNT) **Rapid response** refers to a response that is dispatched in the fastest and most efficient possible way.
- recall** (N-COUNT) A **recall** is a request made by a company, asking people to bring back a product they have bought because there is something wrong with it.
- recover** (N-UT) To **recover** something is to get it back.
- recycle** (N-UT) To **recycle** an item is to send it through a process where it will be reused and processed for a future use.
- recycling bin** (N-COUNT) A **recycling bin** is a container used to hold materials that can be processed for future use.
- refrigerated** (ADJ-UT) If something is **refrigerated**, it is kept in a refrigerator so that it is kept cool or cold for preservation.
- refurbish** (N-UT) To **refurbish** something is to fix, repackage, or replace its parts.
- regulation** (N-COUNT) A **regulation** is a legal or official rule that determines how something is done.
- reliability** (N-UNCOUNT) **Reliability** is the quality or state of being dependable or trustworthy.
- repair** (N-UT) To **repair** something is to mend something that is broken, damaged or does not work.
- request for proposal (RFP)** (N-COUNT) A **request for proposal (RFP)** is a type of document that a company gives in order to get bids from potential service providers.
- required** (ADJ-UT) If items are **required**, they are needed for supply or use.
- return** (N-UT) To **return** something is to take or send something back to the place where it was purchased.
- reuse** (N-UT) To **reuse** materials is to use them more than once.
- reverse logistics** (N-UNCOUNT) **Reverse logistics** involves various processes that are needed in order to move products in the reverse direction. That is to say, the goods move from the customer back to the company.
- round** (N-UT) To **round**, or to "round off" a number, is to estimate a decimal value to the next whole number.
- safety stock** (N-UNCOUNT) **Safety stock**, also called "buffer stock," is an extra level of stock items that are maintained to avoid stock outs during times of uncertainty with supply and demand.

same day (ADA-LT) If **same day** service is provided, the necessary items will be delivered before the end of the day in which the order was placed.

scheduling (N-UNCOUNTABLE) **Scheduling** is a planned program that shows the time and sequence of receiving, handling, and storing materials.

scraps (N-UNCOUNTABLE) **Scraps** is items or materials that are no longer used for their original purpose. However, they can be given a few uses after being processed.

sell off (N-PROFANE-LAT) To **sell off** is to sell something that isn't at a reduced price.

separate (N-T-USE) To **separate** costs means it to set them into different categories.

sequence (N-T-USE) To **sequence** materials is to show them in a particular order for delivery to assembly lines.

service provider (N-COUNTABLE) A **service provider** is a company that offers a specific type of help or work to customers.

set-down (N-UNCOUNTABLE) **Set-down** is the act of unloading an item from transport equipment.

shape (N-COUNTABLE) The **shape** of an object is its surface or outline.

shelf (N-COUNTABLE) A **shelf** is a thin, flat, long, and narrow piece of material that is fastened across a wall, or the walls of a cabinet, to hold objects.

shelf life (N-UNCOUNTABLE) **Shelf life** is the length of time that foods, beverages, pharmaceutical drugs, chemicals, and other perishable items remain suitable for sale, use, or consumption.

shrink (N-UNCOUNTABLE) **Shrink** is the loss of value or profits.

shutdown (N-COUNTABLE) A **shutdown** is the end, or temporary suspension, of an operation or activity.

simple equipment (N-UNCOUNTABLE) **Simple equipment** is inexpensive to buy and own, but costly to operate, mainly because of high costs.

simple handling (ADA-LT) If equipment is **simple handling**, it is used for short distances and low quantities or intensity.

simple storage (N-UNCOUNTABLE) **Simple storage** is a storage system that allows easy access for putting away items, picking, or retrieval. Simple storage may require more space per unit, as there is less access to vertical space.

simple travel (N-UNCOUNTABLE) If equipment is labeled **simple travel**, it is used for long distances and low quantities or intensity.

size (N-COUNTABLE) **Size** is a measure of the physical dimensions of an object.

sort (N-T-USE) To **sort** something is to arrange items in a particular order, usually according to their characteristics.

specialty foods (N-COUNTABLE) **Specialty foods**, or gourmet foods, are fine foods and drinks that are carefully prepared and often contain special ingredients.

spoil (N-T-USE) To **spoil** is to decay or rot.

stock-out (N-COUNTABLE) A **stock-out** is when an inventory lacks the quantity of a part or product that is needed. Stock-outs occur when orders cannot be filled by their due dates.

strategic (ADA-LT) If something is **strategic**, it is well planned in order to achieve a specific goal.

streamline (N-T-USE) To **streamline** something is to organize it and bring it up to date.

suitability (N-UNCOUNTABLE) **Suitability** refers to the appropriateness or fitness of equipment for a particular purpose.

supermarket (N-COUNTABLE) A **supermarket** is a central storage or receiving area.

system (N-COUNTABLE) A **system** is a group of organized individual tasks that form a complete procedure.

tactical (ADA-LT) If an action is **tactical**, it is a step towards achieving a larger, specific goal.

tag (N-T-USE) To **tag** something is to attach some type of label to something in order to provide information about it.

technology (N-COUNTABLE) **Technology** is the collection of knowledge, tools, materials, techniques, and means of power that make life easier to manage, and that help to make work more productive.

- temperature** (N-COUNT) (U) *Temperature* is the degree of hotness or coldness, as determined by a scale and measured on a thermometer.
- temporary** (ADJ) (U) If something is *temporary*, it is short-term or lasts for a limited period of time.
- timing** (N-UNCOUNT) (U) *Timing* is the placement or selection of an occurrence in a particular moment of time.
- title** (N-COUNT) (U) A *title* is a document that shows ownership of land.
- track** (V-F) (U) To *track* is to follow the movement or progress of an object along a course.
- track and trace** (N-PL) (U) To *track and trace* is to determine the previous and current locations of an item that is tracked.
- transport unit** (N-COUNT) (U) *Transportation* unit refers to the condition or form of a material while it is being moved or transported.
- usage** (N-UNCOUNT) (U) *Usage* is the process of using products according to their condition or quality.
- van** (N-COUNT) (U) A *van* is a small, round-backed or metal container with handles, which is used for storage.
- vigilant** (ADJ) (U) If a need is *vigilant*, it requires immediate attention.
- variable** (ADJ) (U) If something is *variable*, it is likely to change or is marked by change.
- variability** (N-UNCOUNT) (U) *Variability* is the state of variety, or the quality of undergoing change.
- vertical space** (N-COUNT) (U) A *vertical space* is storage space that is designed by using the height of a space. *Stacking, shelving, and flow stacking* are ways of using vertical space.
- warehouse** (N-COUNT) (U) A *warehouse* is a written agreement in which a business promises to fix a product if it needs within a specific timeframe.
- waste** (N-COUNT) (U) *Waste* is material that is no longer needed or no longer useful.
- work station** (N-COUNT) (U) A *work station* is the assigned space in which an employee performs daily operations.

**CAREER
PATHS**

Logistics

Book
3

Virginia Evans
Jenny Dooley
Donald Buchannan



Express Publishing

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Get ready!

- 1 Before you read the passage, talk about these questions.
1. What are some benefits of using a manufacturing execution system?
 2. What are the benefits and drawbacks of using bar codes for automatic identification?

Smart Manufacturing

Information Systems

We used to imagine our cars flow to continuously entering our information systems. Smart Manufacturing was among the first companies to create a manufacturing execution system (MES). The MES is used to plan and control production and process loading. We use it to plan schedules, order release, and track materials in production, as well as a progressive MES. This manages learning, process control, quality, and shipping.

Another for these systems is barcode. As most products, real-time data. This reduces manual and production data. The a more data structure makes a difference. For automatic identification systems are the key to accurate data acquisition.

In recent years, we have been able to reduce errors and expenses of data entry. This is accomplished with rapidly becoming modern equipment. The equipment used to department, but is divided into three main parts:

- Linear bar code label
- Two-dimensional bar code labels
- Radio frequency identification (RFID)

Linear bar codes are printed on paper. Codes are used by a scanner at an point in the manufacturing process. National barcode is accomplished using RFID. This is used only when direct sight access is not possible. RFID information must be entered into data entry terminals manually.

Reading

- 1 Read the manual excerpt. Then, choose the correct answers.
1. What is the main idea of the excerpt?
 - A. RFID systems
 - B. how to read bar codes
 - C. entering data at terminals
 - D. information systems for material management
 2. Other can it be inferred that the company will use radio frequency identification?
 - A. only when line-of-sight access is available
 - B. when working with barcodes
 - C. when materials are stored in cartons
 - D. at data entry terminals
 3. How do employees enter the radio frequency identification?
 - A. by hand
 - B. using bar codes
 - C. with line-of-sight access
 - D. as printed on site

Vocabulary

- 1 Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|-----------------|------------------------|
| 1 ... scanner | 2 ... automatic |
| 3 ... user | 4 ... MES |
| 5 ... bar code | 7 ... data acquisition |
| 6 ... real-time | |

- A tag that is attached to an object in order to provide information
- supported without human intervention
- a series of vertical lines that form a code which can be read by a scanner
- a device that uses a laser to read bar code information
- the process of collecting and converting data for information systems
- a distribution management system used to track shipping and receiving
- supported at the time of each change



3 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

Identification **Internet** **radio frequency identification**
data entry **manufacturing execution system**

- 1 Employees enter data manually at a dedicated computer _____.
- 2 When line-of-sight access is not possible, the company uses _____ to track materials.
- 3 Automated systems save a lot of time when compared to manual _____ data computers.
- 4 Barcodes and RFID are two types of automatic _____ technologies.
- 5 _____ are computerized systems used to track production and material handling.

4 Listen and read the manual excerpt again. Why does the company use radio frequency identification only when line-of-sight access is not available?

Listening

1 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).

1. The man just started working for the company.
2. The company uses a WMS.
3. It is possible to store more information using facial bar coding.

2 Listen again and complete the conversation.

Legislator 1: Can you tell me a bit about our information systems. We use a T _____.

Legislator 2: That's great. Does it incorporate a B _____?

Legislator 1: Yes. That helps a great deal.

Legislator 2: It can help save a lot of time. Do my colleagues spend a lot of time on tracking?

Legislator 1: It does save time. And it is very A _____.

Legislator 2: We also tell me about your B _____ process? How does that work?

Legislator 1: Almost everything is managed with B _____.

Speaking

1 With a partner, act out the roles below based on Task 1. Then, switch roles.

ROLE LANGUAGE SUCH AS:

Can you tell me a bit about ...?
 Does that incorporate ...?
 It does save ...?

Student A: You are a legislator. Talk to Student B about:

- the company's WMS
- the data acquisition process
- bar codes

Student B: You are a legislator. Talk to Student A about how material handling is managed.

Writing

1 Use the manual excerpt and the conversation from Task 2 to fill out a report on a company's information systems. Include information about the manufacturing execution system, bar codes, and stations.



Manufacturing Today



Explaining Warehouse Management Systems

Warehouse management systems (WMS) control how the very same efficient solutions. The most significant changes have been brought about by technological improvements. These have improved accuracy and efficiency.

A modern WMS is comprised of two main elements. First, there must be a system in place to identify products as they enter the system. Second, a computer program designed to predict tracking must be installed.

In a warehouse, this is often a bar code system. Each bar code is a series of vertical lines. The arrangement of the lines of varying widths, along with product information, is scanned to read and decode bar codes. Scanners use light to read bar codes. The light is reflected back from the spaces between the lines.

Scanners, therefore, use many methods, including:

- **Barcode**
- **Linear (1D)**
- **Matrix (2D)**

The information is sent to computers. This is often carried out by wireless transmission.

The computer system is an easily modified element of the WMS. It contains software that can interpret the decoded information. The system is continuously updated as materials move through various tracking points.

A staff of warehouse workers is also manufacturing operators.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 How do warehouse management systems improve warehouse operations?
- 2 What are the benefits of different types of scanner?

Reading

1 Read the journal article. Then, mark the following statements as true (T) or false (F).

- 1 ... Warehouse management systems improve product tracking accuracy.
- 2 ... The lines on a bar code reflect light.
- 3 ... A laser scanner is a type of scanner.

Vocabulary

2 Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|--------------------|-------------------|
| 1 ... system | 6 ... accuracy |
| 2 ... transmission | 7 ... arrangement |
| 3 ... reflect | 8 ... wireless |
| 4 ... reflect | |

- A a measurement of how exact, true, or correct a representation is
- B to alter a number, the same
- C transmitted without the use of wires
- D to supply the most recent information or changes
- E a message sent electronically
- F the way lines, shapes, or objects are placed or related to one another
- G to send light back from the surface of an object

2 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

infrared scanner barcode product tracking
 laser scanner interpret infrared

Type of Scanner	Scanner Function	WMS Purpose

3 Listen and read the journal article again. What are the two elements that make up the WMS?

Listening

1 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).

- ... The woman used to work for a different manufacturing company.
- ... The new WMS will only use infrared scanners.
- ... Infrared scanners can read through glass.

2 Listen again and complete the conversation.

Legislator 2: Our website shows that we're going to see improvements in **1** _____.

Legislator 1: Have you increased installation of a **2** _____ in other warehouses?

Legislator 2: I was on a team at Federal Manufacturing seven years ago.

Legislator 1: What type of system did they set up?

Legislator 2: They used it for years **3** _____. We were the first local company to use bar coding.

Legislator 1: You must have learned a lot about the **4** _____ of these in use costs.

Legislator 2: We also learned about which types of **5** _____ to use at different points.

Legislator 1: That's something that hasn't been looking good for our new system.

Legislator 2: What do you have to mind?

Legislator 1: I think we should use **6** _____ in the warehouse first.

Speaking

3 With a partner, act out the roles below based on Task 2. Then, switch roles.

ONE LANGUAGE SUCH AS:

- What you knowen ... ?
- What type of system ... ?
- What an effect was ...

Student A: You are a legislator. Talk to Student B about:

- his or her previous experience with warehouse management systems
- the types of scanners to use at different points in the system
- whether you agree or disagree

Student B: You are a legislator. Talk to Student A about the features of one type of scanner.

Writing

4 Use the journal article and the conversation from Task 2 to fill out a memo outlining suggestions for a company's new warehouse management system. Include information on product tracking, accuracy, and infrared technology.





To: Ann.Lanning@DistributionCenters.com

From: Naomi@LogCarriers.com

Subject: Inventory Review

Hi Ann,

As you know, the holiday season is approaching. This means increased inventory at the distribution center. I have just finished analyzing data for past holiday seasons. I wanted to share my findings with you. My goal is to increase efficiency. This will enable us to better serve our customers.

I would like to discuss some being additional resources help. I know that you always hire temporary workers. However, my data has identified a number of unstaffed areas. The areas are most from cartloaders, receivers, forklifts, and loaders. These are the most urgent deficits we need to fix. In addition, it might be advisable to hire gateway drivers and loaders. We could also use more order fillers and replenishment drivers.

Previously, the distribution center has focused on retail distribution. This holiday season, more consumers are shopping online. Therefore, I would like you to consider direct-to-customer service.

Finally, according to vendor feedback, delivery times are too slow. I would suggest breaking up shipments. That way, if one item is delayed, part of the shipment will still come.

Let's talk in a few days to discuss the details.

Naomi

Get ready!

1 Before you read the passage, talk about these questions.

1. What happens at a distribution center?
2. What works at a distribution center?

Reading

2 Read the email. Then, choose the correct answers.

1. What is the main purpose of the email?
 - A to identify areas where more workers are needed
 - B to improve overall efficiency of the warehouse
 - C to change the customer service department
 - D to remind workers that the busy season is coming
2. Which of the following types of workers does the distribution center NOT need to hire?

A workers	C loaders
B receivers	D cartloaders
3. How can delivery times be improved?
 - A by using workers for feedback
 - B by fixing some areas first
 - C by breaking up shipments
 - D by retaining delivery drivers

Vocabulary

3 Place the words or phrases from the word bank under the correct headings.

Word Bank

larger faster smaller
 earlier later

Orders Faster	Smaller Items	Orders Later



1 Fill in the blanks with the correct words or phrases from the word bank.

Order

Break up: **break** (to) **unpack**
 Distribution center: **loads** **following** (to) **replenish** (to) **unload** **distribution**
unload **vehicles**

- The _____ used the forklift to place the goods into the cart.
- The distribution center focused on _____ orders rather than retail orders.
- The distribution center _____ a number of major retail stores.
- The _____ transferred the products from the receiving dock to the storage racks.
- The worker moved to _____ the large shipment into smaller ones.
- The _____ sorted many batches of the same items.
- Large stores often sell products that come from hundreds of different _____.
- The warehouse did not deal with direct-to-consumer shipments and _____.
- The _____ moved products from the docks to the pack line.

2 Listen and read the email again. In what area could the distribution center expand?

Listening

1 Listen to a conversation between a manager and a legislator. Mark the following statements as true (T) or false (F).

- The worker found the email useful.
- The distribution center needs replacement trucks more urgently than forklifts.
- The main priority is hiring workers, unloading, forklifts, and vehicles.

2 Listen again and complete the conversation.

Manager: Hi, Steve. I wanted to talk about the email you sent.

Legislator: Good to hear from you, Steve. So what did you think about it _____?

Manager: Well, things are always hectic here. I _____.

Legislator: I'd _____.

Manager: We definitely need to do _____ . You could help me promote the position. So thank you.

Legislator: I'm glad it was useful. Do you have any questions?

Manager: Actually, I do. You identified the key understaffed areas. But can you expand on the _____?

Legislator: Sure. I think there are about 8 _____ of money is tight, hire the primary drivers and forklift first.

Speaking

1 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS:

What do you think ...?
 Can you expand on ...? / I would like ...

Student A: You are a manager. Talk to Student B about:

- the recommendations
- workers to be hired
- order of priority

Student B: You are a legislator. Talk to Student A about the email.

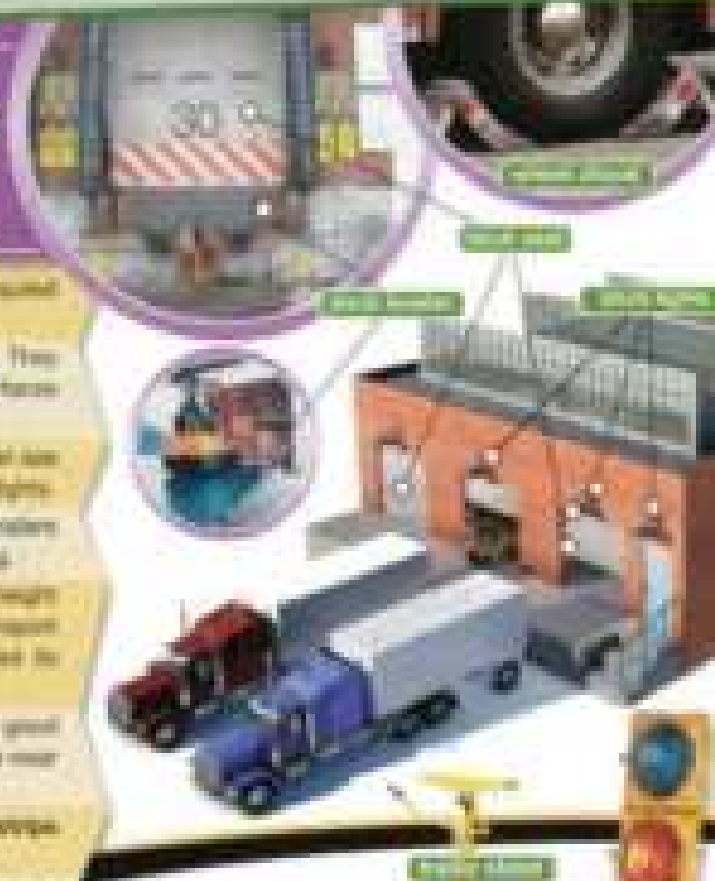
Writing

1 Use the email and the conversation from Task 1 to write an employment advertisement for the distribution center. Include details about the distribution center, descriptions of the positions available, and the nature of the positions.



Overhead loading docks are a hazardous environment. Safety procedures should be taken to reduce the risk of injuries or fatalities from occurring.

- 1. Wheel chocks and wheel chocks are used to prevent trailer creep.
- 2. Dock door seals are in good condition. They prevent air and noise from making workers ill.
- 3. Dock lights to provide lighting so workers can see where they are going. Replace any burnt out lights.
- 4. Trailer wheels must be used on automatic brakes to prevent tipping during loading or unloading.
- 5. Make sure dock bumpers are at the right height between the dock and the trailer. Do not transport loads across the dock bumper which causes its weight capacity.
- 6. Dock door bumpers to verify they are in good condition. Weather and general use can cause wear and tear to occur over time.
- 7. Approaches, corner reflectors, and landing strips must be clearly marked for drivers.
- 8. Use wheel chocks to prevent vehicles before dock loading.
- 9. Check doors are clear of loading dock safety lights. They are used to check the lights before moving the vehicle.
- 10. Any malfunctioning equipment or unsafe practices should be reported to the loading dock supervisor.



Vocabulary

2 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|-------------------|---------------------|
| 1 ... approach | 5 ... trailer creep |
| 2 ... dock seal | 6 ... dock light |
| 3 ... wheel chock | 7 ... landing strip |
| 4 ... approach | 8 ... traffic light |

- A a flat board which a truck trailer presses against during loading
- B movement of a truck trailer away from a dock due to the forces created during loading
- C the area in front of a bay door where a truck parks
- D a signaling device with a red and green light placed on a loading dock
- E the path a truck follows to reach a loading dock
- F a wedge made from a sturdy material that is placed behind a vehicle's wheels
- G the area needed to transport and position truck trailers into place
- H a movable light which is used for illuminating the interior of a truck trailer during loading

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some features of a loading dock?
- 2 Why is it important for a truck trailer to be secured during loading and unloading?

Reading

2 Read the poster. Then, mark the following statements as true (T) or false (F).

- 1 ... Dock bumpers are used to keep out rain and snow.
- 2 ... Workers can choose to use both vehicle restraints and wheel chocks.
- 3 ... Dock wheels have a rated weight capacity.

1 Read the sentences and choose the correct words or phrases.

- 1 The dock workers secured the truck using a **vehicle restraint/dock seal**.
- 2 The agent **spare/dock leader** was not at the right height, so there was a gap between it and the trailer.
- 3 A **wheel chock/trailer stand** was used to **block** the trailer after it was disconnected from the truck.
- 4 The driver backed the truck up until the trailer was **pushing against the dock bumpers/dock lights**.
- 5 **Landing strips/Wheel chocks** were used so the trailer **did not** roll with the loading dock.

2 Listen and read the poster again. Why do wheel chocks need to be used?

Listening

3 Listen to a conversation between a loading dock supervisor and a worker. Choose the correct answers.

- 1 What is the purpose of the conversation?
 - A to check the status of an inbound shipment
 - B to discuss what is contained in an inbound shipment
 - C to give instructions for unloading and loading a trailer
 - D to discuss a recent accident that occurred at the loading dock
- 2 What caused the incident the week before?
 - A trailer was
 - B a forklift trailer stand
 - C a defective forklift
 - D a broken wheel chock

4 Listen again and complete the conversation.

Supervisor: We have a _____ with a large shipment. It will be here in about twenty minutes.

Worker: Okay. Any special instructions?

Supervisor: Yes. The trailer is going to be 2 _____.

Worker: Got it. So we need a 3 _____.

Supervisor: Better make it two feet to be safe.

Worker: Sounds good.

Supervisor: Also make sure 4 _____ are in place before you guys start unloading. I don't want another incident like we had last week.

Worker: Yeah, I don't think I've ever seen a 5 _____ there that big before.

Supervisor: It _____ is dangerous. Peter's lucky he wasn't hurt when the forklift tipped over.

Speaking

5 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS:

Make sure...
I don't think I've ever seen...
After you get the shipment unloaded...

Student A: You are a supervisor. Talk to Student B about:

- when the inbound truck will arrive
- instructions for unloading the trailer
- instructions for loading a new shipment onto the trailer

Student B: You are a worker. Talk to Student A about unloading an incoming shipment and loading an outbound shipment.

Writing

6 Use the poster and the conversation from Task 3 to write the supervisor's instructions for the incoming and outgoing shipments. Include how to unload the incoming shipment, where the outbound shipment is going, and what should be done after the outbound shipment is loaded.

Get ready!

1 Before you read the passage, talk about these questions.

1. What is the role of a customs agency?
2. Why would an individual or company hire someone to handle customs procedures for them?



What is a customs broker? A customs broker is a person licensed by a government customs agency. He or she works for a business or individual company.

What is a customs broker?

A customs broker is a person licensed by a government customs agency. He or she works for a business or individual company.

Why should I use a customs broker?

A customs broker is a professional. He or she knows what documents are needed for customs clearance. A customs broker is also aware of exemptions of customs and excise duties for a business. The general duties are assessed for accuracy. A customs broker is also familiar with the procedure for determining duty rates on imported goods.

Where do I find a customs broker?

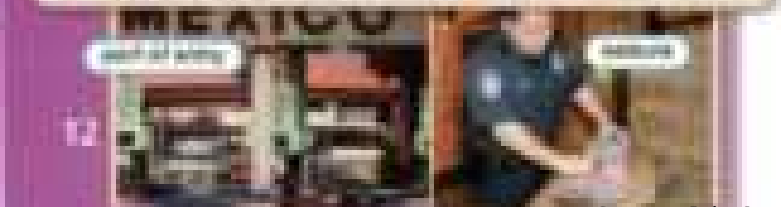
Many customs brokers have offices near ports of entry. This way, they can quickly resolve any problems for shipments received from a customs area.

Can a customs broker handle cross-border shipments?

No, customs brokers handle shipments coming from their neighboring countries.

What if I need help or have questions about a shipment?

We have a dedicated customer service center that handles all issues. You can speak to our customer service representatives and our highly trained professional staff. We are available to help you.



Reading

1 Read the webpage. Then, choose the correct answers.

1. What is the main purpose of the webpage?
 - A. to clarify the role of a customs broker
 - B. to discuss why shipments are delayed
 - C. to give the locations of different parts of entry
 - D. to explain why imported goods are taxed
2. Where are many customs offices located?
 - A. next to customs agencies
 - B. close to ports of entry
 - C. in proximity to shipping companies
 - D. near borders of neighboring countries
3. What is NOT true about customs brokers?
 - A. They are licensed by customs agencies.
 - B. They are familiar with customs regulations.
 - C. They have knowledge of tariffs and duties.
 - D. They can inspect shipments.

Vocabulary

1 Read the sentence pairs. Choose which word or phrase best fits each blank.

1. customs broker / customs clearance
 - A. The company hired a _____ to handle the customs payments.
 - B. The shipment was given _____.
2. authority / issues
 - A. The _____ of a shipment causes costly delays.
 - B. Regulations governing imports are created by a government _____.
3. tariffs / parts of entry
 - A. _____ are usually located in big cities at one's country's borders.
 - B. The ship owner had to pay _____ on the goods he imported for his customers.
4. delay / resolve
 - A. There was a(n) _____ in the delivery due to incomplete customs paperwork.
 - B. His _____ is often placed on goods that can't be handled by a person's hands, such as cigarettes.

- 1 Fill in the blanks with the correct words or phrases from the word bank.

Word bank

cross border customs customs area duty

- The _____ was located at the airport and surrounded by a high fence.
- The _____ shipment was imported in Canada before it was allowed to pass into the U.S.
- Army inspected the _____ that would be used on the imported shipment.
- A _____ officer inspected the goods and cleared them.

- 2 Listen and read the webpage again. What are some responsibilities of a customs broker?

Listening

- 3 Listen to a conversation between a customs broker and a customer. Mark the following statements as true (T) or false (F).

- The man's shipment was sent on schedule.
- The woman has not made arrangements for the shipment's transportation to the store.
- The man is going to continue doing business with the woman.

- 4 Listen again and complete the conversation.

Customer: Hi, the parcel I _____ was submitted?

Broker: Yes, sir. There should be no problem with _____.

Customer: So what will happen after the shipment arrives?

Broker: It is taken to a customs area near the _____ where it will be inspected and cleared there.

Customer: And how will it get to the store?

Broker: My truck. The driver _____ to take the shipment directly to the store.

Customer: Excellent. You've been terrific to work with. You saved me a lot of \$ _____.

Broker: I'm pleased you had that way.

Customer: In fact, I'm going to recommend your services to all of my _____.

Speaking

- 5 With a partner, act out the roles below based on Task 1. Then, switch roles.

1st LANGUAGE Student A

I want to complete my _____
The parcel has been submitted to _____
I'm going to _____

Student B: You are a customs broker. Talk to Student A about:

- when the or her shipment went out
- what will happen when the shipment arrives at the port of entry
- how the shipment will be taken to the store

Student B: You are a customer. Talk to Student A about your shipment.

Writing

- 6 Use the webpage and the conversation from Task 6 to fill out the customer's shipment information. Include when the shipment went out, what will happen when it arrives at its port of entry, and the transportation of the shipment since it clears customs.





James' freight insurance offers coverage for your company's cargo while it is being transported. The policy covers protection costs with varying deductibles. The rate is based on cargo's destination. Others might consider the rate after comparing it to other insurance policies for a given product.

Knowing your cargo is the smart thing to do in case of heavy damage. The cargo insurance covers damage if you sustained during land, air or sea transportation. Insurance policy offered by other cargo insurers, you do not have an **excluded claim** for damage. This type of covered claim is a **deductible** and a **co-insured** clause after **total liability** coverage for all covered. It doesn't matter how the loss or damage occurred - you're covered regardless.

When you need to make a claim, you have 1 year and may file a **written** claim with your representative and contact you within 24 hours. After our agent determines the amount of the settlement, you can choose how you receive your compensation. We'll either deposit money into a bank account or mail you a check.

Contact us today to see how we can help you with your cargo insurance needs.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some things people purchase insurance to protect?
- 2 Why is it important to invest high-risk items?

Reading

1 Read the brochure. Then, mark the following statements as true (T) or false (F).

- 1 The company does not cover goods that are in storage.
- 2 Customers can pay a yearly premium to cover any amounts they send.
- 3 The company offers on-line claims filing.

Vocabulary

1 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|-------------|------------------|
| 1 ... claim | 4 ... protection |
| 2 ... fee | 5 ... deductible |
| 3 ... item | 6 ... settlement |

- A a set amount of money a person or company pays to an insurance company with compensation from
- B an official request from a policy holder for money to be paid out by an insurance company
- C to get insurance coverage for something
- D the amount of money that is paid by an insurance company to a claim
- E the responsibility for causing an accident to occur
- F an agreement that an insurance company will pay compensation if property is damaged

1 Read the sentences and choose the correct words or phrases.

- The company covered damages/compensation for the items stolen from the shipment.
- The carrier has deductible liability for a shipment until it reaches the final destination.
- The policy has an indemnification that damage caused by natural disasters is not covered.
- Such a cost that a receipt settlement clause be added to the insurance policy.
- If a customer does not pay the liability premium on time, their coverage expires.
- Someone purchased insurance coverage/flat for the package to send overseas.

2 Listen and read the brochure again. What does re-fault liability coverage provide?

Listening

3 Listen to a conversation between two legislators. Choose the correct answers.

- What is the purpose of the conversation?
 - to discuss using different insurance companies
 - to discuss insuring an overseas shipment
 - to agree about the costs of insuring a shipment
 - to determine what kind of insurance coverage to get
- What will the woman probably do next?
 - attend a meeting
 - send an email
 - call the insurance company
 - look up the name of the insurance company

4 Listen again and complete the conversation.

Legislator 1: I think I _____ insurance will cover just a single shipment.

Legislator 2: That's good, since we can't really ship internationally, we can't need _____.

Legislator 1: I remember being an act for a company if a tragedy. I think it was single-destination coverage.

Legislator 2: That's right, actually. There's a policy for _____.

Legislator 1: Oh, well, they offer re-fault liability _____.

Legislator 2: Is it only for when the shipment is actually _____?

Legislator 1: Yes, I think they also cover cargo _____ as well.

Speaking

5 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS:

I don't think we need... / Fine, but if there is...
 If it were, I'd get it...

Student A: You are a legislator. Talk to Student B about...

- insuring a single shipment
- the name of an insurance company
- insurance to find out from the insurance company

Student B: You are a legislator. Talk to Student A about getting insurance for the shipment.

Writing

6 Use the brochure and the conversation from Task 3 to compose an email to a coworker about cargo insurance. Include whether or not the insurance company will insure a single shipment, if the company offers re-fault liability, and the cost of insuring the shipment.





Sanders Kriest, Inc.

Employee Manual

Shipping Documents

There are a multitude of shipping documents required, especially when goods are exported. All shipments must include a packing list and certificate of inspection regardless of destination. Sanders Kriest, Inc. should always be listed as the shipper on all documents. This is important if we are using a common carrier or a third party shipping company.

When exporting goods to our customers overseas, the following must also be included with shipment:

- Certificate of origin
- Certificate of origin
- Insurance certificate
- Bill of lading or airway bill
- Dangerous goods declaration (if needed)
- Consular invoice (if needed) - a list of countries that require consular invoices is listed at the back of the manual.

We require a letter of credit from the buyer if the shipment value is over \$100,000. The amount of credit must be obtained before a shipment is sent out.

In some cases, only shipments accompanied by clean bills of lading will be accepted. Shipments with an amended bill of lading will be returned to us.

We need to check all documentation before shipment is sent out. Missing or incorrect documentation results in delayed delivery times, or cancellation of shipment.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some types of documents that accompany a shipment?
- 2 Why do shipping documents need to be completed accurately?

Reading

1 Read the manual excerpt. Then, mark the following statements as true (T) or false (F).

- 1 ... Domestic shipments require shipping lists and certificate of inspection.
- 2 ... The customer's name of shipping company's name should be listed on the documents.
- 3 ... Letter of credit are required on shipments valued at \$10,000 or above.

Vocabulary

1 Read the sentence pairs. Choose which word or phrase best fits each blank.

- 1 insurance certificate / certificate of origin
 - A The _____ listed the destination we travel to Mexico.
 - B The amount of the coverage was stated on the _____.
- 2 bill of lading / letter of credit
 - A The form issued a _____.
 - B A _____ was needed by the buyer to fund the ship.
- 2 dangerous goods declaration / consular invoice
 - A When shipping flammable gases, a _____ is needed.
 - B Some countries require a _____ to accompany imported goods.

1 Read the sentences and choose the correct words or phrases.

- The packing list/letter of credit listed all the items included in the shipment.
- The shipment that was transported by plane was accompanied by an bill of lading/airway bill.
- An invoice bill of lading/insurance certificate revealed the shipment had been damaged in transit.
- The customs agent determined the value of the shipment using the consular invoice/customs invoice.
- The buyer was shown the shipment had a clean bill of lading/dangerous goods declaration.
- David had a certificate of inspection/certificate of origin giving a description of the goods.

2 Listen and read the manual excerpt again. What can happen if a shipment has an unclear bill of lading?

Listening

3 Listen to a conversation between two logisticians. Choose the correct answers.

- What is the purpose of the conversation?
 - to determine the location of a consular
 - to discuss missing documents for a shipment
 - to argue the amount of a letter of credit
 - to check the accuracy of shipping documents
- What will the woman likely do next?
 - find the shipping documents
 - meet with a consular official
 - call the consular for an agreement
 - request a letter of credit from the buyer

4 Listen again and complete the conversation.

- Logistician B: Did you make sure all of the documents were [1] _____ [correctly]?
- Logistician A: Yes, I [2] _____ them to make sure they were accurate.
- Logistician B: And you included an agreement [3] _____ [agreed]?
- Logistician A: Yes, ... no, is that a country that needs one?
- Logistician B: Yes, it is. For future reference, most [4] _____ countries require one with shipments.
- Logistician A: So what do I do?
- Logistician B: You'll have to get the invoice approved by an official at the nearest [5] _____.
- Logistician A: Is there a consulate nearby?
- Logistician B: Luckily, there's one located here in San Diego, so the shipment won't be delayed.
- Logistician A: That's great!
- Logistician B: Also, if someone reports that shipment missing up to face a [6] _____ [fine]. Do we have one?

Speaking

5 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

- Did you make sure...?
- For future reference...
- Sorry, could you repeat that?

Student A: You are a logistician. Talk to Student B about:

- whether the shipping documents are correct
- obtaining a consular invoice for the shipment
- whether a letter of credit has been obtained for the shipment

Student B: You are a logistician. Talk to Student A about the shipping documents.

Writing

6 Use the manual excerpt and the conversation from Task 8 to create a description of the shipment. Include how the shipment is being transported, which documents have been completed, and which documents are still needed.



Business meeting



Handheld use



Load



Diagram



Load management

Many companies still use a load diagram in order to maximize load space on a truck. However, load planning software minimizes the need for hand-drawn diagrams. The software takes time and is more accurate. In fact, software load configurations reduce unnecessary expenses by at least 10 percent.

The program may not seem like a lot, but it adds up. Consider how many mistakes your company will not need to pay. Our software helps you maximize the four components of load planning.

- consolidation
- space optimization
- collaboration
- compliance

It is also invaluable when companies need to implement a continuous improvement program. The load management application will reduce deadweight legs. Reduced deadweight can be increased productivity. Having more cargo loads in each direction instead of leaving empty increases efficiency. It also results in lower transportation costs for companies.

Our software offers user-friendly features. Some features are drag and drop, simple editing and input of data using copy and paste. Another useful tool is conversion that allows to move units with a click of a button. We also offer multiple languages such as English, Spanish, Chinese, and Italian. Simply choose the language you want from a drop-down menu.

Call today to find out how you can get a free 30-day trial.

Get ready!

1 Before you read the passage, talk about these questions.

1. Why is load planning important?
2. How can load planning software benefit companies?

Reading

1 Read the advertisement. Then, mark the following statements as true (T) or false (F).

1. ... Continuous tracing are part of the four components of load planning.
2. ... Software result in lower expenses for companies.
3. ... The load planning software advertised has different language options.

Vocabulary

2 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|-----------------|-------------------------|
| 1. ... diagram | 4. ... load diagrammer |
| 2. ... load | 5. ... consolidation |
| 3. ... business | 6. ... continuous trace |

- A. a person whose job it to create load planning diagrams
- B. the combining of separate items
- C. a return the made by a carrier to be part of origin of the carrying a new load
- D. the process of meeting a carrier moving with different stops
- E. the amount of goods that can be transported in shipping
- F. a drawing that shows the layout of something

- 2 Fill in the blanks with the correct words or phrases from the word bank.

Order

load planning software load match
load configuration tool cost optimisation
compliance collaborative deadhead leg

- The logisticians found a _____ of load shipments going to the same place.
- By engaging in _____, the two companies were able to both make a profit.
- The truck's trailer was empty on the _____ of the trip.
- The _____ showed the best way to load the truck.
- The workers were pleased with the _____ the company installed on their computers.
- The regulatory agency fined the company for not being in _____ with the rules.
- During the _____ meeting, ideas were proposed around how the company might

- 3 Listen and read the advertisement again. Why are continuous moves beneficial to companies?

Listening

- 1 Listen to a conversation between two logisticians. Mark the following statements as true (T) or false (F).

- ... The shipment going to Atlanta is a full truckload.
- ... The truck will be making a deadhead leg from Atlanta to Little Rock.
- ... There is a shipment that needs to be transported from Little Rock to Dallas.

- 2 Listen again and complete the conversation.

Logistician 1: Thanks to the new load planning software, we were able to 1 _____ two loads from LA to transport shipments to make a full load.

Logistician 2: Great. Where's the 2 _____?

Logistician 1: It's going to our 3 _____ in Atlanta.

Logistician 2: Is there a load the truck can 4 _____ on the way back?

Logistician 1: Sure! ... let's see if we can find a 5 _____ using the software.

Logistician 2: If the truck can 6 _____ that, it would be great!

Speaking

- 1 With a partner, act out the roles below based on Task 1. Then, switch roles.

USE LANGUAGE SUCH AS

Let's see if we can find ...
There's some ... that need to go ...
See if there's anything that needs ...

Student A: You are a logistician. Talk to Student B about

- using the load planning software
- finding a load match
- creating continuous moves with the software

Student B: You are a logistician. Talk to Student A about the shipments to create a continuous move.

Writing

- 1 Use the advertisement and the conversation from Task 1 to create an itinerary for the truck driver. Include details about where the shipments are going, how large the shipments are, and whether or not any part of the trip will include a deadhead leg.



Cargo Aircraft



Cargo Load

Global Cargo Carriers is a specialized cargo operator that specializes in air freight services. We are not a passenger carrier or commercial service. Our company focuses only on transporting cargo. Our fleet of aircraft are specialized cargo aircraft capable of transporting cargo between daily flights to major busy freight locations around the country.

Our company is not a specialized operator for air transport of any type of cargo, including temperature sensitive items and live animals. We can transport items that are not permitted in the belly holds of a commercial service. We do not offer parcel or freight

integrations. Once your shipment is accepted, all we do is get your shipment where they need to go.

Our cargo aircraft does not carry passengers through airports as passenger operators. We are currently operating at smaller locations, both domestic and international. In our fleet, we encounter impediments such as increased weight or mechanical issues. In these cases, we immediately effort to locate the shipment to 1200 miles or less. Our customer service team provides information on shipment status through our 24/7, toll-free, 800-888-8888.



Flight



Departure



Cargo

Get ready!

Before you read the passage, talk about these questions.

1. What are some benefits to using aircraft to transport cargo?
2. Why might some companies only choose to transport specific kinds of cargo?

Reading

Read the brochure. Then, mark the following statements as true (T) or false (F).

1. ... The company only transports specific items.
2. ... The company is also a freight integrator.
3. ... The company does not transport passengers.

Vocabulary

Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|----------------------|------------------------------|
| 1 ... aircraft | 5 ... passenger operator |
| 2 ... vehicle | 6 ... specialized operator |
| 3 ... belly hold | 7 ... transportation service |
| 4 ... time sensitive | 8 ... impediment |

- A. the interior of an aircraft where cargo is stored for transport
- B. a company that only transports passengers
- C. needing to be delivered by a certain time is due
- D. being worth a lot of money
- E. a company that transports both cargo and passengers
- F. a vehicle that is capable of flight, such as an airplane or helicopter
- G. a transport company that focuses on transporting certain goods
- H. an obstacle that slows down progress

2 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 **weight / amount**

- A The aircraft was not authorized to enter the country.
- B The aircraft was not authorized to enter the country.

2 **weight/measure / dedicated cargo operator**

- A The _____ picked up the shipment from the plane and took it to the airport.
- B There is a slot for a _____ space near the airport's passengers on the plane.

3 **light / amount**

- A Jack arrived at the airport late and missed the _____ to London.
- B The _____ is usually used to transport cargo and has a large heavy metal.

3 Listen and read the brochure again. What is the difference between a dedicated cargo operator and a combination service?

Listening

1 Listen to a conversation between a company service representative and a logistician. Choose the correct answers.

- 1 What is the purpose of the conversation?
 - A to enquire about a company's services
 - B to discuss information about a shipment
 - C to decide where a shipment is going
 - D to discuss when freight integrators to use
- 2 What does the shipment consist?
 - A acid
 - B bottles
 - C pillows
 - D rats

2 Listen again and complete the conversation.

Logistics: I have a shipment that I'd _____ to ship.

Service Rep: Okay and how soon do you need it?

Logistics: It has to be there by _____ Monday. The agreement. Do you have any _____ that can make it?

Service Rep: Let's see... that's four days from now. Yes, we can do that, starting on _____.

Logistics: Great.

Service Rep: What does the shipment _____?

Logistics: Acid bottles.

Service Rep: Great. Any of the parts for _____?

Speaking

2 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE FROM A1

Student A: How can I help you?
There's _____ involving about _____
Could you be the best to arrange _____?

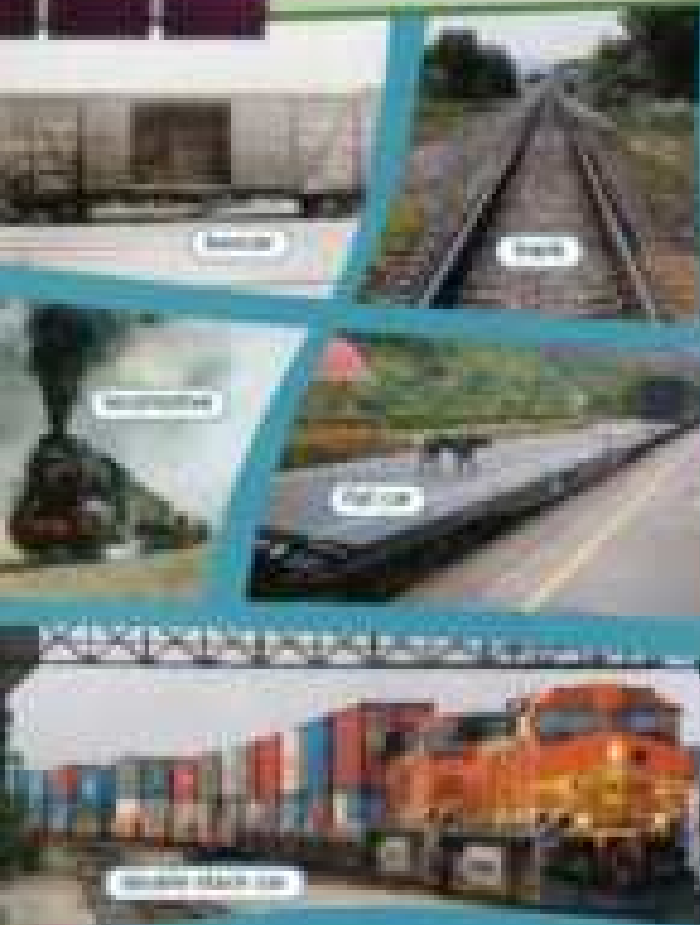
Student B: This area customer service representative. Talk to Student B about:
• when the shipment needs to arrive
• what the shipment consists of and how large it is
• getting up the shipment

Student A: You are a logistician. Talk to Student A about the shipment.

Writing


2 Use the brochure and the conversation from Task 2 to fill out the customer's shipping information. Include where the shipment is going and when it needs to arrive, a description including measurements, and instructions for picking up the shipment.





Cargo shipped by train is known as rail freight. In this method, freight is transported on railroads by locomotives pulling train cars. The type of train car used depends on the cargo being transported. There are several kinds of train cars, including:

Containers

In some cases, train cars  cargo containers meant for other types of transportation. For example, a marine shipping container may be transported on a flat car to a port. This is known as a container on flat car (COFC). Another example is a truck trailer on flat car (TOFC). These containers or trailers are attached to flatcars with cargo. The containers will be loaded onto shipping vessels and the trailers will be loaded to trucks. In addition, some train cars allow for rail service of **pick-up/drop-off** cargo, such as automobiles. The automobiles are rolled onto the train cars and then rolled off at their destination.

Rail yards are places where locomotives and train cars are stored, sorted, uncoupled, and coupled. Most stations and terminals have a flat yard next to them for containers. There are also rail yards or tracks leading from the railway. **Mail trains** may be assembled at rail yards with very morning cargo bound for the same destination.

Get ready!

1 Before you read the passage, talk about these questions.

1. What are some benefits of transporting cargo by rail?
2. What are some different types of train cars that are used to ship cargo?

Reading

2 Read the textbook excerpt. Then, choose the correct answers.

1. What is the main purpose of the excerpt?
 - A. to describe how cargo is shipped by railway
 - B. to discuss which train cars should be used for specific shipments
 - C. to explain why there are a good mode of transport for cargo
 - D. to describe why rail trains are more cost efficient than other trains
2. Which is NOT a type of train car?

A. double train	C. tanker
B. rail service car	D. flat car
3. Where are rail trains assembled?

A. station	D. rail yard
B. terminal	E. tracks

Vocabulary

3 Read the sentences and choose the correct words or phrases.

1. The shipping containers were loaded onto a flat car **to** be transported to the coast.
2. There is a train **station** just down the street and another one across town.
3. A **flat** train locomotive left the morning loaded with cargo of bound for Los Angeles.
4. The cargo was transported in two refrigerated rail yards **between**.
5. The museum had an **oil** train locomotive **COFC** on display.
6. A **railway** TOFC came from one side of the country to the other.
7. Gary works at a **double** event **terminal** yard repairing train cars.
8. The **train** terminal **car** just the station and into the rail yard.

- 2 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

train, ~~airplane~~, ~~airline~~, ~~airline~~, ~~airline~~, ~~airline~~, ~~airline~~, ~~airline~~, ~~airline~~
 roll on roll off, ~~COFC~~, ~~TOPC~~, ~~terminal~~

- The shipping container was _____ on top of a flat car.
- Andy and David bought their tickets at the _____.
- Automobiles are classified as _____ cargo.
- The train consisted of approximately _____ loaded for a part of the season.
- The patients were loaded onto both levels of the _____.
- Passenger _____ (material) is popular as it used to be.
- The bus counted forty _____ on the train, mostly ~~business~~ and flat cars.
- The _____ were unloaded and the trailers rolled to trucks waiting by the rail yard.

- 3 Listen and read the textbook excerpt again. How can piggybacking save time and money for companies?

Listening

- 4 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).

- ... The man advocates using aircraft to transport the shipment.
- ... The railway line runs all the way to the shipment's destination.
- ... The woman suggests having train cars piggyback the shipment.

- 5 Listen again and complete the conversation.

Legislator 1: We need to figure out the best way to get the shipment 1 _____ to the end of the week.

Legislator 2: Well, we'll 2 _____ (means of transportation).

Legislator 1: Yes, but it's also the most expensive. By "best," I mean cost-efficient and timely.

Legislator 2: We could rent 3 _____.

Legislator 1: That's expensive for part of the trip, but not all of it. There's no 4 _____ to the destination.

Legislator 2: So the shipment would have to be unloaded from the 5 _____ and loaded onto a trailer.

Legislator 1: That will take up time that we don't have.

Legislator 2: Hmm... how about 6 _____?

Speaking

- 6 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We need to figure out...
 What do you mean?
 What do you think about...?

Student A: You are a legislator. Talk to Student B about:

- the best way to get the shipment across the country
- what piggybacking means
- loading the railroad train closer to the buyer

Student B: You are a legislator. Talk to Student A about carrying the shipment by rail.

Writing

- 7 Use the textbook excerpt and the conversation from Task 6 to write an email to the legislator. Include information about the rail company's name, whether or not the shipment can be piggybacked, and where the nearest train station is located in proximity to the buyer.





Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do a lot of companies choose motor transportation for shipments?
- 2 What are some types of motor used in transport freight?

Reading

2 Read the pamphlet. Then, mark the following statements as true (T) or false (F).

- 1 ___ The company offers both long-haul and short-haul transportation.
- 2 ___ Cargo for big box trucks is loaded onto a double-stacker trailer.
- 3 ___ Customers use flatbeds and the customer pays more money.

Superfreight Freight Services is one of the top-rated companies operating in North America. The motor fleet and shipment goes to its destination in three ways here. Our drivers have both long hauls and short hauls. We have a variety of trailers to fit your requirements.

- use trailers for automobile transportation
- double stackers for most items
- double stackers for large quantities
- flatbed trailers for those items too large to fit into trailers
- box trailers for storage units
- trailers for international shipping cargo

Our trailers are regularly inspected and under routine maintenance to keep them running at top speeds. They're committed to loading your cargo faster and safer than our competitors. It doesn't matter if you shipped in a flatbed or less than a flatbed. It is guaranteed to move on the day you specified when you contracted with us. We also offer our customers weekly service updates.

- shipping or shipping delays, but when a shipment needs to be there fast
- exclusive use flatbeds where you will receive your shipment with others
- variety of your freight transportation needs to meet those you like and more.

Specialty services are subject to an additional charge.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|--------------------|----------------------|
| 1 ___ flatbed | 6 ___ double-stacker |
| 2 ___ flat | 7 ___ trailer |
| 3 ___ long haul | 8 ___ semi-trailer |
| 4 ___ flat trailer | |

- A a box trailer that has movable curtains on the sides
- B a trailer that has a second floor space allowing for more cargo to be loaded
- C a rectangular trailer that does not have four wheels and attached to a trailer
- D a trailer that contains heating or cooling units
- E requiring an entire trailer to transport a load
- F a trailer that can be loaded with automobiles in order to transport them
- G the transportation of cargo over a long distance
- H to transport a load from one place to another

1 Read the sentences and choose the correct words or phrases.

- The company contracted with a common carrier to transport the shipment.
- The box from a truckload truckload shipment only took up a portion of the box trailer.
- The destination warehouse and handling rules apply, as if was a short haulway.
- A car carrier/trailer trailer was used to transport the dump truck to the construction site.
- The shipment was loaded onto the box trailer/cargo trailer trailer through the door of the box.

2 Listen and read the pamphlet again. What are some of the specialty services the company offers its customers?

Listening

3 Listen to a conversation between two legislators. Choose the correct answers.

- What is the purpose of the conversation?
 - to discuss using a common carrier to transport a shipment
 - to decide whether the shipment is a long haul or short haul
 - to agree whether or not to make use of the carrier's specialty services
 - to convince a client to allow a shipment to be mixed with other shipments
- Which specialty service will the speaker's staff?
 - expedited delivery
 - on-time delivery
 - exclusive use
 - flat trailers

4 Listen again and complete the conversation.

Legislator 1: We need to contract with a _____ for a long haul to get the shipment to our client.

Legislator 2: Okay. We've had success with Tupper-Higgins. We can use them again.

Legislator 1: Oh, they're _____?

Legislator 2: Yes, but it's a common carrier _____ their general rules since it's a specialty service.

Legislator 1: I'm not really sure if it's necessary to specify the shipment, but I just know as long as I get _____ shipment arrives before _____.

Legislator 2: I think as long as I get there on time, we're good. It's late shipments that make us look bad.

Legislator 1: Is the _____ _____?

Legislator 2: Oh, yeah. We've never had a shipment arrive late when using them. They'll get the shipment there on time.

Legislator 1: Great. Also, will they have _____ _____?

Speaking

5 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE FROM 2.

We need to contract with _____
They'll get the _____ on time.
We can request a _____, but _____

Student A: You are a legislator. Tell to Student B about:

- contracting with a common carrier
- expedited delivery
- an exclusive use truckload

Student B: You are a legislator. Tell to Student A about the shipment.

Writing

6 Use the pamphlet and the conversation from Task 4 to write instructions to the carrier about the shipment. Include where the shipment is going, any special instructions for the shipment, and if any specialty services are requested.





Get ready!

1 Before you read the passage, talk about these questions.

1. What are some types of shipping vessels?
2. Why would a company choose to use certain vessels to transport shipments?

Reading

2 Read the webpage. Then, mark the following statements as true (T) or false (F).

1. ... The company solely handles domestic.
2. ... The company's vessels carry passengers as well as cargo.
3. ... Customers can remove goods over the phone or online.

Overseas Shipping was established in 1982 and focuses on shipping containers of various sizes worldwide. We operate out of cargo ports, container ports and break bulk ports. Our fleet of ships consists of a variety of vessels.

- general cargo vessels
- freighters
- container ships
- multi-purpose vessels
- tanker ships
- tanker ships
- dry bulk carriers

We have a port for handling nearly any type of cargo our customers need transported. We work with global corporations, small businesses, and individuals. We aim to be easy to do business for us to handle. We have the same amount of care with every shipment to ensure it arrives safely. Our fleet operates 365 days a year globally using container shipping lines.

We are strictly a cargo shipping line, and do not transport passengers aboard our vessels. We have offices in most of the locations where we do business. This allows us to provide our customers with fast, face-to-face service. Our reputation is second to none in the ocean freight industry. See for yourself what we can do for you. We offer free quotes over the phone or online. Call us at 222-888-1000 or visit us at www.overshas.com.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-F).

- | | |
|--------------------|-------------------------|
| 1. ... port | 3. ... tanker ship |
| 2. ... freighter | 4. ... break bulk port |
| 3. ... tanker ship | 5. ... dry bulk carrier |
| 4. ... cargo port | 6. ... container port |

- A port where cargo is loaded or unloaded
- A ship that is used to transport liquid cargo
- A ship that is designed to carry cargo
- A port that specializes in the loading and unloading of shipping containers
- A ship that is used to transport perishable cargo in a temperature-controlled environment
- A port where a variety of un packaged cargo shipments may be loaded or unloaded
- A location by a sea or estuary where ships can load or unload cargo or passengers
- A ship that is used to transport coal, grain, or other loose substances

2 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 shipping line / tanker ship

- A The company operates a _____ with its headquarters in Baltimore.
 B The petroleum company uses _____ to transport its products by sea.

2 multi-purpose vessel / general cargo vessel

- A The _____ was able to transport goods and dry goods at the same time.
 B The sailor just received a _____ to transport the shipment of shoes.

3 Listen and read the webpage again. What is a benefit of having offices at business locations?

Listening

4 Listen to a conversation between a customer service representative and a customer. Mark the following statements as true (T) or false (F).

- 1 ... The shipment will need to be transported on more than one ship.
 2 ... The ship carrying the shipment will not be fully.
 3 ... It will take approximately two weeks for the shipment to arrive at its destination.

5 Listen again and complete the conversation.

- Customer: I need to have about 25,000 tons of 1 _____ shipped overseas.
 Service Rep: Okay, so that would qualify as one of our 2 _____.
 Customer: Can that much weight be transported on 3 _____?
 Service Rep: Yes, we have several carriers available that 4 _____ that much weight.
 Customer: Oh, good. I was concerned I was going to have to use 5 _____ ships.
 Service Rep: Which 6 _____ is the shipment going to?

Speaking

6 With a partner, act out the roles below based on Task 5. Then, switch roles.

USE LANGUAGE SUCH AS:

- I was wondering if ...
 We have several carriers that can ...
 As long as ... I should be fine ...

Student A: You are a customer. Talk to Student B about:

- what kind of shipment you have
- how many ships are needed to transport your shipment
- where your shipment is going and when it will arrive

Student B: You are a customer service representative. Talk to Student A about how to ship the shipment.

Writing

7 Use the webpage and the conversation from Task 6 to fill out the customer's shipping order. Include the kind of shipment, the carrier and type of vessel needed to transport the shipment, where the shipment is going, and when it will arrive.





Sometimes in the supply chain you can solve big problems by comparing different circumstances and seeing you give your competitors something to measure. Some of these opportunities are not obvious.

- worker strikes
- wild fire in forests
- breakdown of delivery systems
- natural disasters

Business Continuity

In some cases more than one of these events occurs at the same time. This can **paralyse** supply chain operations. For example, if a supplier shuts down, you will obviously need to find another supplier. However, the supplier may **default** on its current orders you have. It is important to watch for **indicators** that they might problems with companies you partner with. Is your transportation carrier suddenly cutting costs by reducing its fleet? That could be a sign it is having financial difficulty. It is better to be prepared for such circumstances, you should have backup in mind. That can include something done in concert with your primary providers you are not left in the cold.

It is impossible to evaluate every single risk to your supply chain, however, being prepared to **weather** the most likely ones is a lot more business.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some things that could disrupt a supply chain?
- 2 How can businesses prepare for problems?

Reading

2 Read the article. Then, mark the following statements as true (T) or false (F).

- 1 ... Supply chain disruptions are usually unpredictable.
- 2 ... The article advises having backup systems and options.
- 3 ... Logistics are used to evaluate options to their supply chains.

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-H).

- | | |
|------------------|---------------------|
| 1 ... unforeseen | E ... strike |
| 2 ... compound | F ... shut down |
| 3 ... indicator | G ... breakdown |
| 4 ... breakdown | H ... unpredictable |
- A a message of order or approval as a form of praise
 - B to cause operations, usually due to financial trouble
 - C the failure of a machine or vehicle to perform the job it should
 - D not expected to happen
 - E to hope something more extreme or unexpected
 - F difficult to tell whether or not it will happen
 - G something that shows the state of conditions
 - H to take action to solve a problem

1 Read the sentences and choose the correct words or phrases.

- 1 The downside of the event, that caused a delay in production.
- 2 My company's biggest adversity / competition is the Barkham Higgs Company.
- 3 Downside / breakdown / natural disaster can cause transportation delays.
- 4 Sam was concerned about the stability / fuel / down of the supplier's services.
- 5 The company was able to oversee / defend / compensate its obligations.

2 Listen and read the article again. What are some indicators that a company might be experiencing instability?

Listening

3 Listen to a conversation between two logisticians. Mark the following statements as true (T) or false (F).

- 1 ... The speakers already have temporary problems that are.
- 2 ... The speaker's current supplier has defaulted on a current order.
- 3 ... The speaker's transportation carrier may be having financial difficulties.

4 Listen again and complete the conversation.

Logistician 1: I was looking at an article the other day about _____.

Logistician 2: Oh? What did it say?

Logistician 1: That it's smart to be prepared for a _____.

Logistician 2: But there are scenarios of that. How are we supposed to evaluate a _____?

Logistician 1: We're not. But the article did say it's smart to have a _____ in mind as a backup for suppliers and transportation carriers.

Logistician 2: Well, I can see the sense in that.

Logistician 1: For example, if one of our suppliers gave a _____, it would be interesting to find a new one.

Logistician 2: That's true.

Logistician 1: But to mention, the speaker could give a _____ on our current order. That would bring our operations to a halt.

Speaking

5 With a partner, act out the roles below based on Task 3. Then, switch roles.

THE LANGUAGE SUCH AS

- I was reading _____
- I heard that _____
- The supplier _____

Student A: You are a logistician. Talk to Student B about:

- an article you read
- why secondary providers are needed
- looking for alternatives

Student B: You are a logistician. Talk to Student A about the article he or she read.

Writing

6 Use the article and the transcription from Task 3 to create a troubleshooting plan for logistician's problems. Include what the problems are, the impact the problems will have on your company, and how to prepare for them.





Get ready!

1 Before you read the passage, talk about these questions.

- 1 How can companies protect themselves from external theft?
- 2 How can companies protect themselves from internal theft?

Reading

1 Read the article. Then, choose the correct answers.

- 1 What is the main idea of the article?
 - A types of external threats
 - B problems with internal crimes
 - C how fraud is committed
 - D a combination of fraud and theft
- 2 Which of the following is NOT a method of protecting businesses from external threats?
 - A alarms
 - B security guards
 - C security cameras
 - D background checks
- 3 Which of the following is an example of fraud?
 - A using lockpicks
 - B stealing merchandise
 - C securing a bank identity
 - D dealing with burglars

By Jason Palmer

Working With High-Risk Employees

Most employees work hard to protect themselves from external theft. Alarms are installed to warn business owners and police of breaking and entering. Security guards are posted at entrances. Surveillance cameras, such as CCTV, are set up to monitor every corner. However, sometimes this is not enough. Burglars and security cameras cannot protect business owners from internal threats. Any company employer should pay that something has gone wrong at work.

Unfortunately, there is no foolproof way to protect your business from dishonest workers. Crimes are committed by employees who work for the company. To address these people, employers conduct background checks. This way, employers can discover legal and financial troubles.

There are several times that an employer hires a business. First, a company hires new workers. Dishonest employees may also look for the company. The way that a company's workers' ability to be trustworthy. That is also common, and a method to increase sales. Sometimes, personnel will work in collusion with their clients. This way, they can take merchandise over the counter. There are also techniques to employees who deal with budgets.

Businesses can suffer great losses by hiring wrong workers. However, employers can be successful. Conduct a security audit to discover the best options for the business.

Vocabulary

1 Fill in the blanks with the correct words or phrases from the word bank.

Word Bank

alarms surveillance fire lockpicks
 security dishonest monitor
 background checks

- 1 Only the warehouse manager closed the _____.
- 2 Personnel can sometimes get in _____ with their drivers to steal merchandise.
- 3 We attended a workshop on how to improve _____ and safety in the workplace.
- 4 A sophisticated cyber network was involved in _____ activity in storage facilities.
- 5 Employees find it difficult to know when _____ are _____ in criminal.
- 6 Our company suffered a three percent _____ of productivity after a robbery.
- 7 These days, most employers will conduct an _____ before hiring new people.
- 8 The company received \$15,000 as an _____ for being the burglar's victim.

1 Read the sentence pairs. Choose which word or phrase best fits each blank.

- security guard / security camera
 - The technician installed a high-quality _____ in the warehouse.
 - The team of technicians _____ to work the night shift.
- external / internal
 - Entertainment is an example of an _____ system.
 - Agents can help with _____ systems, like tracking and entering.
- fraud / theft
 - It's a good practice for writing bad checks, and other acts of _____.
 - The team installed CCTV to watch for potential _____.

2 Listen and read the article again. What are some types of fraud?

Listening

3 Listen to a legislator and a warehouse manager. Mark the statements true (T) or false (F).

- ... The security cameras and alarm were installed to deal with external threats.
- ... The security guards know the alarm code.
- ... The woman says that it's a pity for the man to sign for bad checks.

4 Listen again and complete the conversation.

Legislator:	Let's give some more T _____.
Remember:	we're trying to deal with every level of risk.
Warehouse Manager:	I _____.
Legislator:	Yes. Some people deal with issues that they considered by outsiders. I see that you have a _____ installed.
Warehouse Manager:	And a new A _____ . Oh, I love the code.
Legislator:	That's good. You also have a B _____ journal of your warehouse.
Warehouse Manager:	Yes, actually. One B _____ the parking lot, and the other helps to get an security video footage.

Speaking

5 With a partner, act out the roles below based on Task 2. Then, switch roles.

ONE LANGUAGE BOOK 4B

Did you know...
 One must be careful about...
 You should very carefully be told after...

Student A: You are a legislator. Talk to Student B about:

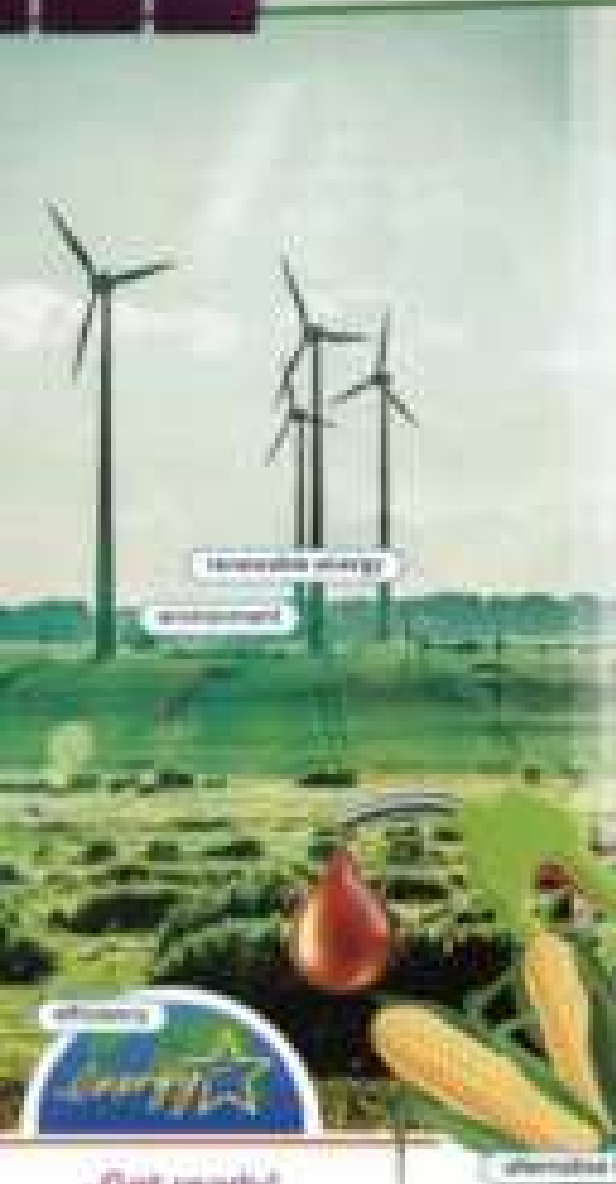
- types of security measures
- what to be careful about
- what makes companies successful

Student B: You are a warehouse manager. Talk to Student A about security measures.

Writing

6 Use the article and the conversation from Task 4 to write a response to the author of the article. Include information about which security measures you have taken, internal and external threats, and possible losses.





Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways in which carbon dioxide is produced?
- 2 What are some examples of renewable energy?

Reading

2 Read the advertisement. Then, mark the following statements as true (T) or false (F).

- 1 ... Modern Freight is concerned about its carbon footprint.
- 2 ... Carbon dioxide is an alternative fuel.
- 3 ... Solar power is a renewable energy source.

ADVERTISING FREIGHT

At Modern Freight, our mission never is separated from sustainability. We believe in the power and interconnectedness of green supply chains. Customers share global warming and carbon footprint reduction objectives and share risks.

In the transportation business, we work with global supply chains. We understand the importance of regulatory compliance, including governmental global pollution. Our main companies, we are concerned about the impact on the environment. Shipping companies are particularly aware of environmental impact. At Modern Freight, we are being asked to reduce costs and energy use and increase environmental impact where possible.

The Environmental Protection Agency has declared that carbon dioxide is a pollutant. Carbon emissions are under regulation. We are constantly asked to improve efficiency. This includes improving technological technologies to reduce carbon footprints and energy costs. We are also experimenting with hybrid and alternative fuel sources.

We are committed to sustainability in our office facilities. Our offices operate for power is supplied by renewable energy sources and our vehicles are powered by low carbon fuels.

Modern Freight, doing our part to protect the environment.

We are a proud member of the Environmental Protection Agency SmartWay program.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|-------------------|------------------------|
| 1 ... environment | 2 ... global warming |
| 3 ... hybrid | 4 ... empty miles |
| 5 ... pollution | 6 ... renewable energy |
| 7 ... green | 8 ... efficiency |

- A truck driven by an empty cargo transport vehicle
- An oil and water solution functioning as a lubricant in machinery
- practices that promote sustainability and a clean environment
- energy that produces electricity from sources in nature such as wind
- a machine that is a mixture of elements from different mechanical systems
- the ratio of the useful output compared to the energy input
- the gradual warming of the average temperature of the earth's atmosphere
- any harmful materials released into an environment

- 2 Fill in the blanks with the correct words or phrases from the word bank.

Word bank

sustainability alternative fuel emissions
carbon dioxide carbon footprint

- The legislation met with managers to discuss increasing _____.
 - Burning fossil fuels produces _____.
 - The transport company considered using air _____ instead of diesel.
 - The company reduced emissions and sustained its renewable energy by reducing its overall _____.
 - Hydrogen power produces _____.
- 3 Listen and read the advertisement again. What is one example of the way the company uses renewable energy resources?

Listening

- 1 Listen to a conversation between two legislators. Mark the following statements as true (T) or false (F).
- ... The company uses hybrid vehicles.
 - ... Reducing emissions is bad for the environment.
 - ... The woman is unable to meet at 2:20 p.m.

- 2 Listen again and complete the conversation.

Legislator 1: My Senate is meeting with managers today to talk about increasing 1 _____.

Legislator 2: That's great. How can I help?

Legislator 1: Let's go over some of the ideas that the 2 _____ has come up with.

Legislator 2: Sure. We've talked a bit about reducing our 3 _____.

Legislator 1: So far, we have a list of 20 4 _____ for going to support that we will have.

Legislator 2: That's a great idea. We're doing increased 5 _____ on the issues that use those vehicles.

Legislator 1: We're also using 6 _____.

Speaking

- 1 With a partner, act out the roles below based on Task 2. Then, switch roles.

USE LANGUAGE FROM 2B

I'm meeting with managers to _____
we've talked a bit about _____
we have a list of _____

Student A: You are a legislator. Talk to Student B about _____

- the upcoming meeting
- current methods of reducing emissions
- improving sustainability

Student B: You are another legislator. Talk to Student A about the legislative team's ideas.

Writing

- 1 Use the advertisement and the conversation from Task 2 to fill out notes for a meeting. Include your thoughts on improving sustainability, hybrid technology, and becoming more efficient.



Glossary

- accuracy** (N-COUNT) **Accuracy** is a measurement of how exact, true, or correct a representation is.
- aircraft** (N-COUNT) An **aircraft** is a vehicle that is capable of flight, such as an airplane or helicopter.
- airspace** (N-COUNT) **Airspace** is the atmosphere above an area of land or water which a government claims jurisdiction over.
- airway bill** (N-COUNT) An **airway bill** is a contract between a shipper and an airline that states the terms and conditions of transporting cargo by air.
- alarm** (N-COUNT) An **alarm** is an electronic device that warns or alerts of danger or trespassing.
- alternative fuel** (N-COUNT) **Alternative fuels** are fuels from non-conventional sources. Examples include ethanol, methane, ethanol, vegetable oil, and other biomass sources.
- approach** (N-COUNT) An **approach** is the path a truck follows to reach a loading dock.
- apron space** (N-COUNT) An **apron space** is the area located to the front and outside of a loading dock where trucks back up to a loading dock.
- assignment** (N-COUNT) An **assignment** refers to the way in which lines, stages, or elements are placed in relation to one another.
- authority** (N-COUNT) An **authority** is an official government body that is tasked with the administration of a certain activity.
- automatic** (Adj) If a function is **automatic**, it is triggered without human intervention.
- avionic** (N-COUNT) **Avionic** is the manufacture and operation of aircraft.
- background check** (N-COUNT) A **background check**, or background investigation, is a search into an individual's criminal and financial records.
- backhaul** (N-COUNT) A **backhaul** is a return trip made by a carrier to its point of origin while carrying a new load.
- bar code** (N-COUNT) A **bar code** is a series of vertical lines that form a code which can be read by a laser scanner.
- body haul** (N-COUNT) A **body haul** is the underside of an aircraft where cargo is placed for transport.
- bill of lading** (N-COUNT) A **bill of lading** is a receipt for cargo being transported by ship which is issued after the cargo has left port and cargo is listed in the manifest. A bill of lading also constitutes a contract between the importer and the shipping company for the transportation and delivery of the cargo to a specified destination.
- box trailer** (N-COUNT) A **box trailer** is a fully enclosed trailer used for hauling cargo.
- boxcar** (N-COUNT) A **boxcar** is a railroad car that is enclosed and used to carry cargo.
- break bulk port** (N-COUNT) A **break bulk port** is a port where a variety of unpackage cargo shipments may be loaded onto or unloaded off a ship.
- break up** (V) To **break up** a shipment is to divide it into smaller pieces or packages.
- breakdown** (N-COUNT) A **breakdown** is the failure of a machine or vehicle to operate the way it should.
- car** (N-COUNT) A **car** is a personal vehicle designed to transport cargo or passengers.
- car carrier** (N-COUNT) A **car carrier** is a trailer that can be loaded with multiple automobiles in order to transport them.
- carbon dioxide** (N-COUNT) **Carbon dioxide** is an odorless, colorless gas that is treated as a byproduct of respiration, through leaks of engine matter, and when carbon-based fuels are burned. It is also used in refrigeration, carbonation, and cement making.
- carbon footprint** (N-COUNT) The total amount of **carbon dioxide** produced by a person or company through fossil fuel consumption is called a carbon footprint.
- cargo port** (N-COUNT) A **cargo port** is a port where cargo is loaded or unloaded, and in some cases, the port is specific to a type of cargo.
- certificate of inspection** (N-COUNT) A **certificate of inspection** is a document that gives the specifications of the cargo being moved that may be required by some buyers and countries.

- certificate of origin (N-COUNT) (U)** A **certificate of origin** is a document that states that goods in a shipment being imported have been manufactured or processed in a specific country.
- claim (N-COUNT) (U)** A **claim** is an official request that a policy holder for money to be paid out by an insurance company.
- clause (N-COUNT) (U)** A **clause** is a section of a legally binding contract or insurance policy.
- clean bill of lading (N-COUNT) (U)** A **clean bill of lading** is a bill of lading that states the cargo has been received in good condition without damage or defects.
- collaboration (N-COUNT) (U)** A **collaboration** is the act of working together to accomplish something.
- collusion (N-COUNT) (U)** A **collusion** is the act of conspiring with others to committing an illegal act.
- combination service (N-COUNT) (U)** A **combination service** is a company that transports both cargo and passengers.
- common carrier (N-COUNT) (U)** A **common carrier** is a person or company that transports cargo or regular loads for a set rate.
- compensation (N-UNCOUNT) (U)** **Compensation** is an amount of money that is paid to cover damage or loss of property.
- competition (N-UNCOUNT) (U)** **Competition** is the other businesses operating in the same market.
- compliance (N-UNCOUNT) (U)** **Compliance** is the act of following rules and regulations.
- compound (N) (U)** To **compound** something is to make it more serious or intensified.
- configuration model (N-COUNT) (U)** A **configuration model** is a software-generated model that shows how something can be laid out, applied or used.
- consolidation (N-UNCOUNT) (U)** **Consolidation** is the combining of separate items.
- consular invoice (N-COUNT) (U)** A **consular invoice** is a document that describes the shipment of goods as well as provides information about the shipper, receiver, and value of the shipment that is certified by a consular official.
- container on board (COB) (N-COUNT) (U)** A **container on a flat car (COFC)** is a shipping container that has been placed on a flat car for transportation to a destination.
- container port (N-COUNT) (U)** A **container port** is a port that specializes in the loading and unloading of shipping containers.
- container ship (N-COUNT) (U)** A **container ship** is a ship that transports shipping containers or trailers.
- continuous review (N-UNCOUNT) (U)** **Continuous review** is the process of having orders moving with different leads to maximize efficiency.
- cost optimization (N-UNCOUNT) (U)** **Cost optimization** is using the most cost-effective means to achieve the most desirable result.
- coverage (N-UNCOUNT) (U)** **Coverage** is the amount or type of protection that is stated in an insurance policy.
- cross border (ALL) (U)** If something is **cross border**, it moves from one country into a neighboring country.
- curtain call (N-COUNT) (U)** A **curtain call** is a law paper that has immediate effect on the laws instead of state to allow for rule-making.
- customs (N-UNCOUNT) (U)** **Customs** is the area where goods and baggage are inspected upon entering a country to determine what duty is owed on items and to ensure no illegal goods are brought into the country. May also refer to the government agency responsible for carrying out customs activities.
- customs area (N-COUNT) (U)** A **customs area** is an area where commercial goods that have not yet cleared customs are stored.
- customs broker (N-COUNT) (U)** A **customs broker** is a person who is licensed through a customs agency to act as an agent for individuals or companies that export or import goods.
- customs clearance (N-UNCOUNT) (U)** **Customs clearance** is the process of sending goods to be inspected by customs as they get into or leave a country.

Glossary

- customer receipt (N-COUNT) (U)** A **customer receipt** is a document that is kept by customers in which the supplier gives information about the goods so that customers can determine the cause of the shipment.
- dangerous goods declaration (N-COUNT) (U)** A **dangerous goods declaration** is a document that certifies that the hazardous cargo being transported has been packaged, labeled, and secured according to shipping regulations.
- data acquisition (N-COUNT) (U)** **Data acquisition** is the process of collecting and converting real-world data for use in computer information systems.
- data entry (N-COUNT) (U)** **Data entry** is the process of entering information into a computerized information system.
- doorhead bag (N-COUNT) (U)** A **doorhead bag** is a bag that is made without any goods in transit.
- decoder (N) (U) (U)** To **decode** a message is to convert it from a code or signal into a format that others can read.
- dedicated cargo operator (N-COUNT) (U)** A **dedicated cargo operator** is a company that only transports cargo.
- deductible (N-COUNT) (U)** A **deductible** is a set amount of money a person or company pays before an insurance company will pay out a larger sum of compensation for loss or damage of property.
- default (N) (U) (U)** To **default** is to fail to do an obligation.
- delay (N-COUNT) (U)** A **delay** is the period of time that someone or something is slowed down, causing a late arrival.
- diagram (N-COUNT) (U)** A **diagram** is a drawing that shows the layout of something.
- direct to customer (N) (U) (U)** If something is **direct to customer**, it is sent straight to the customer rather than being sent to a retail store which then sells the item to the customer.
- disinfect (N) (U) (U)** If someone is **disinfected**, he or she does not get the flu.
- disruption (N-COUNT) (U) (U)** A **disruption** is an unexpected break in a process.
- distribution center (N-COUNT) (U)** A **distribution center** is type of warehouse or specialized building that is used to store products before they are sent to retailers, wholesalers, or consumers.
- door bumper (N-COUNT) (U)** A **door bumper** is a piece of rubber along the sides and top of a bag door to prevent damage to the door or truck interior.
- door loader (N-COUNT) (U)** A **door loader** is a platform that can be raised or lowered which serves as a bridge between the truck and the dock.
- door light (N-COUNT) (U)** A **door light** is a movable light which is used for illuminating the interior of a truck trailer during loading.
- door seal (N-COUNT) (U)** A **door seal** is a foam block which a truck trailer passes against during loading which helps keep out cold, heat, or rain after vehicle door is used.
- double decker (N-COUNT) (U)** A **double decker** is a trailer that has a second floor space allowing for more cargo to be loaded and transported.
- double stack car (N-COUNT) (U) (U)** A **double stack car** is a format for designed to carry two shipping containers stacked one on top of the other.
- dry bulk carrier (N-COUNT) (U) (U)** A **dry bulk carrier** is a ship that is used to transport coal, grain, or other loose substances.
- dry (N-COUNT) (U) (U)** **Dry** refers to a lot stored on goods, especially ones that are imported or exported.
- efficiency (N-COUNT) (U) (U)** **Efficiency** refers to the ratio of the useful output compared to the energy input needed to operate a machine or system.
- emissions (N-COUNT) (U) (U)** An **emission** is a substance such as a gas or fluid that is discharged into the air from a living organism or a machine.
- empty miles (N-COUNT) (U) (U)** **Empty miles** are miles driven by an empty cargo transport vehicle.
- environment (N-COUNT) (U) (U)** The **environment** includes all of the soft and wide conditions surrounding a living creature, company, or community.
- export (N-COUNT) (U)** To **export** is to take goods or domestic goods with a country.
- exclusive (N-COUNT) (U)** An **exclusive** is something that is not covered by an insurance policy.

- external (ZEL-UH)** If something is **external**, it relates to or occurs outside of an organization or business.
- fault (N-UNCOUNT-UE)** **Fault** is the responsibility for causing an accident to occur.
- Fat car (N-COUNT-UE)** A **fat car** is a vehicle that has a fat seat to transport cargo that is too large to fit within a normal seat.
- Fatbed trailer (N-COUNT-UE)** A **fatbed trailer** is a trailer with a fat surface with side rails and a front wall, usually used to carry large items that will not fit in a box trailer.
- fight (N-COUNT-UE)** A **fight** is a scheduled fight that an animal makes.
- fraud (N-UNCOUNT-UE)** **Fraud** is the intentional misrepresentation of fact for the purpose of getting property or legal rights from someone else. Examples of fraud include signing over a check for an amount in which there are insufficient funds or assuming another person's identity for financial or legal benefits.
- freight container (N-COUNT-UE)** A **freight container** is a transport container that arranges for door-to-door pickup and delivery of goods.
- freighter (N-COUNT-UE)** A **freighter** is a ship that is designed to carry cargo.
- general cargo vessel (N-COUNT-UE)** A **general cargo vessel** is a ship that is used to transport packaged cargo such as shoes, clothing, machinery, electronics, etc.
- global warming (N-COUNT-UE)** **Global warming** refers to the gradual warming to the average temperature of the earth's atmosphere that scientists believe has been caused by increased levels of carbon dioxide and environmental pollutants.
- green (PL-UH)** If a company's practices are **green**, they promote sustainability and a clean environment.
- haul (N-UH)** To **haul** something is to transport a load from one place to another.
- hauler (N-COUNT-UE)** A **hauler** is a person whose job is to move received pallets from the receiving docks to the storage racks.
- heavy steel laser (N-COUNT-UE)** A **heavy steel laser** offers long-staring range and fast capabilities. It is usually used at food scanning terminals.
- hybrid (N-COUNT-UE)** A **hybrid** is an organism or a machine that is a mixture of elements from different backgrounds or mechanical systems.
- identification (N-COUNT-UE)** **Identification** is the process of recognizing and categorizing a person or thing.
- impediment (N-COUNT-UE)** An **impediment** is an obstacle that slows down progress.
- indicator (N-COUNT-UE)** An **indicator** is something that shows the state of conditions.
- infrared (ZEL-UE)** If an electromagnetic light is **infrared**, it has a wavelength shorter than visible red light and longer than microwave light. These are used for night vision; the most lights are glasses, bin, and camera coverings.
- irreliability (N-UNCOUNT-UE)** **Irreliability** is the quality of not being reliable or predictable.
- insurance certificate (N-COUNT-UE)** An **insurance certificate** is a document that states insurance will cover loss or damage that occurs to cargo while it is being transported to its destination.
- insure (N-UH)** To **insure** something is to get insurance coverage for it.
- internal (ZEL-UH)** If something is **internal**, it relates to or occurs within an organization or business.
- intercept (N-UH)** To **intercept** is to explain or transmit information.
- kickback (N-COUNT-UE)** A **kickback** is a payment that is given to someone who has arranged a transaction or agreement, usually for illegal purposes.
- label (N-COUNT-UE)** A **label** is a paper or cloth tag that is attached to an object in order to provide information or instructions for use.
- loading strip (N-COUNT-UE)** A **loading strip** is the area in front of a bay door where a truck parks its cargo container loaded onto a trailer.
- laser diode (N-COUNT-UE)** A **laser diode** is a diode, low-powered laser. These are usually used in handheld scanning units.

- less than truckload (LTL) (COUNT)** If cargo is less than a truckload (TL), it does not require a full-sized trailer to transport it.
- letter of credit (LC) (COUNT)** A **letter of credit** is a document that is issued by a bank's bank to the seller's bank stating the seller will be paid a specified sum as long as the seller meets the conditions provided in the letter of credit.
- liability (LI) (COUNT)** A **liability** is a legal responsibility for costs due to damage or loss.
- load (LO) (COUNT)** A **load** is the amount of goods that can be transported in one trip.
- load optimizer (LO) (COUNT)** A **load optimizer** is a person whose job it is to create load planning programs to maximize the space available for the transport of goods.
- load match (LM) (COUNT)** A **load match** is the process of consolidating resources ready for transportation.
- load planning software (LPS) (COUNT)** **Load planning software** is a computer program that allows users to plan loads that are to be transported.
- loader (LO) (COUNT)** A **loader** is a person whose job it is to use special equipment to load the pallets containing completed orders before placing them in a truck.
- locomotive (LO) (COUNT)** A **locomotive** is a railroad vehicle that pulls railroad cars.
- long haul (LH) (COUNT)** A **long haul** is the transportation of cargo over a long distance.
- loss (LO) (COUNT)** A **loss** is the state of missing a possession, or suffering a decrease in the amount or quality of a possession.
- lumper (LO) (COUNT)** A **lumper** is a person whose job it is to unload shipments.
- manufacturing execution system (MES) (COUNT)** A **manufacturing execution system (MES)** is an information system used for direct production and material handling.
- monitor (MO) (COUNT)** To **monitor** something is to watch or check on it for a particular purpose.
- multi-purpose vessel (MPV) (COUNT)** A **multi-purpose vessel** is a ship that is used to transport general cargo and liquid cargo at the same time.
- natural disaster (ND) (COUNT)** A **natural disaster** is an occurrence such as an earthquake, volcanic eruption, tsunami, etc. that results in an emergency situation.
- order filler (OF) (COUNT)** An **order filler** is a person whose job it is to select goods from the "pick slip" by hand and move them using power equipment.
- packing list (PL) (COUNT)** A **packing list** is a document that describes the materials in a shipment and gives a description of packaging and measurements for each package.
- passenger operator (PO) (COUNT)** A **passenger operator** is a company that only transports passengers.
- piggyback (PI) (COUNT)** To **piggyback** is to place a unit of merchandise loaded with cargo onto another unit of transportation for transportation to a destination.
- policy (POL) (COUNT)** A **policy** is a contract between an insurance company and a person or company that lists the terms of insurable coverage.
- pollution (POL) (COUNT)** **Pollution** refers to any harmful materials released into an environment.
- port (PO) (COUNT)** A **port** is a location by a sea or waterway where ships can load or unload cargo or passengers.
- port of entry (PE) (COUNT)** A **port of entry** is a place where people or goods can legally enter a country.
- premium (PRE) (COUNT)** A **premium** is the amount of money paid to an insurance company at regular intervals in exchange for protection against loss or damage of property.
- product tracking (PT) (COUNT)** **Product tracking** is a system that uses electronic identification to monitor products as they arrive and move through the manufacturing and shipping processes.
- protection (PRO) (COUNT)** **Protection** is an agreement that an insurance company will pay compensation if property is damaged.
- putaway driver (PD) (COUNT)** A **putaway driver** is a person whose job it is to put goods into racks, using a forklift.

radio frequency identification (RFID) (N-COUNT) (U) **Radio frequency identification (RFID)** uses a system of radio frequency electromagnetic fields to transfer data about objects for automatic tracking.

rad yield (N-COUNT) (U) A **rad yield** is an area used to store, control, test, or test radium salts.

radius (N-COUNT) (U) A **radius** is a defined section that operates in a specific area.

rad time (AB) (U) If information is **rad time**, it is accurately updated at the time of each change.

raider (N-COUNT) (U) A **raider** is a person whose job it is to operate a mobile raid computer unit and program. The raider then monitors and logs the attacked party.

raiser (N-COUNT) (U) A **raiser** is a tower that contains heating or cooling units and is used for heating/temperature control (large room) or food or flowers.

raiser ship (N-COUNT) (U) A **raiser ship** is a ship that is used to transport perishable cargo in a temperature-controlled environment.

reflect (V-T) (U) To **reflect** light is to send it back from the surface of an object.

renewable energy (N-COUNT) (U) **Renewable energy** is energy that produces electricity from sources of nature such as wind, tides, sunlight, and geothermal heat.

replacement driver (N-COUNT) (U) A **replacement driver** is a person whose job it is to use a permit to take products from the racks and put them into the "garage".

retail distribution (N-COUNT) (U) **Retail distribution** is the process of sending goods to retail stores, where they can then be sold to consumers.

roll up-roll off (RUC-RO) (N-UNCOUNT) (U) **Roll up-roll off (RUC-RO)** is a cargo, such as automobiles, that can be physically rolled onto a mode of transport and then rolled off again at its destination.

scanner (N-COUNT) (U) A **scanner** is a device that uses a laser to read bar code information.

security (N-UNCOUNT) (U) **Security** is a system of measures that are taken to guard against loss, theft, sabotage, or attack.

security camera (N-COUNT) (U) A **security camera** is a video camera, sometimes of high quality, that is used for monitoring or video surveillance.

security guard (N-COUNT) (U) A **security guard** is an individual whose job it is to ensure the safety of property, items, or people.

seize (N-COUNT) (U) A **seizure** is the legaly authorized taking of something.

semi-trailer (N-COUNT) (U) A **semi-trailer** is a rectangular trailer that does not have front wheels and attaches to a tractor.

serve (V-T) (U) To **serve** is to do a job or to provide help to an individual or an organization.

settlement (N-COUNT) (U) A **settlement** is the amount of money that is paid by an insurance company to a claim.

shipping line (N-COUNT) (U) A **shipping line** is a company that offers transportation of goods or passengers by sea.

short haul (N-COUNT) (U) If **short haul** is the transportation of large over a short distance.

shut down (N-PROSE) (U) To **shut down** is for a company to cease operations, usually due to financial trouble.

specialized operator (N-COUNT) (U) A **specialized operator** is a transport company that focuses on transporting certain goods.

station (N-COUNT) (U) A **station** is a stop along a train route where passengers or cargo are dropped off or picked up.

strike (N-COUNT) (U) A **strike** is a stoppage of work by employees as a form of protest against their employers.

sustainability (N-COUNT) (U) **Sustainability** is the ability to maintain life and resources at a healthy level.

tanker ship (N-COUNT) (U) A **tanker ship** is a ship that is used to transport liquid cargo such as gasoline or petroleum.

tariff (N-COUNT) (U) A **tariff** is a duty placed by a government on imported or exported goods.

Glossary

- terminal** (N-COUNT) (U) A **terminal** is a device, often including a keyboard and monitor, that is used for data entry and storage.
- terminal** (N-COUNT) (U) (B) A **terminal** is a building or complex located at a transportation route used by passengers and/or vehicles.
- toil** (N-COUNT) (U) (B) **Toil** is the act of working manual or government property.
- time-sensitive** (ADJ) (U) If something is **time-sensitive**, it needs to be delivered by a certain time or date.
- train** (N-COUNT) (U) (B) A **train** is a set of rails that a train runs on.
- trailer** (N-COUNT) (U) (B) A **trailer** is a short truck with a powerful engine to which a trailer can be attached for towing cargo.
- traffic light** (N-COUNT) (U) (B) A **traffic light** is a signaling device with a red and green light placed on a leading street, which signals drivers to stop or go.
- trailer creep** (N-UNCOUNT) (U) (B) **Trailer creep** is the movement of a truck trailer away from a dock due to the forces created as a lift truck enters and pulls the trailer while loading cargo.
- trailer on flat car** (TRF) (N-COUNT) (U) (B) A **trailer on a flat car (TRF)** is a truck trailer that has been placed on a flat car for transportation to a destination.
- trailer stand** (N-COUNT) (U) (B) A **trailer stand** is a type of vehicle jack used to stabilize a trailer after it has been detached from a truck.
- train** (N-COUNT) (U) (B) A **train** is a series of railroad cars pulled by a locomotive.
- transmission** (N-COUNT) (U) (B) A **transmission** is a message sent electronically.
- troubleshoot** (V-T) (U) To **troubleshoot** a problem is to take action to solve it.
- troubled** (ADJ) (U) (B) If cargo is **troubled**, it requires an extra effort to transport it.
- unstable** (ADJ) (U) (B) If something is **unstable**, it is likely to change.
- unusual bill of lading** (N-COUNT) (U) (B) An **unusual bill of lading** is a bill of lading that states the cargo has been damaged or is defective in some way.
- unexpected** (ADJ) (U) (B) If something is **unexpected**, it was not expected to happen.
- unique** (ADJ) (U) (B) If a code is **unique**, no other code will be exactly the same.
- unit train** (N-COUNT) (U) (B) A **unit train** is a train made up of cars carrying cargo loading from the same point and headed for the same destination.
- unload** (N-COUNT) (U) (B) An **unload** is a worker who removed inventory from trucks after it arrives at a distribution center.
- unpredictable** (ADJ) (U) (B) If something is **unpredictable**, it is difficult to tell whether or not it will happen.
- update** (V-T) (U) (B) To **update** is to supply the most recent information or changes.
- valuable** (ADJ) (U) (B) If something is **valuable**, it is worth a lot of money.
- vehicle restraint** (N-COUNT) (U) (B) A **vehicle restraint** is a strong metal hook connected to the bottom of the dock. It is fastened to the frame or bumper of a truck's trailer so it will not move during loading.
- vender** (N-COUNT) (U) (B) A **vender** is a person who sells items.
- wheel block** (N-COUNT) (U) (B) A **wheel block** is a wedge made from plastic material that is placed behind a vehicle's wheels to keep it from moving.
- wheel stop** (N-COUNT) (U) (B) A **wheel stop** is a ramp that is positioned under the wheel of a truck trailer in order to raise the trailer to the same height as a loading dock.
- wireless** (ADJ) (U) (B) If a signal is **wireless**, it is transmitted without the use of wires.
- WMS (warehouse management system)** (N-COUNT) (U) (B) A **WMS** is a distribution management system used when handling receiving, picking, shipping, packing, and shipping.

**Class
Point**

Class Point Logistics is a new and original resource for English professionals who want to expand their English communication in a work environment. Incorporating career-specific vocabulary and commonly used and often challenging vocabulary that increases fluency in the four key language components: reading, listening, speaking, and writing, **Class Point Logistics** addresses topics including learning materials, shipping, recruitment, flight itineraries, advertising, and career goals.

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