

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
УКРАЇНСЬКИЙ ДЕРЖАВНИЙ УНІВЕРСИТЕТ НАУКИ І ТЕХНОЛОГІЙ

Т. А. Купцова, І. А. Колієва, А. О. Мунтян

# BUSINESS LOGISTICS

НАВЧАЛЬНИЙ ПОСІБНИК

ДНІПРО

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УДК 811.111'243:656.078(075.8)

К 92

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Рекомендовано Радою якості освітньої діяльності УДУНТ

*Протокол № 2 від «13.09.2024»*

**К 92**     **Купцова, Т. А.** Business Logistics : навч. посіб. / Т. А. Купцова, І. А. Колієва, А. О. Мунтян ; Укр. держ. ун-т науки і технологій. – Електрон. вид. – Дніпро : УДУНТ, 2025. – 117 с.

Навчальний посібник призначений для вивчення професійно орієнтованої англійської мови студентами спеціальності 275 «Транспортні технології (за видами)», збагачення їхнього словникового запасу, розвитку вмінь перекладу фахової оригінальної літератури, реферування з метою отримання і використання інформації, необхідної для майбутньої професійної діяльності. Посібник складається з 13 тематичних розділів, що містять базові навчальні тексти, комплекс умовно-комунікативних лексичних вправ, розподілених за принципом зростання складності, тексти для контролю розуміння і засвоєння навчального матеріалу. Для студентів 2 курсу першого (бакалаврського) рівня та 1 курсу другого (магістерського) рівня вищої освіти зі спеціальності 275 «Транспортні технології (за видами)».

Іл. 55, табл. 28, бібліогр. 19 назв.

**УДК 811.111'243:656.078(075.8)**



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### ЗМІСТ

Вступ	4
UNIT 1. INTRODUCTION TO THE LOGISTICS	5
UNIT 2. BASICS OF LOGISTICS	11
UNIT 3. LOGISTICS JOB INTERVIEW QUESTIONS	16
UNIT 4. LOGISTICS AND SUPPLY CHAIN MANAGEMENT	19
UNIT 5. LOGISTICS JOBS	25
UNIT 6. JOB HUNTING	31
UNIT 7. SHIPPING DOCUMENTATIONS	41
UNIT 8. TYPES OF INVENTORY	53
UNIT 9. SHIPPING GOODS	58
UNIT 10. TRACKING SHIPMENTS. SHOPPING PROBLEMS	66
UNIT 11. INBOUND LOGISTICS	75
UNIT 12. REVERSE LOGISTICS	84
UNIT 13. TRANSPORTATION LOGISTICS	91
UNIT 14. SUPPLEMENTARY READING MATERIALS	104
Список використаної літератури	116

## ВСТУП

Сучасний стан розвитку зовнішньоекономічних зв'язків вимагає якісно нового підходу не тільки до проблем логістики взагалі, а й до мовної підготовки майбутнього логіста, якого не можна уявити без належного володіння іноземною мовою. Саме цей підхід зумовив укладання цього посібника, який допоможе системно засвоїти сучасну лексику з галузі логістики, відпрацьовуючи її у вправах. Навчальний посібник сприяє опануванню основ професійного спілкування англійською мовою, що допомагає подальшому вдосконаленню фахової комунікативної компетенції майбутніх спеціалістів у контексті поглиблення міжнародної співпраці.

Мета його – розвиток навичок читання фахової літератури та удосконалення навичок усного мовлення. Цій меті підпорядковано структуру завдань кожного розділу навчального посібника: прочитати, перекласти текст та лаконічно викласти його головну думку; вправи на підстановку та відповідність активної лексики та термінів; створення діалогів з опорою на таблиці та запропоновані мовні кліше (вихід засвоєння лексичного матеріалу в реальну фахову комунікацію), тощо.

Посібник сприяє досягненню наступних результатів: відшукуванню необхідної інформації у науково-технічній літературі, базах даних, інших джерелах, аналізу і об'єктивній оцінці інформації у сфері транспортних систем і технологій та з дотичних міжгалузевих проблем, вільному обговорюванню державною та іноземною мовами питань професійної діяльності, проектів та досліджень у сфері транспортних систем і технологій усно і письмово, вмінню доносити свої знання, рішення і підґрунтя їх прийняття до фахівців і нефахівців в ясній і однозначній формі.

Після опанування матеріалу, викладеного у посібнику, здобувач вищої освіти буде здатний: читати професійно спрямовані тексти й розпізнавати з високим рівнем самостійності широкий діапазон термінології зі сфери ділового спілкування в галузі логістики; брати участь у бесідах і дискусіях, обґрунтовуючи свої погляди; самостійно формулювати та висловлювати свої думки із застосуванням відповідних граматичних конструкцій; демонструвати міжкультурне розуміння, застосовувати набуті знання у певному професійному контексті.

Навчальний посібник розрахований на студентів 2 курсу першого (бакалаврського) рівня та 1 курсу другого (магістерського) рівня вищої освіти зі спеціальності 275 Транспортні технології (за видами).

## UNIT 1. INTRODUCTION TO THE LOGISTICS

1. Before reading, translate into Ukrainian the following words and word combinations:

Fierce competition		Impact on cost	
Business enterprise		To conform	
To invest		Requirements	
Supply chains		Efficient integration	
Logistics network		To encompass	
To consist		Entity	
Supplier		Strategic opportunities	
Manufacturer		Leverage	
Warehouse		Advantages	
Distribution		Marketplace	

2. Read the text and translate into Ukrainian:

**LOGISTICS IS THE ART AND SCIENCE OF MANAGEMENT, ENGINEERING AND TECHNICAL ACTIVITIES CONCERNED WITH REQUIREMENTS, DESIGN AND SUPPLYING, MAINTAINING RESOURCES TO SUPPORT OBJECTIVES, PLANS AND OPERATION.  
– SOCIETY OF LOGISTICS ENGINEERS (SOLE) 1974.**

Fierce competition in today's market has forced business enterprises to invest in and focus on supply chains. The growth in telecommunication and transportation technologies has led to further growth of the supply chain. The supply chain, also known as the logistics network, consists of suppliers, manufacturing centers, warehouses, distribution centers and retail outlets, as well as raw materials, work-in-process inventory and finished products that flow between the facilities.

The logistics management takes into consideration every facility that has an impact on cost. It plays an important role in making the product conform to customer requirements. Also, it involves efficient integration of suppliers, manufacturers, warehouses and stores and encompasses the firms' activities at many levels, from the strategic level through the tactical to the operational level.

Logistics is a challenging and important activity because it serves as an integrating or boundary spanning function. It links suppliers with customers and it integrates functional entities across a company. With the ever-growing competition in today's market place it becomes necessary for a firm to use its resources to focus on strategic opportunities. This includes several internal factors like management style, culture, human resources, facilities and several external factors like technology, globalization and competition. This is where the concept of logistics plays a major role, i.e. it helps to leverage certain advantages the firm has in the marketplace [13].

### **3. Reading comprehension. Answer the questions:**

- a. What made business enterprises to invest in and focus on supply chains?
- b. What is another term used for supply chain?
- c. What does a supply chain consist of?
- d. What does logistics management take into consideration in terms of influence on cost?
- e. Why is logistics a challenging and important activity?

### **4. Make up 10 questions to the text in pairs.**

### **5. In pairs, decide whether the statements are true or false. Discuss as the whole class:**

1. Logistics can be defined as the management of the flow of goods between the point of origin and the point of consumption.
2. Logistics involves the integration of information, transportation, inventory, warehousing, etc.

3. Usually, logistics does not involve the management of the flow of energy and people.
4. Logistics always has an external focus.
5. All supply chains are very simple.
6. The complexity of the supply chain will vary with the size of the business.
7. Logistics management is part of supply chain management.
8. Logistics management plans, implements, and controls the efficient flow and storage of goods, services and related information.
9. Successful supply chain operators work in close partnerships with their customers.
10. The re-engineering process does not consider the nature of the product.
11. A professional working in the field of logistics management is called an academician.
12. The main functions of a qualified logistician include, inventory management, purchasing, transportation, warehousing, etc.
13. Logisticians are responsible for the life cycle and supply chain operations of a variety of products.
14. Logisticians normally do not work with other departments of the company [14].

## **6. Read and translate the text:**

### ***Role of Logistics***

Let's us now have a look at how logistics works. It is important to recognize the importance of a dynamic balance between the minute details and the main elements involved in a product. The Role of Logistics is to maintain that balance. Once the firm realizes the importance of logistics it is necessary that the firm make full and efficient use of logistics. The first step is to create a buyer value for the customer and a strategic value for the firm.

The customer is the most important asset for a company. He drives the entire supply chain including manufacturing, marketing and logistics. Hence it is important for a firm to have a clear understanding of what the customer demands and to keep up



to the customers' expectations. Once a company has a clear understanding of its customer's requirements it must devise a strategy on how to use logistics to achieve it. This means that the company has to have a clear understanding or assessment of company's strategic direction.

Now let's take a look at the various steps involved in a logistics strategy development and planning process.

*Visioning*: this includes the systematic development of an organizational consensus regarding the key inputs to the logistics planning process as well as identification of the potential alternative logistics approaches. This is an important step for the following reasons:

- Helps to define a strategic direction to the company and also to get a clear understanding the role of logistics in it.
- Get a clear idea of the requirements of the various segments of customers.
- Have a look at the various factors that would affect the strategy of the company.
- Define alternative strategies and also the scope of the planning effort.

*Strategic analysis*: this involves taking a look at the various components involved in the process and selecting the best logistics process among the alternatives. These components, which are to be reviewed, are revealed during the first step. This may include revamping the entire process to assessing how a single component can be used more effectively.

*Planning*: this involves the assembling of a plan that outlines the mission and goals for the logistics function and the programs and activities to achieve these goals. Logistics planning is an iterative process. The plans have to be redefined every year to improve the quality of performance.

*Managing change*: this involves effective management to implement enhanced ways of conducting business. The management should keep changing the plans in accordance with the change in the market and also coach the organization to effectively embrace this change [13].

## **7. Decide whether the statements are true or false:**

- a. Once the firm realizes the importance of logistics it is necessary that the firm make full and efficient use of logistics
- b. Visioning includes the systematic development of an organizational consensus regarding the key outputs to the logistics planning process as well as identification of the potential alternative logistics approaches.
- c. Visioning involves taking a look at the various components involved in the process and selecting the best logistics process among the alternatives.
- d. Planning involves the assembling of a plan that outlines the mission and goals for the logistics function and the programs and activities to achieve these goals.
- e. Managing change involves effective management to implement enhanced ways of conducting business.

## **8. Read and translate into Ukrainian:**

### *Current Logistics Related Issues*

There are several factors that affect logistics. These issues need to be anticipated, prepared for and taken advantage of for a company to be successful in today's market. They are:

#### *External:*

- Globalisation
- Technology
- Workforce 2000
- Challenging nature of the work force
- Environmental concerns

#### *Internal:*

- Customer service and quality
- Third party networks
- Supply chain management
- Changes in management and organization style

Listed below are some of the steps that could be followed to mitigate the above-mentioned issues:

*Performance:*

- Better service for customers
- Improved productivity
- Assess just in time and quick response needs

*System structure:*

- Better relationship with vendors, customers and third parties to more effectively manage the supply chain
- Better relationship within and across the organization

*Technology integration:*

- Better information systems that connect functions and organizations
- Combine information and material handling systems for increased efficiency and effectiveness [13].

**9. How do you understand the following quote? Discuss in pairs:**

*I don't know what this "logistics" is that Marshall is always talking about, but I want some of it. – Admiral E. J. King*

**10. Translate into Ukrainian:**

A: What is the origin of the word “Logistics”?

B: The English word logistics has been derived from the Greek word LOGISTIKOS and the French word LOGISTIQUE.

A: What is the meaning of these words?

B: LOGISTIKOS is rooted in the concept of logic and means skilled in calculation. LOGISTIQUE is probably influenced by the French “loger” meaning to quarter or lodge soldiers.

A: Hence, the combination of logic, calculation and quartering soldiers appears to have yielded the word, doesn't it?

B: Yes, it does. At a very basic level, the word logistics refers to the management of underlying details of any activity.

A: If so, what exactly makes logistics a multi-dimensional discipline?

B: It is the possibility of applying logistics management principles to different dimensions of activities in various industries.

A: What types of Logistics can we talk about, according to its application in various industries?

B: We can mention a lot of them: Business Logistics, Healthcare Logistics, Chemical Logistics, Freight Logistics, Information Logistics, and also Retail, Financial, Procurement, Production, Air Force, Maritime, Marketing, Agriculture, International and even Global Logistics.

### **11. Decide whether the statements are true or false:**

1. The term “logistics” comes from the Latin “logos”.
2. Logistics is a science of reasoning and process of reasoning.
3. The French “loger” means to quarter or lodge soldiers.
4. The word logistics refers to mathematics.
5. Logistics management principles can’t be applied to different dimensions of activities in various industries.
6. Logistics can be called a multi-dimensional discipline.
7. There is only one type of Logistics according to its application in various industries.

## **UNIT 2. BASICS OF LOGISTICS**

### **1. Read the logistics quotation and in pairs explain what it means:**

*“The future is not decided by what’s happening today but... what is made to happen with a logistical perspective because **WHAT IN THE WORLD IS NOT LOGISTICS?**”* – School of Business Logistics in Singapore.

### **2. Using polite phrases for discussion. Make up sentences of your own with phrases given below (if necessary, translate the phrases into Ukrainian):**

- **Giving your opinion:**

1. I think \_\_\_\_\_
2. In my opinion \_\_\_\_\_
3. I feel \_\_\_\_\_
4. I believe \_\_\_\_\_
5. It seems to me that \_\_\_\_\_

- **Agreeing:**

1. I agree \_\_\_\_\_
2. I feel the same way \_\_\_\_\_
3. That's a good point \_\_\_\_\_
4. I couldn't agree more \_\_\_\_\_
5. I agree with (Name of the Person) \_\_\_\_\_

- **Disagreeing:**

1. I don't think so because \_\_\_\_\_
2. I see your point, but \_\_\_\_\_
3. I see what you mean, but \_\_\_\_\_
4. I hate to disagree with you, but \_\_\_\_\_

**3. Match five basic terms with proper definitions:**

- |                |   |
|----------------|---|
| 1. Logist      | a) logistics specialist;  |
| 2. Logistics   | b) logistics-like;  |
| 3. Logistic    | c) of or pertaining to logistics;   |
| 4. Logistical  | d) comes from the Greek logos (λόγος), meaning "speech, reason, ratio, rationality, language, phrase", and more specifically from the Greek word logistiki (λογιστική), meaning accounting and financial organization. This word has its origin in the French verb logerto lodge or to quarter; |
| 5. Logistician | e) to perform logistics functions or processes. The act of planning, organizing and managing activities that provide goods or services;   |

**4. Introduce each other as business partners. Work in mini-groups, use the phrases given below:**

1. **I would like to introduce you to...**

2. **Allow me to introduce...**

3. **May I introduce...?**

4. **Let me introduce myself. I am .... (name of the person), the .... (position in the company).**

5. **This is ..... (name of the person). She/he is in charge of.....**

**5. Read expressions a-h. They can all be used in the first few minutes of a meeting. Match them with the functions 1-8.**

1. Greet someone you have never met before.	a. Good to see you again!
2. Check someone's name if you didn't hear it very well.	b. I'm Jan Davis, the Human Resources Manager.
3. Greet someone you often meet.	c. I am sorry, I didn't catch your name. Can you say it again?
4. Greet someone you have never met though you have had contact with them by phone or email.	d. I'm sorry, I don't know your name.
5. Greet someone you met before (some time ago).	e. Hi! How are you?
6. Introduce yourself.	f. This is Carla Suarez. She is in charge of exports.
7. Introduce a colleague.	g. Good morning. Pleased to meet you.
8. Ask someone what their name is.	i. Nice to meet you at last!

**6. Translate some important nouns used in Logistics into Ukrainian:**

Provision	Documentation
Procurement	Purchasing

Storage	Transport
Distribution	Consigner
Delivery	Consignee
Maintenance	Container
Support	Cargo
Transportation	Vendor
Carrier	Facility (facilities)
Freight	Package
Freight forwarder	Road
Supplier	Haulage container/haulier
Courier	Warehouse
Warehousing	Warehouse manager
Shipping rates	Shipping operations manager
Quotation	Statement
Production	Manufacturing
Vehicle	Machine
Equipment	Bill of landing
Loading	Unloading
Mode of Transport	Rail
Lorry	Truck
Budget	Shipment

**7. Translate some important Logistics verbs into Ukrainian and make sentences of your own using the verbs in the context of Logistics:**

To provide, To store, To support, To distribute, To maintain, To dispatch, To transport, To purchase, To organize, To deal with, To arrange, To liaise with, To negotiate, To monitor, To advise, To make sure, To instruct, To check, To specialize, To supply, To carry, To carry out, To ship, To deliver, To consolidate, To book, To prepare, To train, To manage, To estimate, To oversee, To ensure, To supervise, To plan, To review, To convey

**8. Match commonly used terms and abbreviations used in logistics to their meanings:**

<b>1. B/L or BOL – Bill of Lading</b>	a. As the term suggests, LSPs are third parties that provide companies and clients with logistics services.
<b>2. CFS – Container Freight Station</b>	b. An RFI is a document to collect written information about a vendor, product, supplier or service.
<b>3. EDI – Electronic Data Interchange</b>	c. The entire interconnected network of organizations, people, activities and resources that are responsible for the movement of the product from the supplier to the customer.
<b>4. Freight</b>	d. A warehouse where freight shipments are consolidated or subdivided between segments of the supply chain. They are generally located near a port and are often Customs-bonded. Shipments are handled in CFS's prior to import, which is important for LCL/LTL shipments (jump down below for LCL & LTL definitions).
<b>5. GRI – General Rate Increase</b>	e. A subset of supply chain management that often connects an ERP with legacy transportation management systems. Software offerings range from traditional license purchases to SaaS or cloud-based options, and combinations of the two.
<b>6. HAWB – House Air Waybill</b>	f. A document issued to a shipper which contains details about the method and destination of a shipment, plus basic information about the contents. A BOL can act as a receipt for the cargo and can be used as proof of ownership or authority to pick up and deliver.



<b>7. Logistics Service Provider (LSP)</b>	g. An amount by which ocean carriers increase their base rates due to increased demand.
<b>8. Request for Information (RFI)</b>	h. A receipt issued by a freight forwarder for goods. It differs from an AirWay Bill in that the freight forwarder does not own or operate the aircraft.
<b>9. Supply Chain</b>	i. The electronic exchange of information that was transmitted on paper in the past. The UN has developed EDI standards known as EDIFACT (Electronic Data Interchange for Administration, Commerce, and Transport), which provide a standard set of syntax rules to structure data.
<b>10. TMS Transportation Management System</b>	– j. This refers to the goods that are carried in bulk by land, sea or air. It can also mean the fees paid for the transportation of these goods. Joe worked for a few months as a truck driver carrying freight across the highway from one city to another at night.

### **UNIT 3. LOGISTICS JOB INTERVIEW QUESTIONS:**

#### **1. Read and translate into Ukrainian:**

As a logistics professional, being able to confidently answer job interview questions can set you apart from other applicants. Researching questions and practicing your answers can help prepare you for your interview and allow you to better showcase your knowledge and professionalism with confidence. Knowing what to expect and being prepared for it, can help to calm any interview jitters you may have and help you present yourself as polished, competent and professional.

Employers hiring logistics professionals seek candidates with organizational skills, project management ability and interest in streamlining operations to increase efficiency and decrease costs.

You may be asked situational questions - what software and systems you are familiar with, for example -or given behavioral question prompts that begin

"Describe a situation where you..." Here are some common logistician interview questions and behavioral prompts to help you prepare for your interview:

1. What is your experience using automated warehouse systems?
2. What database did you work within your previous position?
3. What is the difference between logistics and transport?
4. How do you measure transport costs?
5. How do you coordinate order shipping?
6. What is your area of logistics expertise?
7. Are you experienced with freight arrangements?
8. What is anti-dumping duty?
9. How do you prioritize processes and tasks?
10. What would you consider to be a stressful job situation?

**2. Work in pairs, ask each other the questions above and give answers to your best knowledge.**

**3. Read and translate into Ukrainian:**

### **Questions about experience and background**

You should enter the interview prepared to frame your background in a way that makes you appear prepared for anything pertinent to the field of logistics. Questions like these help interviewers assess your practical knowledge and help them compare you to other applicants and the posted job requirements.

1. What project management or logistics tracking software have you used?
2. How do you monitor stock levels?
3. How do you perform a blind count?
4. What is ASN (Advance Shipping Notice)?
5. What is LTL (Less than Truckload)?
6. How do you organize a storage area for bulk items?
7. In your previous logistics roles, what management methods did you find most beneficial?

8. What quarterly goals do you set?
9. What annual goals do you set?
10. What time of the year, if any, do you think, it's harder to get driver supply out?

#### **4. Give written answers to the questions above use the example:**

##### **Sample 1:**

- **Question: Do you have experience with ISO (International Organization for Standardization) requirements?**

(Successful logistics work includes familiarity with the regulations that govern the industry. This question introduces your potential employer to your familiarity with international standards set by the International Organization for Standardization. The employer wants to know that you adhere to industry standards and use recognized best practices.)

- **Possible answer:** “I served on my former company's Workplace Safety Committee in compliance with ISO 45001 and have attended ISO workshops for supply chain workers every quarter since 2018.”

##### **Sample 2:**

- **Question: How do you define logistics and transport?**

(This question helps the interviewer evaluate your understanding of the logistics industry, separating two terms that industry outsiders often use interchangeably. Make sure to keep your answer clear and concise)

- **Possible answer:** “Transport—the moving of goods from one place to another—is a part of logistics. Logistics also includes packaging of products for storage, shipment and the distribution networks which move products inside a company and outside to its customers.”

#### **5. Read and translate into Ukrainian:**

##### **In-depth Questions:**

Interviewers use prompts to open discussions about more in-depth logistics issues, give you opportunities to narrate your past experiences and address how you'll

meet future challenges. It's fine to take a few moments to consider before starting your answer to questions and prompts like these:

1. What would you do if there is a misunderstanding about the price between you and the supplier, but the products have already been delivered?
2. Describe a situation where a deadline was changed to an earlier date and what you did to still meet the deadline?
3. Describe a situation where you worked on a challenging project and how you helped motivate your colleagues?
4. Describe a situation where you implemented changes for the improvement of logistics processes?
5. What do you do when an expected incoming shipment misses its promised delivery time with no notice?
6. How much impact do you think availability of personnel has on the other aspects of operational logistics activities?
7. An urgent outbound shipment is missing four boxes. What do you do first?
8. What are the major differences when working with international shipments?
9. What would you recommend to a midsize company looking to reduce transportation costs?
10. How does reserve logistics impact a company's bottom line?

**6. Discuss and find answers to these questions as a whole class.**

## **UNIT 4. LOGISTICS AND SUPPLY CHAIN MANAGEMENT**

**1. Read and translate into Ukrainian:**

### **Logistics and Supply Chain Management**

Logistics and supply chain management play a crucial role in meeting the demands of different industries. The rapid growth of global trade, coupled with the COVID-19 pandemic, has increased pressure on supply chains to keep up with big

demand. Companies need to employ various approaches in their supply chain management strategies to predict and meet big demand.

To begin with, predicting launch and early-stage demand is critical for any business that wants to meet big demand efficiently. Accurately forecasting customer needs helps companies plan their production processes, inventory levels, and logistics activities effectively. Predictive analytics is a powerful tool that can help businesses forecast future sales by analyzing historical data patterns.

Multi-strand manufacturing is another effective approach that can help businesses meet big demand by increasing production capacity while reducing lead times and costs. Multi-strand manufacturing involves dividing the production process into smaller units or strands that operate simultaneously but independently. This approach enables manufacturers to produce large quantities of products within a shorter timeframe.

Prioritizing allocation is also crucial when dealing with high-demand products. Allocation prioritization involves identifying which customers or channels are most critical and allocating resources accordingly. By understanding customer priorities better, companies can optimize distribution networks and reduce wastage due to overproduction or stock shortages.

Leveraging multi-channel fulfillment capabilities is an essential component of modern-day supply chain management since it allows companies to reach customers through multiple channels such as brick-and-mortar stores, online platforms, mobile applications, etc. By integrating these channels seamlessly into their fulfillment operations using technology solutions like order management systems or warehouse management systems (OMS/WMS), companies can quickly adapt to changing customer behavior and demand patterns.

Another critical aspect of meeting big demand is minimizing pipeline time. Pipeline time refers to the total amount of time taken from raw material acquisition to product delivery to the end customer. By reducing pipeline times, companies can improve efficiency and reduce costs while ensuring that they meet customer expectations faster. Technologies like RFID tags, barcodes, or tracking systems can help companies monitor supply chain processes in real-time more effectively.

Finally, strategic organization plays a significant role in managing high-demand products effectively. Strategic organization involves optimizing supply chain networks by analyzing factors such as supplier location, transportation modes, and lead times. The aim is to create an efficient and flexible supply chain that can meet customer needs rapidly while minimizing costs.

In conclusion, meeting big demand requires businesses to adopt various approaches in their supply chain management strategies. Predicting launch and early-stage demand using predictive analytics tools enables manufacturers to plan better production schedules accurately. Multi-strand manufacturing helps increase production capacity efficiently while prioritizing allocation ensures that resources are allocated where they are needed most. Leveraging multi-channel fulfillment capabilities allows companies to reach customers through multiple channels seamlessly while minimizing pipeline time improves efficiency and reduces costs for businesses. Finally, strategic organization optimizes supply chains by analyzing supplier locations, transportation modes, etc., creating an efficient network for organizations that minimizes costs while meeting consumer demands quickly. It's important for businesses operating across industries today to consider these approaches when building their own successful logistics operations [15].

**2. Make up 10 questions to the text.**

**3. Write an essay, using the words from the box below. Write from 180 to 225 words.**

Nouns: goods, flow, resources, consumer, consumption, user, product, producer, storage, retailer, inventory, warehouse, destination, re-engineering, customs, taxes, duties, logistician

Verbs: to consume, to handle, to include, to require, to comprise, to produce, to manufacture, to manage, to purchase, to sell, to implement, to perform, to ensure, to increase, to decrease, to pack

### 3. Fill out the gaps:

#### How Supply Chain Management Works

Sales	Value-add	Distribution of a product	Market	Vendors
Supply chains				

Supply chain management represents an ongoing effort by companies to make their \_\_\_\_\_ as efficient and economical as possible.

Typically, SCM attempts to centrally control or link the production, shipment, and \_\_\_\_\_. By managing the supply chain, companies can cut excess costs and needless steps and deliver products to the consumer faster. This is done by keeping tighter control of internal inventories, internal production, distribution, \_\_\_\_\_, and the inventories of company\_\_\_\_\_.

SCM is based on the idea that nearly every product that comes to \_\_\_\_\_ does so as the result of efforts by multiple organizations that make up a supply chain. Although supply chains have existed for ages, most companies have only recently paid attention to them as a \_\_\_\_\_ to their operations.

### 4. Discuss in pairs: What skills do you need to be a Supply Chain Manager?

Write down three most important skills for you and explain why.

### 5. Read, translate into Ukrainian and discuss as a whole class:

Due to the role's diversity, supply chain managers must have a stronghold over myriad subjects. An effective supply chain manager has a combination of both hard and soft skills in their arsenal. Amongst others, there are various indispensable skills that a supply chain manager must possess:

- Knowledge of best practices, industry standards, and market trends
- Expertise in technologies such as software as a service (SAAS), Artificial Intelligence (AI), Internet of things (IoT)
- Use of data analytics and enterprise resource planning (ERP) software

- Project and risk management
- Inventory management

At the same time, this job also emphasizes the need to have soft skills, primarily revolving around relationship building:

- Critical thinking and conflict resolution
- Collaboration and relationship-building skills
- Negotiation skills
- Planning for overall profitability [16].

## **6. Read, translate into Ukrainian and discuss as a whole class:**

### **Common Supply Chain Manager Roles and Responsibilities**

- Supply chain managers work directly and indirectly with other departments in their organization. So, what does a supply chain manager do?
- Some of their responsibilities include, but are not restricted to, the following:
- Working with the procurement team for sourcing
- Negotiating with suppliers and customers for best prices, payment terms, and delivery timelines
- Planning, production, and inventory control
- Warehousing process optimization
- Logistics, cost, and schedule control
- Software-based supervision of activities across the value chain
- Automating repetitive aspects of supply chain functions
- Identifying and implementing sustainable and less resource-intensive supply chain solutions
- Vendor management and new vendor development
- Risk management
- Keeping abreast of current trends in volatile variables of the supply chain, such as raw material costs, logistics rates, etc



- Acting as an advisory for product development and coordinating changes in products/processes
- Adopting and complying with industry standards and best practices
- Looking out for ways to reduce supply chain costs while improving service quality [16].

## **7. Read, translate into Ukrainian and discuss as a whole class:**

### **Typical Job Description of a Supply Chain Manager**

While this provides an overall picture of the role, what does a supply chain manager do on a day-to-day basis? The daily routine requires them to either maintain overall visibility or concern themselves with one department in the supply chain. Their job spans several divisions, including planning, procurement, production, logistics, returns, and software support.

Some of the responsibilities of the supply chain manager include:

#### 1. Vendor Management

- New vendor development
- Negotiation of best prices and commercial terms
- Vendor audit for product and process compliance

#### 2. Planning, Production, and Warehousing

- Demand forecasting
- Inventory management
- Warehouse storage optimization
- Spend analysis
- Make or buy decisions

#### 3. Logistics

- End-to-end tracking of goods/service delivery
- Rate negotiations with transporters
- Shipment consolidation
- Returns and damaged goods management

#### 4. Process Improvement and Documentation

- Maintaining records as per legal requirements
- Incorporating technology enablers such as enterprise resource planning, radio-frequency identification, etc. [16]

**8. Write a conclusive essay or make a presentation explaining why you decided to become a logistics manager and how you picture your future work (include definitions and dwell on your future responsibilities and skills necessary for the job in question)**

## **UNIT 5. LOGISTICS JOBS**

### **Part 1**

#### **1. Read and translate the job advertisement.**

*Employment opportunity: Logistics manager*

*Falco Manufacturing of Stinson, IA*

The logistics manager oversees a variety of logistics functions.

Duties include:

- Managing logistics personnel, including independent consultants
- Overseeing teams with the support of the customer service manager
- Working with inventory control manager (developing strategic processes and costs)
- Negotiating with suppliers, partners, and customers (working closely with each district logistics services salesperson)
- Working with logistics engineer to ensure continuous process improvement
- Coordinating with international logistics manager (overseeing efficient import/export supply chains)

Qualified candidates need to have experience working as analyst.

#### **2. Choose the correct answers.**

**1** What is the purpose of the advertisement?

**A** to analyze logistics functions

**B** to coordinate with international employees

**C** to compare different types of logistics managers

**D** to describe an available job

**2** Who works with the logistics manager to develop processes and costs

**A** the logistics engineer

**B** the logistics team

**C** the inventory control manager

**D** the analyst

**3** Which is not a function listed among the logistics manager's responsibilities?

**A** efficient import/export supply chains

**B** monitor inventory control

**C** oversee customer service teams

**D** continuous process improvement

**3. Match the words (1–7) and phrases with the definitions (A–G).**

<b>1</b> customer service manager	<b>A</b> determines the processes, technology needs, and/or infrastructure to support efficient management of products through the manufacturing process to the point of purchase
<b>2</b> logistics services salesperson	<b>B</b> works with manufacturing, marketing, and purchasing professionals to create efficient import/export supply chains
<b>3</b> logistics engineer	<b>C</b> is a professional who is skilled in using analytical and quantitative methods to understand and interpret data
<b>4</b> inventory control manager	<b>D</b> works at the plant, distribution center, or/and retail levels to develop and implement strategies to improve inventory cost and customer service
<b>5</b> international logistics manager	<b>E</b> works with clients to improve logistics performance using skills such as strategic planning, process re engineering, or/and information technology

<b>6</b> analyst	<b>F</b> plans and directs the activities of the customer service team in order to meet the needs of customers and the company
<b>7</b> consultant	<b>G</b> works with client companies to identify, sell, and integrate beneficial services such as transportation, warehousing, and other specialized services

**4. Match the beginning of the sentence (1-7) with the ending (A-G).**

1. We are looking for	A collaborating and establishing departmental goals and encouraging teamwork
2. As an inventory control manager, your responsibilities are	B a reliable Logistics Manager to be responsible for the overall supply chain management.
3. A Logistics Manager typically supervises a team of Logistics Coordinators,	C in logistics engineering and can require your knowledge in related technical applications.
4. When analyzing essential areas of company operations, logistics engineers may	D crucial for efficient and effective management of a company's purchasing activities and inventory control.
5. The role of a Purchasing and Inventory Control Manager is	E to oversee distribution, train employees, maintain inventory levels, and create new training when necessary.
6. Computer programs for organizing financial records, inventory activities and staffing documents are also common tools	F consider strategies for optimizing areas of systems or facility design, personnel capabilities, inventory warehousing and transport and operational costs
7. The ability to communicate effectively is crucial for	G who oversee the general supply-chain processes occurring within a company

	are given updates and information via the Manager.
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**5. Read the extract and fill in the gaps 1- 8 with the words**

*Ordering, looking after, may, goods (2), received, managers, development*

A logistics manager is responsible for collaborating with the other officers of the company such as purchasing officers, transport and warehouse **1\_\_\_\_\_**, to ensure that the goods produced or sold by the company are **2\_\_\_\_\_** in the company's depot on time. A logistics manager is also responsible for making sure that the **3\_\_\_\_\_** are stored in a proper and safe manner in addition to **4\_\_\_\_\_** their timely dispatch. This, of course is done through the medium of specialist computer packages, monitoring the levels of stock, tracking the movement of the **5 \_\_\_\_\_** and when necessary, re-ordering goods on behalf of the company. He **6\_\_\_\_\_** also be assigned duties relating to packaging of goods and **7\_\_\_\_\_** process. He is also, at times, assigned 26 the task of analyzing the prevailing systems and networks and to make plans for the **8\_** of new systems and networks for enhancing efficiency.

**Part 2**



<https://www.istockphoto.com/uk/search/2/image-film?phrase=supply+chain>

**1. Read the employee profile.**

**Supply Chain and Logistics Management**

**Responsibilities:**

- Supervises and trains employees
- Coordinates product shipments

- Analyses cost-saving distribution methods
- Manages third party contracts
- Meets customer needs
- Assures that products arrive safely and on time

### **Training**

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

### **Advancement**

Opportunities for advancement vary.

- Information technology: logistics software manager, system support manager
- Materials: materials manager, purchasing manager
- Inventory: transportation manager, vendor managed inventory coordinator, warehouse operations manager

### **Job requirements:**

Bachelor's degree in a related field

Proven leadership skills

### **2. Mark the following statements as true or false.**

- 1 \_ Logistics managers work with outside contractors.
- 2 \_ They disrupt product transportation.
- 3 \_ Job training includes formal supervisory training at corporate headquarters.
- 4 \_ Advancement opportunities are available in Information technology [9].

### **3. Read recommended skills for a logistics manager and fill in the blanks 1-with the correct word bank.**

*Employees, employee's, task, partners, solutions, dealing with, deadlines, delay, goods, responsibility*

Logistics managers perform a range of functions and have a variety of duties in their positions. Several advantageous abilities for a logistic manager include the following:

### *Problem Solving*

- Leading the logistics team will provide plenty of new difficulties to logistics managers. The daily 1 \_ of a logistics manager includes developing and implementing strategies and 2 \_\_\_\_\_ to balance staff time limits, storage space, and shipment constraints.

### *On-the-job Experience*

- One of the major responsibilities of a logistics manager is to organize 3 \_\_\_\_\_ in a warehouse and adhere to very big shipping and delivery timetables. Make it easier to do your everyday 4 \_\_\_\_\_ by keeping comprehensive records of your job and keeping them easily accessible for reference.

### *Adaptability*

- A logistics manager is responsible for minimizing any 5 \_ in their planned daily activities. Since logistics managers are able to continuously modify and rearrange their plans to meet within specified 6 \_\_\_\_\_, they need a high level of flexibility.

### *Leadership*

- In their work environment, a logistics manager is a leader. Gaining a full understanding of each 7 \_\_\_\_\_ contributions to the team will enable managers to accurately assign work assignments according to each employee's unique skills and strengths. As the spokesperson for their team, the logistics manager will also be involved in 8 \_\_\_\_\_ other departments, business 9 \_\_\_, and customers.

### *Communication in the business*

- A logistics manager must interact often with various business partners, suppliers, customers, other departments, and logistics 10 \_\_\_\_\_. Managers that successfully maintain tight touch with all of these contacts may help optimise the supply chain's operations.

## **4. Form and write down nouns from the following verbs.**

supervise - \_\_\_\_\_ analyze

- \_\_\_\_

manage - \_\_\_\_\_

coordinate - \_\_\_\_\_

provide - \_\_\_\_\_

vary - \_\_\_\_\_

implement - \_\_\_\_\_

adhere - \_\_\_\_\_

deliver - \_\_\_\_\_

rearrange - \_\_\_\_\_

interact - \_\_\_\_\_

maintain - \_\_\_\_\_

employ - \_\_\_\_\_

contribute - \_\_\_\_\_

### **5. Answer the questions.**

1. What are some responsibilities of a logistics manager?
2. What types of things does a logistics engineer plan?
3. What are some ways that logistics managers work with people outside their companies?
4. What types of information do logistics managers analyze to improve efficiency?
5. What opportunities can a career in logistics offer to people?
6. Who can employ logistics managers?
7. What traits should a logistics manager possess?

## **UNIT 6. JOB HUNTING**



<https://www.dreamstime.com/photos-images/job-hunting.html>



## **Part 1**

### **1. Read, translate and give the gist of the text.**

#### **Job Hunting**

As you consider the possibility of a job hunt or career change, you need to be aware that most people end up having at least three distinctly different careers in their working lifetimes, and often those careers are different from each other. Yet people usually stumble through each job campaign, unsure of what they should be doing. Whether you find yourself voluntarily or unexpectedly in a job hunt, the direct approach is the job hunting strategy most likely to yield a full-time permanent job. The direct approach is an active, take-the-initiative style of job hunting in which you choose your next employer rather than relying on responding to ads, using employment agencies, or depending on other methods of finding jobs. “Lack of experience” is often the last reason people are not offered jobs, according to the companies who do the hiring. If you are changing careers, you will be glad to learn that experienced professionals often are selling “potential” rather than experience in a job hunt. Companies look for personal qualities that they know tend to be present in their most effective professionals, such as communication skills, initiative, persistence, organizational and time management skills, and creativity. Frequently companies are trying to discover “personality type,” “talent,” “ability,” “aptitude,” and “potential” rather than seeking actual hands-on experience, so your resume should be designed to aggressively present your accomplishments. Attitude, enthusiasm, personality, and a track record of achievements in any type of work are the primary “indicators of success” which employers are seeking. You need to provide references during a job hunt, but you may not be sure of how and when to use references for maximum advantage. You can use references very creatively during a job hunt to call attention to your strengths and make yourself “stand out.” You should ask from three to five people, including people who have supervised you, if you can use them as a reference during your job hunt. You may not be able to ask your current boss since your job hunt is probably confidential. A common question in resume preparation is: “Do I need to put my references on my resume?” No, you

don't. Even if you create a references page at the same time you prepare your resume, you don't need to mail, e-mail, or fax your references page with the resume and cover letter. Usually the potential employer is not interested in references until he meets you, so the earliest you need to have references ready is at the first interview. Obviously, there are exceptions to this standard rule of thumb; sometimes an ad will ask you to send references with your first response. Wait until the employer requests references before providing them [1].

**2. Say whether the following statements are true or false. Correct the false ones.**

1. The direct approach is the job hunting strategy in which your prospective employer chooses you using employment agency. 2. "Lack of experience" is often the first reason people are not offered jobs, according to the companies who do the hiring. 3. Companies look for personal qualities to be present in their most effective professionals, such as communication skills, initiative, persistence, organizational and time management skills, and creativity. 4. Your resume should be designed to calmly present your accomplishments. 5. You need to provide references during a job hunt and use them very creatively, for maximum advantage calling attention to your strengths. 6. You should ask your current boss to give you a reference even if your job hunt is confidential. 7. You need to put your references on your resume as the potential employer is interested in references until they meet you.

**3. Match the words (1–9) and phrases with the definitions (A– I).**

1 job hunting (usually used in the progressive tenses)	A the characteristics, attributes or personality traits that make up and reflect who you are
2 the job hunting strategy	B to try to find a job
3 approach	C those who have accrued experience through full-time work in a field where related education is a requirement or in a field where an individual must have a professional license
4 employment	D the fact of continuing in an opinion or course of action in spite of difficulty or opposition

5 experienced professionals	<b>E</b> a way of dealing with a situation or problem
6 personal qualities	<b>F</b> something that has been achieved successfully
7 persistence	<b>G</b> the state of having paid work
8 accomplishments	<b>H</b> techniques and plans to ensure an effective and efficient job-hunting process. This process helps prepare for the competitive world and creates a long-lasting impact on the interviewers.
9 references	<b>I</b> a letter that is written by someone who knows you, to describe you and say if you are suitable for a job, course, etc.

**4. For questions 1- 7, read the job advertisement. Use the words given in capitals at the end of some of the lines (a-g) to form a word that fits in the gap in the same line.**

*Joining FM Logistic means joining a company where everyone can be a driving force in making supply chains more sustainable and building a better future.*

<p>At FM Logistic, we are convinced that 1) _____ work is the key to the efficiency and 2) _____ needed to lead sustainable change. Teams are stronger from their members' diverse backgrounds, experiences and perspectives. We want to make room for all of them.</p> <p>Our Group is committed to offer an 3)_____environment where everyone is safe, feels well and can contribute to success, both their own and the one of the company. We trust each other, we are open to new 4) _____ and we create performance all together. This allows us to learn from one another and to grow 5)_____.</p> <p>These convictions come to life in our daily 6)_____. We</p>	<p><i>a) collect</i></p> <p><i>b) performance</i></p> <p><i>c) include</i></p> <p><i>d) encount</i></p> <p><i>e) collect</i></p> <p><i>f) act</i></p>
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do not tolerate any 7)\_\_\_\_\_ behaviours and everyone – either candidates, team members, customers, suppliers or partners – is offered a fair journey with us. They can expect an environment where each individual is respected and valued, and they shall abide by this principle too.

g) *discriminate*

## Part 2



<https://www.freepik.com/free-vector/choice-worker>

“Although an impressive amount of business and social interaction takes place over the telephone or in person today, oral communication has not yet begun to replace the written word. The well-written letter remains a staple of business success and one of the strongest connecting links between individuals.” (Maggio 1990:1)

### 1. Read and translate the text.

#### Employment Documents

The purpose of any education or training is further employment. Finding employment takes hard work in itself; so does finding a better position once employed. A wide variety of skills is required for almost any job, anything from taking instructions to giving them, from being supervised to supervising. Often what makes a prospective applicant stand out is the attitude that comes through in the cover letter.

*A cover letter/ letter of application* is necessary in the following situations: (a) when answering a specific ad from the newspaper, (b) when writing to a specific person whose name you got from someone else, and (c) when writing to a specific company that you feel is a good place for you to get a job. The letter has one main objective: to interest the employer in your qualifications so you will get an interview. It should accompany either a *CV/ resume* or a completed *application form*.

A letter of application should be prepared very carefully. It can decide whether an employer will pass it to the personnel department with the note, "This looks worth a follow-up," or will quietly drop it into the nearest wastebasket. Employers receive many letters and cannot pay attention to all of them; if you want yours to "set you apart," or to attract attention, observe the following rules.

1. Whenever possible, address your letter by name to the appropriate person in the company.
2. Use standard-size, good-quality white bond paper.
3. Type the letter or have it typed. Make sure there are no errors!
4. Be very careful with spelling and punctuation.
5. Be brief — your letter should take up no more than a page. Businesslike letters will receive more attention. Three paragraphs is an ideal length.
6. In your first paragraph, mention the job you are applying for and where you saw it advertised. If you are not applying for a specific job, identify yourself; mention who referred you, if anyone, and why you are applying to this company.  
In the second paragraph, state (a) why you think you are qualified for this job; (b) what contribution you can make to this company; and (c) any related work experience. If in the past you worked for a good company, it is important to mention that. Tell how many years of experience you have and add that you are enclosing a resume. Mention your most outstanding qualification as stated on the enclosed resume.
7. The closing paragraph should ask for an interview and say where and when you can be reached. You may suggest that you will phone for an interview. Make sure you telephone the company within a week after mailing the letter.
8. Keep a copy of every letter you sent.

A cover letter should be formatted like a business letter with these sections:

Header with date and contact information

Salutation or greeting

Opening paragraph

Middle paragraph(s)

Closing paragraph

Letter ending and signature [2].

## 2. Answer the questions.

1. What skills are required almost for every job?
2. What qualities are of value among employers?
3. What is the purpose of a cover letter?
4. How to make a cover letter effectively?
5. Why the letter should be as brief as possible?
6. Why is it important to highlight your skills, experience and achievements concerning the position you seek?
7. Unlike your resume, cover letters allow you to go into more detail about your professional career and explain why you're a good fit for the role and company, do not they?
8. Is taking time to write a cover letter is an indication that you're interested in the position and organization and are willing to go above and beyond for a great opportunity?

## 3. Find the synonyms in the right column to the words in the left column.

post	skilled
qualified	reliability
personnel	managerial
dependability	position
supervisory	resume
CV	advantage
letter of application	human resources
strength	cover letter

## 4. Read the sample of the covering letter, and fill in the blanks 1-8 with the correct word bank.

*valuable, materials, success, confident, environment, responsible, operations, position*

Arlene Reeves

(678) 901-2346

[arlene@reeves.com](mailto:arlene@reeves.com)

October 20, 2023

Sofia Rodriguez

Hiring Manager

Network Engineering Innovations

Dear Sofia Rodriguez

I am writing to express my strong interest in the Logistics 1 \_\_\_\_\_ at Network Engineering Innovations. With my extensive experience in supply chain management and my passion for optimizing operations, I am confident that I would be a 2 \_\_\_\_\_ asset to your team. Throughout my career, I have successfully managed complex logistics 3 \_\_\_\_\_ operations, ensuring the seamless flow of goods and 4 \_\_\_\_\_. I have a proven track record of implementing cost-effective strategies to improve efficiency and reduce lead times. In my previous role as a Logistics Manager at XYZ Company, I was 5 \_\_\_\_\_ for overseeing the transportation, warehousing, and distribution processes, resulting in a 20% increase in productivity and a 15% reduction \_\_\_\_\_ in \_\_\_\_\_ overall \_\_\_\_\_ costs. What excites me most about the Logistics position at Network Engineering Innovations is the opportunity to work in a dynamic and innovative 6 \_\_\_\_\_. Your company's commitment to leveraging cutting-edge technology to optimize logistics operations aligns perfectly with my own professional goals. I am 7 \_\_\_\_\_ that my expertise in process improvement and my ability to adapt to new technologies would greatly contribute to the 8 \_\_\_\_\_ of your organization. In addition to my technical skills, I possess strong leadership abilities and excel in cross-functional collaboration. I am adept at building and managing high-performing teams, fostering a culture of continuous improvement, and driving operational excellence. I believe that my strong communication skills and ability to effectively coordinate with stakeholders at all levels would enable me to thrive in a fast-paced and challenging environment like Network Engineering Innovations. I am excited about the opportunity to contribute to your team and would welcome the chance to discuss how my skills and experience

align with your organization's goals. Thank you for considering my application. I look forward to the possibility of joining Network Engineering Innovations and making a significant impact on your logistics operations.

Sincerely,

Arlene Reeves [5]

**5. Read, translate and analyze the following example and write your own résumé.**

### **CORNELIUS WHITAKER**

1110 Hay Street, Fayetteville, NC 28305

preppub@aol.com

(910)483-6611

#### **OBJECTIVE**

To offer my experience related to all aspects of supply, logistics, and warehouse management as well as my strong computer skills and budgetary knowledge.

#### **EDUCATION & TRAINING**

Have completed 52 hours of general studies, Central Texas College, Killeen, TX. Studied Principles 56 of Banking/Teller Training, Baylor University, Waco, TX. Excelled in extensive military-sponsored training which included the following courses: – Standard Property Book Systems Redesign – Unit Level Logistics Systems (ULLS-S4) Instructor – Research and Development – Defense Reutilization and Marketing Personnel Records

#### **EXPERIENCE**

*Am advancing in leadership roles while building a reputation for my knowledge of logistics management, personnel supervision, and warehouse operations, U.S. Army: LOGISTICS MANAGEMENT SPECIALIST.* Fort Hood, TX (2005-present). Have handled multiple areas of responsibility in similar consecutive assignments which have included maintaining accountability for property valued in excess of \$35 million; am recognized as a subject matter expert in the field of logistics.

- Advanced to supervise two people.



- Maintain records and parts inventories for more than 200 items of equipment. • Was a key player in the establishment of new automated systems which are a vital factor in units receiving “commendable” ratings in inspections.
- Control a \$100,000 annual unit budget.
- Was cited for my proficiency in maintaining the property books for two separate units.
- Displayed communication skills and technical knowledge which led to my selection as an instructor for the Army’s new Unit Level Logistics System S4 (ULLS-S4); was chosen from among a group of 15 well-qualified professionals and trained more than 80 people including specialists, supervisors, and managers.
- Supervised a military installation closing project 57 and physical relocation of all organizational assets with no losses of equipment or funds. Oversaw the design and renovation of new facilities with little assistance and within severe time constraints.

## **COMPUTERS**

Am adept at diagnosing, identifying, and correcting malfunctions to ULLS-S4 systems as well as in loading program software and solving operator and system problems. Programs and software: Microsoft Word, Excel, PowerPoint, Form Flow, ULLS (S4 and Ground), and Standard Property Book Systems-Redesign.

## **PERSONAL**

Am known for my ability to react quickly and make sound decisions under pressure. Offer expert skills in varying areas including purchasing, budgeting, forecasting, and contracting [4].

**6. Dayton Freight Company is a leading logistics provider that has been in business for over 30 years. They specialize in providing transportation and logistics services to businesses of all sizes, from small businesses to Fortune 500 companies. With a strong commitment to customer service, Dayton Freight is the go-to provider for companies looking for reliable and cost-effective solutions.**

**Write covering letter for the position of the logistics manager.**

**7. Read dialogue and translate it, then reproduce the dialogue in pairs.**

**A:** Who can be considered a potential employer for logistics managers?

**B:** I think that logistics involves so many critical business activities that nearly every company can employ logistics specialists.

**A:** What kinds of organizations employ logistics managers?

**B:** These are manufacturing firms, third party logistics firms (warehousing, dedicated carriers, forwarders etc.), transportation firms, educational organizations (Universities and training firms), government agencies (military, department of transportation), service institutions (banks, hospitals), consulting firms and different merchandising firms (retailers, wholesalers, distributors).

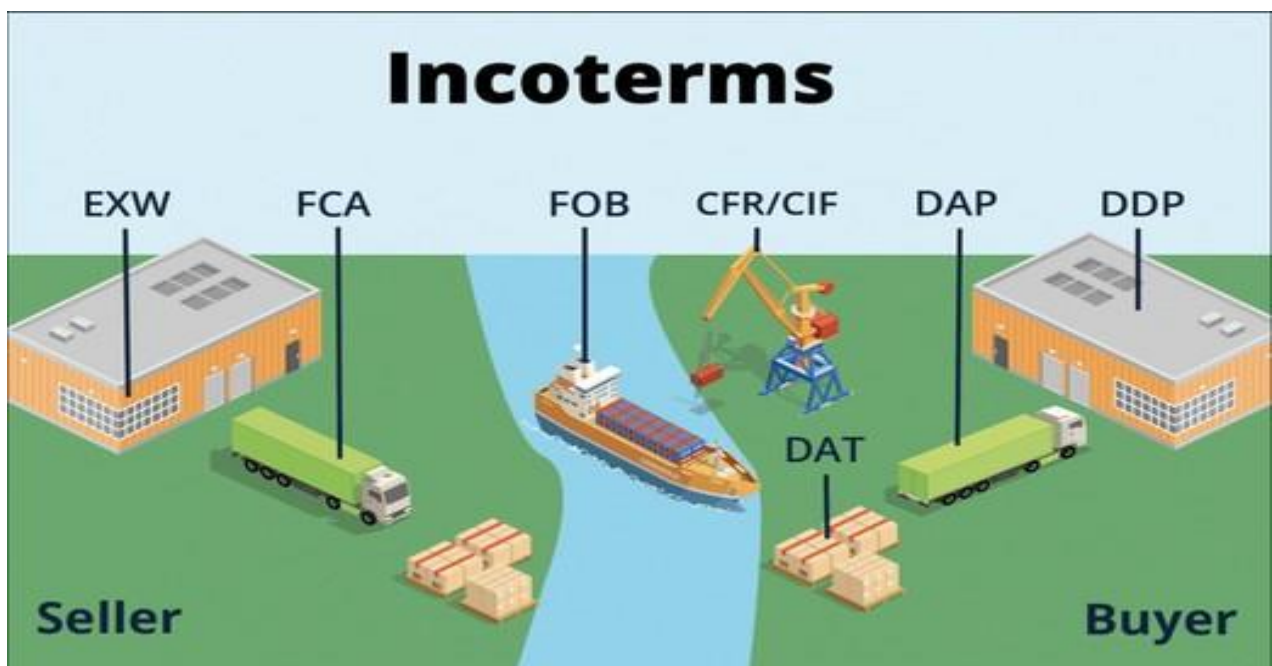
**A:** Now I agree that logistics is connected to nearly every aspect of business management but what do most people say about Logistics?

**B:** Most people say Logistics is getting the right product to the right place in the right quantity at the right time, in the right condition at the right cost and finally to the right customer.

**A:** I know it as 7 R's. But this is a complex task that is not limited to the truck that does the delivery. So, Logistics is more than transportation.

**B:** Of course, it is a complex notion [1].

## UNIT 7. SHIPPING DOCUMENTATION



**Exercise 1. Discuss these questions. Then read the text and check your ideas.**

1 What are some types of documents that accompany a shipment?

2 Why do shipping documents need to be completed accurately?

There are many types of documents that accompany shipments. One that is included with almost every shipment is a packing list. The packing list includes a description of the items in the shipment and how much they cost. Another document is a certificate of inspection. This gives a description of the cargo being shipped. Certificates of inspection may be requested by buyers or required by some countries. Another type of document is a dangerous goods declaration. This document is needed if the materials being shipped are hazardous.

Shipping documents need to be completed accurately so there is no problem with the shipment being received. Incomplete or inaccurate documents may result in shipments being returned to the sender. In addition, incomplete or inaccurate documents can result in customs refusing to clear or confiscate shipments. Documents not prepared correctly can also result in fines. It is important for documents to be filled out correctly in order to prevent loss of money and time [10].

**Exercise 2. Here are some useful abbreviations related to documentation and finance. Try to explain their meaning.**

- B/L      B—l of l-----
- D/P      Do-u---ts aga---t p-y----
- EXW      Ex -----
- CIF      C—t, in-----, fr-----
- AWB      Air w—b---
- IMO      Int----t----- m---y o-d—

- B/E            B—l of ex
- L/C            L—t—of cr----

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

- 1 The **packing list/letter of credit** listed all the items included in the shipment.
- 2 The shipment that was transported by plane was accompanied by a(n) **bill of lading/airway bill**.
- 3 A(n) **unclean bill of lading/insurance certificate** revealed the shipment had been damaged in transit.
- 4 The customs agent determined the value of the shipment using the **consular invoice/customs invoice**.
- 5 The buyer was pleased the shipment had a **clean bill of lading/dangerous goods declaration**.
- 6 Sarah had a **certificate of inspection/certificate of origin** giving a description of the goods [10].

**Exercise 4. Complete this list of documents used in foreign trade with words from the box.**

- |            |            |            |
|------------|------------|------------|
| approved   | indicating | conditions |
| authority  | draft      | carriage   |
| required   | receipt    | hazardous  |
| commercial |            |            |

1. Commercial invoice is a document that contains specific information regarding the goods shipped and the ..... agreed between buyer and seller.
2. Certificate of origin is a document used in foreign trade which states where the goods were produced. It is often ..... by customs authorities.
3. Packing list is a document which specifies the contents of any form of packaging, e.g. boxes, containers, cartons, without..... the value of the goods shipped.

4. Air waybill is a contract between airline and shipper. It is a shipping document which states the terms and conditions of ..... and is also a receipt for the consignment.
5. Consular invoice is a special kind of invoice sometimes required by the importing country. It needs to be ..... by an embassy.
6. Pro forma invoice is a ..... invoice which the seller prepares before the actual shipment takes place.
7. Export licence is a document which is granted by a government .....and states that specified goods can be exported.
8. Customs invoice is a specific document required by customs in some countries when importing goods. It includes more details than a.....invoice.
9. Dangerous goods declaration is a certificate prepared by the shipper/consignor which states that ..... goods are handled according to international shipping regulations.
10. Bill of lading is a contract between carrier and shipper which specifies the goods to be shipped and the delivery terms. It is also a ..... of shipment and accompanies the goods until they reach their destination [10].

**Exercise 5. Choose the correct words to fill out the description of the shipment.**

consular accuracy invoice inspection certificate ship
---

№4567

Shipment Destination: Japan

The shipment is being transported by ....., departing from the port of Ottawa. A packing list, certificate of ....., and ..... of insurance have been completed and double checked for ..... . A customs ..... has also been completed and included with the shipment. Documents that are still needed are a(n) ..... invoice. I have made an appointment with the Japanese consulate to get the invoice approved and signed. The shipment is to depart on Monday, October 21 if the invoice is signed on October 10 as scheduled [10].

**Exercise 6. FS GLOB SHIPPING US customs brokers handling an international trade event, provide some instructions on their website. Put the words in the correct order. The first word has been done already.**

To ensure customs entry and avoid delays, please read the following instructions carefully:

1. Provide /you/the goods/to ship/descriptions/clear and detailed/of/wish
2. Identify/to be/HTS or BTN numbers/by using/the goods/shipped
3. Clearly/ the items/the value/indicate/of
4. State/were/where/manufactured/the goods
5. Send/and packing list/six copies/the commercial invoice/of/prior to arrival/four days
6. The documents/details/include/the following/must
7. List/of /each/the quantity/item
8. Include/the documents/and signature/the person/the name/preparing/of
9. Do not/and lump sum/on/general descriptions/values/your invoices
10. Specify/each/weight/and dimensions/the contents/of/box

**Exercise 7. Read the conversation between two logisticians. Choose the correct answers.**

**Logistician 1:** The shipment going to Argentina is ready for pick up.

**Logistician 2:** Did you make sure all of the documents were filled out correctly?

**Logistician 1:** Yes. I double checked them to make sure they were accurate.

**Logistician 2:** And you included an approved consular invoice, right?

**Logistician 1:** Um ... no. Is that a country that needs one?

**Logistician 2:** Yes, it is. For future reference, most South American countries require one with shipments.

**Logistician 1:** So what do I do?

**Logistician 2:** You'll have to get the invoice approved by an official at the nearest Panamanian consulate.

**Logistician 1:** Is there a consulate nearby?

**Logistician 2:** Luckily, there's one located here in Rosario, so the shipment won't be delayed.

**Logistician 1:** That's a relief!

**Logistician 2:** Also, if I remember correctly, that shipment requires us to have a letter of credit. Do we have one?

**Logistician 1:** Sorry, could you repeat that? I was busy thinking about when I can go to the consulate.

**Logistician 2:** I asked if we have a letter of credit for the shipment.

**Logistician 1:** Oh, yes. We have that already.

**Logistician 2:** Good. And I suggest that you call and set up an appointment to go to the consulate.

**1** What is the purpose of the conversation?

1. **A** to determine the location of a consulate
2. **B** to discuss shipping documents for a shipment
3. **C** to argue the amount of a letter of credit
4. **D** to check the accuracy of shipping documents

**2** What will the woman likely do next?

1. **A** fill out the shipping documents
2. **B** meet with a consulate official
3. **C** call the consulate for an appointment
4. **D** request a letter of credit from the buyer

**Taking action and apologizing.** There can be some problems when dealing with the customers. After a problem or mistake has been brought to the attention, it is important to deal with it promptly. Note that in written communication a more formal style is used.

*We are replying to your email of May 10<sup>th</sup> informing us that ...* (more formal)

*Thank you for informing us about an error in our March statement.* (more formal)

*Thanks very much for pointing out the mistake.*

*We understand there is a confusion in delivery dates.*

Then we say what we want to do (or have done) to solve the problem. We often use phrasal verbs when talking about taking actions:

*We are looking into this matter and will contact you again later today.* (more formal)

*We will get in touch with the forwarding agent at once.*

*We'll get back to you on that as soon as possible.*

We usually also apologize for the problem or mistake:

*We would like to apologize for the inconvenience.* (more formal)

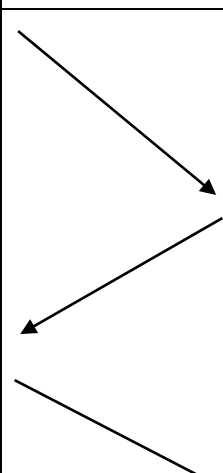
*We're very sorry about that [10].*

**Exercise 8. Complete the sentences with the verbs from the box.**

look   take care   see to   get on   get in touch   get back
--

1. I'll.....to this immediately.
2. Can I .....to you on that in about half an hour?
3. OK, I'll..... of that straight away.
4. Fine, I'll.....with the courier people at once.
5. Thanks for letting me know, I'll..... this right away.
6. Yes, we'll..... into the case and call you back tomorrow.

**Exercise 9. Work with a partner to solve a problem.**

A		B
Tell B that you have just found out you have shipped the wrong products to them.		
		Ask A what they want to do about it.
Apologize for the mistake. Tell B		
what you have done so far.		



		Tell A that you need the items urgently. You expect to have them within two days.
Tell B what exactly you want to do next. Ask B if they are happy with that.		
		Thank A for help.
End with a friendly sentence.		

**Exercise 10. Look at the email confirming the action that have been agreed with the forwarder. Choose the correct preposition.**

Dear Mr Brown

As discussed **at/on/to** the phone this morning, we enclose shipping order №9/6787-89. Please arrange express transport of the consignment to Iceland through Freight Worldwide Express, as agreed.

Please note that the goods must arrive **on/in/at** the customer's premises **at/on/in** Belfast, Ireland, on Wednesday, June 9 **until/to/by** 7 p.m. at the latest.

As agreed, the shipping costs **from/for/to** this consignment are £3,780, payable **at/within/during** 20 days of receipt **of/from/by** invoice. Please send the freight invoice **at/on/to** the following address:

Alma Cosmetics Ltd

10 West Avenue

Bristol

BR4 SA4

Your sincerely

Andrew Greenwood

Logistics Manager [10]

**Exercise 11. Complete the sentences with *by* or *until*. Remember that *by* is used when something happens (or should happen) not later than a specific point in time, e.g. The consignment must be delivered by Thursday. *Until/till* is used when something continues up to a specific point in time, e.g. The logistics manager will be away until Thursday.**

1. I'll make sure that the documents arrive..... the end of the week.
2. We have to arrange shipment ..... October 4<sup>th</sup>.
3. I'm afraid there will be delays.....the beginning of September.
4. They said we would receive the consignment ..... Friday.
5. Call me if there are any problems. I'll be in my office .....4.10 today.
6. We require the goods.....July 25<sup>rd</sup> [3].

**Exercise 12. Match the payment methods (1-6) with the definitions (a-f).**

1 advance payment	a) Customer pays immediately on receiving the goods. This service is usually provided by the post office.
2 cash on delivery	b) Used to cover financial risk in international transactions e.g. if a buyer does not pay.
3 open account	c) The exporter supplies the goods and the importer/customer pays for them at an agreed date in the future.
4 documents against payment	d) Involves the buyer's and the seller's bank. It is a promise made by the opening bank that payment will be made on receiving documents that comply with the terms agreed.
5 documentary credit	e) Also called cash against documents (CAD). It means that the exporter has full control over the documents until payment has been made by the importer.

6 bank guarantee	f) Customer/importer has to pay for the goods before they are shipped.
------------------	--

**Exercise 13. Match the beginnings of the sentences (1-8) with the endings (a-h).**

1 We enclose your statement of	a) credit transfer through our bank for the amount of \$17,000.
2 Our bank informs us that they have received the documents and will transfer	b) our invoice for order №9823 in duplicate.
3 Thank you for sending	c) your draft for invoice № FD-3489.
4 We are pleased to inform you that we have arranged for a	d) account as of 20 November.
5 Please find enclosed our bank draft for £12,4598,20 as	e) been credited to our account today.
6 We would like to inform you that the amount of £4,784,22has	f) to the following account.
7 Please transfer the amount of \$8,721	g) payment on pro forma invoice № 67/6789.
8 As agreed, we are sending you	h) the amount of £9,789 to your account.

**Exercise 14. Write a short email to a trading partner.**

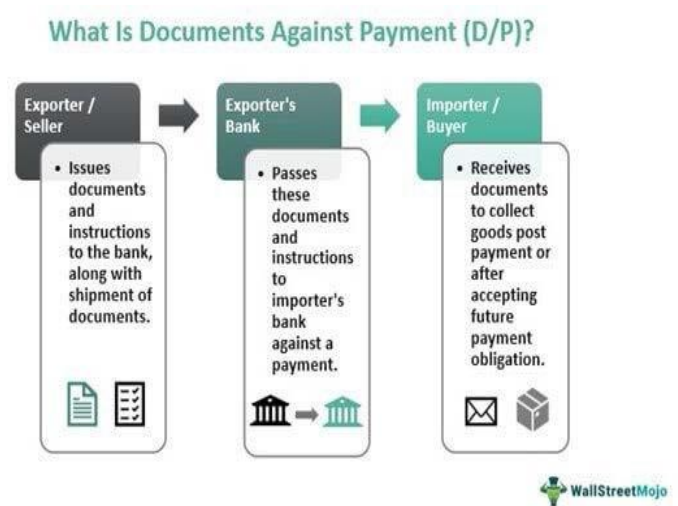
- You have received bank draft as payment on invoice # 5678 – thank your partner.
- The consignment is due to leave Bristol on 21 October, expected arrival in Ottawa, Canada, on November 4<sup>th</sup>.



**A bill of lading** is a legal document that has a few important functions in shipping and logistics. It contains information about which goods are being shipped, where the shipment is coming from and going to, as

well as details of the shipper, carrier, and consignee. **Коносамент** – це цінний папір, який транспортувальник видає відправнику і\або власникові товару. Коносамент підтверджує, що перевізник має право розпоряджатися вантажем і зобов'язаний доставити його в пункт призначення на умовах, прописаних в контракті. Документ також регулює відносини між перевізником і одержувачем. Дійсний тільки оригінал в паперовій та електронній версії.

**D/P** documents against payment (also **cash against documents**); (also **documents against cash**); (also **documents against presentation**) in international trade, an arrangement in which someone can only collect imported goods after paying for them at a bank and showing proof of having paid



<https://www.wallstreetmojo.com/documents-against-payment/>

**Ex Works** is an international trade arrangement in which the seller makes a product available at a designated location, and the buyer is responsible for all logistics and costs thereafter

**CIF Cost, Insurance and Freight** is an international shipping agreement, applicable only to transport by waterway, in which the seller pays to insure and transport goods to the buyer's destination port.

**AWB Air Waybill** is a document that accompanies goods shipped by an international air courier to provide detailed information about the shipment and allow it to be tracked

**international money order (IMO)** is a method of making small payments to a person in another country

**Bill of Exchange** is a written order used primarily in international trade that binds one party to pay a fixed sum of money to another party on demand or at a predetermined date.

**Letter of credit** is a letter from a bank guaranteeing that a buyer's payment to a seller will be received on time and for the correct amount

**The Harmonized Tariff Schedule** of the United States (HTS) sets out the tariff rates and statistical categories for all merchandise imported into the United States. The HTS is based on the international Harmonized System, which is the global system of nomenclature applied to most world trade in goods.

**Гармонізована система (HS)** була розроблена Всесвітньою митною організацією як багатофункціональний міжнародний документ, що класифікує товари. Для того, щоб вантажі успішно перетинали кордони, їм має бути присвоєно відповідний HS код (також відомий як HTS код). Цей код визначає розмір мита і податок на одиницю ввезеного товару.

**Billing Telephone Number (BTN)** is the main telephone number that is associated with your account. All numbers associated with your account can be identified by your BTN. An account can also have multiple BTNs.

**lump sum** is a large amount of money given as a single payment - одноразова виплата

**bank draft** is a negotiable instrument whose payment is guaranteed by the issuing bank.

<https://www.peakframeworks.com/post/bank-draft>

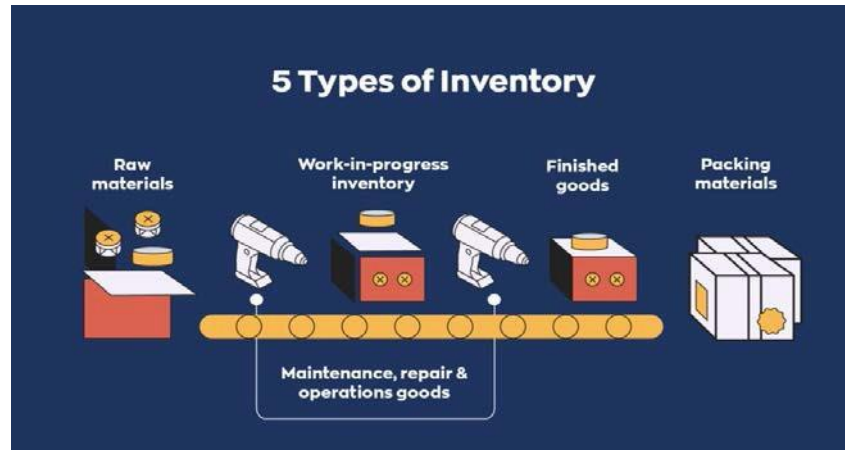


[Company Name]		PRO FORMA INVOICE	
[Company Address]		[Customer Name]	
[Company Phone]		[Customer Phone]	
[Company Email]		[Customer Email]	
[Company Website]		[Customer Website]	
[Company Tax ID]		[Customer Tax ID]	
[Company VAT No.]		[Customer VAT No.]	
[Company Bank Name]		[Customer Bank Name]	
[Company Bank Account]		[Customer Bank Account]	
[Company Branch]		[Customer Branch]	
[Company City]		[Customer City]	
[Company Country]		[Customer Country]	
[Company State]		[Customer State]	
[Company Zip]		[Customer Zip]	
[Company Invoice No.]		[Customer Invoice No.]	
[Company Invoice Date]		[Customer Invoice Date]	
[Company Invoice Due Date]		[Customer Invoice Due Date]	
[Company Invoice Total]		[Customer Invoice Total]	
[Company Invoice Net Total]		[Customer Invoice Net Total]	
[Company Invoice Tax Total]		[Customer Invoice Tax Total]	
[Company Invoice Grand Total]		[Customer Invoice Grand Total]	
[Company Invoice Currency]		[Customer Invoice Currency]	
[Company Invoice Terms]		[Customer Invoice Terms]	
[Company Invoice Conditions]		[Customer Invoice Conditions]	
[Company Invoice Notes]		[Customer Invoice Notes]	
[Company Invoice Footer]		[Customer Invoice Footer]	

**pro forma invoice** is an invoice, usually one sent to a new customer, asking for payment before goods or services are supplied.

<https://www.smbguide.com/proforma-invoice/>

## UNIT 8. TYPES OF INVENTORY



<https://www.google.com/search?q=TYPES+OF+INVENTORY+pictures&og>

### 1. Read and translate text.

Inventory is defined as a stock or store of goods. These goods are maintained on hand at or near a business location so that the firm may meet demand and fulfill its reason for existence. In case the firm is a retail establishment, a customer may look elsewhere to have his or her needs satisfied if the firm does not have the required item in stock when the customer arrives. If the firm is a manufacturer, it must maintain some inventory of raw materials and work-in-process in order to keep the factory running. In addition, it must maintain some supply of finished goods in order to meet demand. Inventories are stockpiles of goods waiting to be manufactured, transported or sold. Generally, inventory types can be grouped into three categories: raw material, work-in-process, finished goods inventory.

*Raw materials* are inventory items that are used in the manufacturer's conversion process to produce components, subassemblies, or finished products. These inventory items may be commodities or extracted materials that the firm or its subsidiary has produced or extracted. They also may be objects or elements that the firm has purchased from outside the organization. Even if the item is partially

assembled or is considered a finished good to the supplier, the purchaser may classify it as a raw material if his or her firm had no input into its production. Typically, raw materials are commodities such as ore, grain, minerals, petroleum, chemicals, paper, wood, paint, steel, and food items. However, items such as nuts and bolts, ball bearings, key stock, seats, wheels, and even engines may be regarded as raw materials if they are purchased from outside the firm.

Generally, raw materials are used in the manufacture of components. These components are then incorporated into the final product or become part of a subassembly. Subassemblies are then used to manufacture or assemble the final product. A part that goes into making another part is known as a component, while the part it goes into is known as its parent. Any item that does not have a component is regarded as a raw material or purchased item.

*Work-in-process (WIP)* is made up of all the materials, parts (components), assemblies, and subassemblies that are being processed or are waiting to be processed within the system. This generally includes all material from raw material that has been released for initial processing up to material that has been completely processed and is awaiting final inspection and acceptance before inclusion in finished goods. Any item that has a parent but is not a raw material is considered to be work-in-process.

*Finished goods inventory (FGI)* is a completed part that is ready for a customer order. Therefore, it is the stock of completed products. These goods have been inspected and have passed final inspection requirements so that they can be transferred out of work-in-process and into finished goods inventory. From this point, finished goods can be sold directly to their final user, sold to retailers, sold to wholesalers, sent to distribution centres, or held in anticipation of a customer order. Any item that does not have a parent can be classified as a finished good.

Inventory exists in various categories as a result of its position in the production process and according to the function it serves within the system. The purpose of each seems to be that of maintaining a high level of customer service or part of an attempt to minimize overall costs [1].

## 2. Answer the questions on text.

1. How is inventory defined?
2. How may a firm meet demand and fulfill its reason for existence?
3. What main categories can inventory types be grouped into?
4. What are raw materials?
5. In what case may the purchaser classify a partially assembled item or an item which is considered a finished good to the supplier as a raw material?
6. What commodities can be regarded as raw materials?
7. Where are raw materials used?
8. What is the purpose of using subassemblies?
9. How is a part that goes into making another part used?
10. What is work-in-process item made up of?
11. What inventory item can be classified as finished goods?
12. Why does inventory exist in various categories?

## 3. Read the manual expert. Then choose the correct answers.



<https://www.google.com/search?q=TYPES+OF+INVENTORY+pictures&og>

## Wolff 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 stored on-site unless they are needed.

Finished parts are also stored in the warehouse until final assembly. Alternately, they are stored for use as spare parts.

We include distribution inventory in our general inventory. Consignment items are included, too.

Nonproduction items are listed under a different inventory category. This includes MRO suppliers.

**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 inventory

**2** Which type of inventory is managed as a separate category?

- A** distribution inventory
- B** raw materials
- C** spare parts
- D** MRO suppliers

**3** Which is not listed as inventory?

- A** consignment items
- B** raw materials
- C** distributors
- D** service parts [6].

**4. Match the words or word combinations (1- 7) with the definitions (A-G).**

<b>1</b> consignment	<b>A</b> parts that are used to maintain or repair the finished products sold by a company
<b>2</b> raw materials	<b>B</b> materials that are purchased by a company to be processed or manufactured
<b>3</b> inventory	<b>C</b> materials that have been processed in some way, but are not finished

<b>4</b> work in process	<b>D</b> products sent to the seller with an agreement that payment will be made to the manufacturer only when the items are sold
<b>5</b> distribution inventory	<b>E</b> an item that is regularly purchased by a company as operational needs such as plant maintenance, repairs, or office supplies
<b>6</b> service parts	<b>F</b> materials that are in transit, off-site, or held by a seller on consignment
<b>7</b> nonproduction	<b>G</b> complete list of materials or products in stock

**5. Match the beginnings of the sentences (1-6) with the endings (a-f). Translate them.**

<b>1.</b> When speaking about inventory management	<b>A</b> the better the firm's customer service.
<b>2.</b> Transit inventories result from the need	<b>B</b> inventory holding costs are increased, but ordering / setup costs decrease.
<b>3.</b> Generally, the higher the level of buffer inventory,	<b>C</b> it is essential for us to define the criteria according to which inventory is classified.
<b>4.</b> In fact, one machine may process parts several times	<b>D</b> to support and maintain the production process and its infrastructure.
<b>5.</b> When large quantities are ordered or produced,	<b>E</b> faster than the machines in front of or behind it.
<b>6.</b> MRO goods are items that are used	<b>F</b> to transport items or material from one location to another, and from the fact that there is some transportation time. involved in getting from one location to another

**6. Complete the sentences using the correct active or passive form of the verbs in brackets.**

1. Indirect raw materials are harder to identify and account for since they can't \_\_\_\_\_ (trace) to specific batches or units. However, these are essential for the production process. 2. After the unit load \_\_\_\_\_ (check), it goes into automated storage. 3. Inventory \_\_\_\_\_ (represent) finished goods or goods in different stages of production that a company keeps at its premises or at third-party locations with ownership interest retained until goods are sold. 4. Many oil drilling companies \_\_\_\_\_ (produce) crude oil as their final product. 5. A company must \_\_\_\_\_ (have) a certain minimum level of inventory to cater to the production volumes, which mostly \_\_\_\_\_ (follow) the trend of the market demand. 6. Secondary packing \_\_\_\_\_ (use) to pack the goods so that they don't get damaged during handling, transportation, etc., or to make the goods appear more appealing to the customers. 7. Regarding the level of finished goods inventory, we \_\_\_\_\_ (need, to look) at two types of industries. 8. Higher demand typically means that a company's products and services will move from the shelves into consumers' hands quickly while weak demand often \_\_\_\_\_ (lead) to a slow turnover rate.

**UNIT 9. SHIPPING GOODS**

**1. Complete the table with the container types.**



a pail



a corrugated box



an IBC



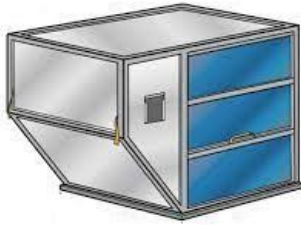
an intermodal freight container



a bulk box



bulk bags



a ULD



a crate

\*ULD = unit load device (container or pod)

\*\*IBC = intermediate bulk container

container	Made of	Shape and size/volume	Used for
1.	steel	rectangular box 20' or 40' x 8'6" or 9'6"*	dry freight, general purpose cargo
2.	plastic/composite/steel	large square/rectangular box	fluids and bulk materials
3.	woven synthetic material	110 cm x 100-200 cm	soft or granular materials
4.	wood	square or rectangular	large or heavy items
5.	fibreboard/cardboard	square or rectangular	95% of all finished goods

6.	steel/plastic	cylinder, 200 litres	liquids, powders
7.	fibreboard/wood/plastic/aluminium/steel	pallet-sized	loose parts, mixed small containers, waste for recycling
8.	aluminium	special dimensions to fit in aircraft	mixed cargo for air transport
9.	plastic or steel	cylinder, 3-50 litres	paint, chemicals

\*1 foot 1 inch - 1'1"= 33,02 cm [11]

**2. Decide which containers you would use to transport the following:**

- a) an industrial robot
- b) 675 bicycles
- c) 250 teddy bears
- d) 230 litres of barbecue sauce
- e) 360 litres of olive oil
- f) 3,000 smartphones, for urgent shipment to Spain

**3. Match the instructions (1-8) to the appropriate handling equipment (a-h).**



10 ton gantry crane



forklift



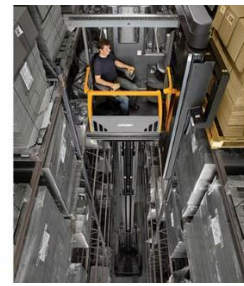
hand-pallet truck



stacker



cargo loader



narrow-aisle truck



order picker



overhead hoist

1. Move that pod to the loading bay. Be careful, it weighs nine tonnes!	a) You can use Dave's forklift, he's away today.
2. Put the boxes of vaccines in the cold room.	b) Where's the order picker?
3. You can stack those bulk boxes too high on the racks.	c) Use the narrow-aisle truck.
4. Load those bulk bags onto pallets.	d) Use the cargo loader.
5. Put this ULD back on its dolly; not with a forklift or you'll damage it.	e) The stacker's in aisle seven.
6. Take these oil drums to aisle 8, bay 65.	f) There's a hand-pallet truck in the corner over there.
7. Can you unload these crates from the trailer?	g) They're quite heavy, so use the overhead hoist.
8. We need 14m pails of paint from the rack up there [11].	h) You'll need the 15 ton gantry crane.

**4. Read the dialogue where a driver receives some instructions. What is the driver's problem? What is he going to do? Then, complete the notes.**

A Yes?

B Good morning. Paramount Logistics.

A Yes?

B Paramount Logistics. I'm delivering a container from Italy.

A I'm sorry, you're too early. It's only quarter to seven! Deliveries are only accepted between nine am and six pm.

B But I've just arrived from the docks! I left Italy at five thirty yesterday evening. I've been driving all night!

A Yeah, well, try again around ten to nine. There's nobody here before eight thirty.

B Oh. Is there somewhere I can get a coffee?

A There's the Green flower café about half a mile down the road. But they don't open until about twenty past seven. Or there's the hamburger place at the motorway exit. They're open twenty-four seven.

B Okay, I'll come back at about five or ten to nine then.

A Make it quarter to if you like. They're usually ready by then.

B Okay, thanks! [11]

1. Driver arrives at \_\_\_\_\_.
2. Deliveries accepted from \_\_\_\_\_.
3. Driver left Italy at \_\_\_\_\_.
4. At first, Security Guard advises trying again at \_\_\_\_\_.
5. The Green flower café opens at \_\_\_\_\_.
6. Hamburger restaurant opens \_\_\_\_\_.
7. Driver plans to return at \_\_\_\_\_.
8. In the end, Security Guard suggests coming back at \_\_\_\_\_.

**5. Complete the time expressions with a suitable preposition.**

1. \_\_\_\_\_ nine am and six pm
2. try again \_\_\_\_\_ ten to nine

3. There's nobody here \_\_\_\_\_ eight thirty.
4. They don't open \_\_\_\_\_ about twenty-five past seven.
5. I'll come back at \_\_\_\_\_ five or ten to nine then.
6. They're usually ready \_\_\_\_\_ then.

## **6. Read the text and answer the questions.**

*Bill Piers, Freight Tour Management:* Containers for air freight, we have two, we have skids and pallets, contrary to the name, skids are actually wooden pallets and pallets are metal-based airline pallets which we build freight upon and then net over and secure tightly which then go in the aircraft. They're, they're shaped in the same way of the, the body of the aircraft for certain areas to be loaded. Sea freight-wise, we have sea containers in twenty and forty foot, there are also high cube and, and, and a couple of different variations of them. In terms of manual handling in the warehouse we have pallet trucks, we have forklifts; both do the job of lifting wooden pallets, aka skids. We also have a ... an automated pallet train which has a raising ... a raised bed which you can build the pallet on, it raises it and then we can feed it into lorries automatically.

*Bill Piers, Freight Tour Management:* We track shipments in various ways, through a combination of online tracking and through nominated agents around the world; we would, generally, if we send a package through courier, we would use an online system much like some of the big courier companies have where you can log in and put the details. On top of this using our nominated agents around the world, we can also contact them where they can do local tracking on, on any shipment that we need to find [11].

1. What is the difference between 'skids' and 'pallets'?
2. What containers does Jon's company use for sea freight?
3. Which handling equipment is used to
  - a) lift skids and
  - b) load pallets into lorries?
4. What are the two main ways Jon's company tracks shipments?



**7. Try to label the shipping markings with the correct words. Do you know any other markings?**



1.

2.

3.

4.



5.

6.

7.

8.

*handle with care, this way up, use no hooks, protect from heat, fragile, do not stack, keep dry, temperature sensitive*

**8. Here is an extract from a manual providing rail loading instructions. Complete the sentences with words from the box. Then, match the correct sentences with the instructions below.**

carefully      attention      overhanging      sure      place      secure  
 fit      distribute      exceeded      diagonally      examine      instructions

- 1 ..... vehicle carefully.
2. Do not place items..... across the wagon.
3. When loading is complete, ensure that it fully complies with the ..... given in our Rail Instructions Manual.
4. Examine load carefully and make ..... it is undamaged and suitable for loading.
- 5 ..... longer, heavier pieces on the bottom of the load.

6. Make sure that load is .....
7. Ensure vehicle is ..... to be loaded.
8. Strap..... loads.
9. When checking the vehicle, give special..... to door securing mechanisms.
10. Examine vehicle and load ..... after loading.
11. .... load as evenly as possible and make sure wheels are evenly loaded.
12. Check whether vehicle capacity has not been .....

a) before loading: 1, \_\_\_\_\_

b) during loading: \_\_\_\_\_

c) after loading: \_\_\_\_\_

**9. Match the beginnings of the sentences (1-8) with the endings (a-h).**

1. Remove protruding	a) prevent movement.
2. Cover the damaged wall	b) on pallets.
3. Secure the load to	c) vertically.
4. Fill empty	d) staples or nails.
5. Replace damaged pallets	e) spaces between products.
6. Align the load	f) loading is complete.
7. Stack the boxes	g) of the container.
8. Seal the container after	h) with new ones.

**10. Complete the email about an urgent shipment with prepositions from the box.**

*by          on          with          in          out          to          between          of*

Dear Ms Johns,

I'm afraid there is a problem \_\_\_\_\_ the scheduled deliveries \_\_\_\_\_ Spain next week. Our customer FSK Pharma in Vienna has just informed me that they are already \_\_\_\_\_ of stock and need an urgent delivery of the 5 mg 20 and 40 piece packs this week instead \_\_\_\_\_ next week.

If possible, we must try to make one partial delivery \_\_\_\_\_ Tuesday (or as soon as the packaging is finished) of the 5 mg 20 packs.

We need a direct truck \_\_\_\_\_ our production plant in Romania and Vienna. If we can ship the first part on Tuesday morning, the truck should arrive \_\_\_\_\_ Vienna on Wednesday afternoon.

The second delivery should be made on Friday with the rest of the 5 mg 20 and the 40 packs. As the products are needed \_\_\_\_\_ Monday, the truck must be unloaded in Vienna on Saturday or Sunday.

Please let me know if there are any problems!

Regards

Bill Michaelson

Logistics Manager

### **11. Write an email informing a customer about dispatch.**

Include the following information:

- the order number
- when the consignment was sent
- how the consignment was shipped (road, air, rail, sea)
- where it will be delivered
- when it will arrive at the customer's site.

## **UNIT 10. TRACKING SHIPMENTS. SHIPPING PROBLEMS**

### **1. Put the transport chain stages in the correct order (1-10).**

1 acceptance of cargo by MTO\* at ... export haulage  
shipper's premises

... customs clearance (export)

... import haulage

... customs clearance (import)

... ocean freight

... delivery to consignee

... terminal activities (import)

... drayage

... distribution centre handling

*\*Multimodal Transport Operator*

**2. Read a phone call between Jean Bordeaux, the Logistics Manager at Florence, France and Jung Chong, Logistics Manager in Singapore. Answer the questions.**

**A** Florence, Singapore. Jung Chong speaking.

**B** Hi Jung, it's Jean Bordeaux from Nice in France. I'm just calling to update you on the latest shipment of water meters.

**A** Oh hi, Jean. I hope they're not delayed! We really need them.

**B** No don't worry, Jung. We dispatched five thousand of them in a forty-five foot container yesterday. The truck has arrived at the port in Le Havre and they're loading the container vessel right now. I've just checked on the forwarder's tracking system, and the vessel leaves at eleven this evening.

**A** Oh that's great. When will we receive them?

**B** Well, if everything goes smoothly, they'll arrive in Singapore within twenty days, so you should have them by the twenty-third of July, as planned. Of course, I'll keep an eye on the shipment and let you know if there are any hitches.

**A** Thanks, Jean, we'll expect them on the twenty-third, then.

**B** Okay, Jung. Bye.

**A** Bye [10].

1. How many water meters did Florence, France dispatch?
2. Where are the goods now?
3. What time does the container vessel sail?
4. When should the goods arrive at Florence in Singapore?

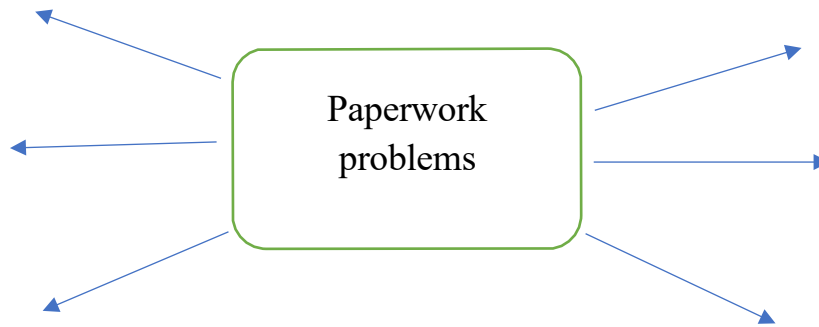
**3. Use the prompts below to summarize the information Pierre gives to Jung Chong. Make sure you use the right tense.**

*Example: I/call/to update/you*

*I'm calling to update you.*

1. we/dispatch/3,000 water meters/yesterday
2. truck/arrive/in Le Havre
3. they/load/container vessel/now
4. vessel/leave/at seven
5. if/everything/go/smoothly, they/arrive/within 20 days
6. you/have/them/by/23<sup>th</sup> July

**4. What can go wrong with shipping paperwork? Complete the mind map.**



**5. Read the dialogue and decide if the statements are true (T) or false (F).**

**Correct the false statements.**

**A** Hello.

**B** Hello. Is that Jean Bordeaux?

**A** Yes, speaking.

**B** Hello, Jean. This is John Woods from Eastreach Forwarding.

**A** Oh, hi John. How're things? Hope you're not calling with bad news!

**B** Well, actually Jean, I'm afraid so! There's been a slight hiccup with your three thousand water meters.

**A** Oh, no! What's up?

**B** Well, they're stuck at customs in Singapore. Problem with the paperwork. Seems like somebody has mislaid the commercial invoice and customs won't release the shipment without it.

**A** I see. Well, what should we do?

**B** You need to send an original, signed commercial invoice by express delivery. DHL or UPS should be able to handle it, but it'll still take a couple of days, even if they get it on a flight this evening.

**A** Okay, I'll take care of it straight away. We need those meters delivered urgently. Thanks for calling, John.

**B** That's alright, [10]

1. John Woods works for Florence. T/F
2. He's calling with bad news. T/F
3. The packing list is missing. T/F

4. Customs need the commercial invoice to release the shipment. T/F
5. Jean will send the invoice by express delivery. T/F
6. The invoice will take four days to reach Singapore. T/F

**6. One of the most common reasons for customs delays is a poor description of the shipment. A good description answers the questions below. Match these poor descriptions with their good equivalents.**

Description questions

- What is it?
- How many are there?
- What material is it made of?
- What is the intended use?

<i>Poor description</i>	<i>Good description</i>
1. spare parts	a) 350 stainless steel 6 mm cap screws
2. fruit	b) 22.40 cm x 45 cm ceramic floor tiles for demonstration
3. screws	c) 15 tungsten drill bits for drilling machine
4. samples	d) 3 30-kilo crates of oranges

**7. Label the goods in the pictures below. Then describe the goods in more detail.**

*apples, potatoes, televisions, water*

 <p>a</p>	 <p>b</p>
--	---



**8. Read the text. Answer the questions.**

*Jon Davis, Freight Tour Management:* Sometimes containers can be badly packed: you open the doors up at the other end and, you know, there's boxes strewn all over the place. In general, we would also, we always take a picture of the cargo before anyone touches it, we would then unpack it carefully and, and remark and document any damage that has been done to both the cargo and the contents in the boxes; we would then contact the person who sent it – our agent – and, and open up an investigation as to, to what went wrong. Sometimes goods haven't been damaged and it's, it's a lot easier, we can just repack them onto the truck and, and send them on their way. Sometimes if there's damaged items in the boxes, we then take pictures, document them, sometimes send them back to the receiver, but more than likely after the investigation's done we would open an insurance claim against the, the party liable so that the client at the other end can receive money back [12].

1. Put the steps below in chronological order from 1-7.

- \_\_\_\_\_ carefully unpack the cargo
- \_\_\_\_\_ open an investigation
- \_\_\_\_\_ contact the shipping agent
- \_\_\_\_\_ open an insurance claim
- \_\_\_\_\_ document any damage
- \_\_\_\_\_ take a picture
- \_\_\_\_\_ open the doors

2. What does Jon's company do if the goods haven't been damaged?

3. Explain how an insurance claim works using the words below.

*agent – open a claim – party liable – client – money back - damage*

**9. Put the verbs in brackets in the appropriate tense.**

1. The truck\_\_\_\_\_just\_\_\_\_\_ (arrive) in Manchester.

2. We\_\_\_\_\_ (prepare) the airway bill yesterday.

3. The ship\_\_\_\_\_ (sail) at 7.30 tomorrow morning.

4. If the vessel arrives on time, they\_\_\_\_\_ (unload) the containers this evening.

5. I\_\_\_\_\_ (fill) in the dangerous goods declaration at the moment.

6. They\_\_\_\_\_ (send) all the paperwork last week.

7. It's not absolutely certain, but you\_\_\_\_\_ (het) the consignment on Friday.

8. Customs can't release the goods until they \_\_\_\_\_ (receive) the commercial invoice.

**10. Work with a partner and answer the questions.**

1. Why is it difficult to give a firm delivery date? List some reasons.

2. When a delivery is delayed, in what situations would you do the following?

- tell the customer the truth about the problem
- tell the customer part of the truth, but not everything
- find a more acceptable explanation for the problem

**11. Read the order tracking print-out below and answer the questions.**

<i>order</i>	<i>details</i>	<i>status</i>
1245	Sportswear	delivered 07:35 <i>only two days behind schedule!</i>
2466	Electrical goods	delayed <b>due to</b> unforeseen circumstances <i>actually the ship is very late <b>because</b> it was hijacked</i>
3555	Men's boots	postponed <b>owing to</b> production difficulties <i>in fact manufacturers don't want to produce them</i>



		<i>as the order is too small</i>
4667	Industrial robot	delayed in transit, <b>consequently</b> expect 6-7 week delay <i>in reality there was a shipwreck; they're sending it again, <b>that's why</b> it'll take so long</i>
5623	White goods	on vehicle for delivery <i>actually still at Birmingham depot <b>since</b> driver is sick</i>
6902	Fax machines	product discontinued, <b>therefore</b> order cancelled <i>the supplier is a distributor, not the manufacturer, <b>so there's nothing</b> they can do</i>
7456	Bicycles	delayed <b>as a result of</b> technical difficulties at port of embarkation <i>either <b>because of</b> overbooking or <b>because</b> they just can't find the container</i>
8236	French cheese	awaiting customs clearance <i>they probably want to test – or taste – some samples!</i>

1. Which shipment was attacked by pirates?
2. Which product is not manufactured any more?
3. Which container was not loaded onto the ship?
4. Which order was not profitable enough?
5. Which shipment was lost at sea?
6. Which order is ready to leave the distribution centre?
7. Which shipment is waiting for the paperwork to be completed?
8. Which delivery was almost on time?

**12. Complete the table by putting the linking words from the previous exercise in the correct category. These linking words are used to introduce the cause of something or the effect of something.**

Cause (formal)	Cause (informal)	Effect (formal)	Effect (informal)
<i>due to</i>			

**13. Underline the correct linking words in *italics* in each sentence.**

1. Unfortunately delivery will be delayed *therefore/due to* a train derailment near Paddington Station.
2. We regret to inform you that *as a result of/consequently* port congestion your container is still in the loading queue.
3. I'm afraid we can't ship your goods until next week *because/owing to* public holidays for Chinese New Year.
4. I'm sorry but *because of/since* a port strike in Cardiff we can't unload your goods.
5. There are bad weather in the North Atlantic; *consequently/as* up to 25% of goods were damaged.
6. Delivery times are approximate *that's why/as* food shipments are subject to random inspections [12].

**14. Complete the sentences with words from the box.**

*so because although due as a result despite because in spite of*

1. Our customer wants to ship valuable freight, \_\_\_\_\_ we need to think about insurance.
2. A part of the shipment seems to be damaged \_\_\_\_\_ of rough handling.
3. \_\_\_\_\_ the customer needed them urgently, the goods couldn't be delivered at the weekend.
4. The flight was cancelled \_\_\_\_\_ to bad weather.
5. The driver had the wrong address, \_\_\_\_\_, it took him three hours to deliver the pallets.

6. The consignment arrived on time \_\_\_\_\_ all the customs formalities at the border.
7. We are unable to ship today \_\_\_\_\_ we've had problems with our dispatch.
8. \_\_\_\_\_ being well secured, the load was damaged on arrival.

**15. Choose the correct words to complete these sentences.**

1. The documents stated the wrong quantities. As a *reason/result/cause*, the shipment was not accepted at the warehouse.
2. The delay was *found/noticed/caused* by an accident on the motorway.
3. When I spoke to the logistics manager, it *noticed/saw/turned* out that they had used different packing material.
4. Unfortunately, we are unable to deliver the consignment due *to/because/so* technical problems in our warehouse.
5. *Although/In spite of/But* the delay, the delivery will still arrive on time.
6. What is the *cause/reason/result* for this delay?

**16. Find the mistakes in the email and correct them.**

Dear Dave

Please find attach the following documents: delivery note #437890, packing list, and shipping order.

Our forwarder has just picked up the goods from our warehouse. The goods should be at your disposal at Tuesday 20 Sptember 2024.

Please notice that a copy of the batch certificate will be send to you as soon as possible by email. As soon as we will receive the original batch certificate, we will send it to you.

If you have any further questions, please let me now.

Regards

Anna Smith

Logistics Manager

**17. You are a freight forwarder. Call your partner to inform him/her about a delivery delay. Use phrases from this unit.**

<p><b>Partner A</b></p> <p>A consignment of 35 laptop computers has been delivered to the company’s branch in Glasgow instead of London. The distribution centre gave you the wrong address. You have just arranged transport to London by British Airlines. The computers should arrive on Friday.</p>	<p><b>Partner B</b></p> <p>You are the manager of an IT store in London. You were expecting a delivery of 35 laptop computers. You need the computers to arrive by Friday morning.</p>
<p><b>Partner A</b></p> <p>You are a customer in France. You are expecting to have something picked up from your premises tomorrow at 9 a.m.</p>	<p><b>Partner B</b></p> <p>You have just checked the documents for a shipment to a customer in France and noticed that there is something wrong. The pallet height is not the same as in the packing list and the shipping labels are not correct either. That’s why pick-up time must be changed to 12.30 tomorrow</p>

**UNIT 11. INBOUND LOGISTICS**

**1. Read, translate and give the gist of the text.**



[https://www.google.com/search?q=inbound+logistics+pictures&og=INBOUND+LOGISTICS&gs\\_lcrp](https://www.google.com/search?q=inbound+logistics+pictures&og=INBOUND+LOGISTICS&gs_lcrp)

Logistics is an essential aspect of any business, as it involves planning, organizing,

and managing the flow of goods, services, and information from the point of origin to the point of consumption. It encompasses the entire process of sourcing raw materials, assembling products, and delivering finished goods to customers. Logistics can be divided into two main categories: inbound and outbound.

Inbound logistics refers to the process of receiving and storing raw materials and components that are needed for production. In contrast, outbound logistics refers to the distribution of finished products to customers.

Inbound logistics involves managing the flow of goods from suppliers to the company's warehouses or production facilities. This includes activities such as sourcing, purchasing, transportation, and storage.

The inbound logistics process begins when a company identifies the raw materials or components it needs for production. This may involve working with suppliers to negotiate prices, delivery schedules, and other purchase agreement terms.

Once the materials have been sourced, the company must arrange transportation from the supplier to the company's warehouses or production facilities. This may involve coordinating with freight carriers, customs brokers, and other logistics providers to ensure that the materials are delivered on time and in good condition.

The inbound logistics process is crucial in ensuring that a company has the materials to operate efficiently and meet customer demand. By effectively managing the flow of goods from suppliers to the company's facilities, businesses can reduce costs, improve supply chain visibility, and increase their competitiveness in the market.

Inbound logistics involves various activities designed to efficiently receive and store raw materials and components needed for production. Some of the key activities involved in inbound logistics include:

- 1. Sourcing:** Identifying and selecting suppliers that can provide the materials or components needed for production at a competitive price and with reliable delivery.
- 2. Purchasing:** Negotiating purchase agreements with suppliers, including pricing, delivery schedules, and payment terms.
- 3. Transportation:** Coordinating the movement of goods from suppliers to the company's warehouses or production facilities. This may involve working

with freight carriers, customs brokers, and other logistics providers to ensure timely and cost-effective delivery.

**4. Storage:** Organizing and storing materials in a way that allows for efficient retrieval and use in the production process. This may involve using store equipment such as pallet racks or shelving and implementing inventory management systems to track the movement of materials.

**5. Inventory management:** Tracking the movement of materials and ensuring that sufficient quantities are available to meet production needs. This may involve implementing inventory control systems, setting reorder points, and monitoring inventory levels to prevent shortages or excesses.

**6. Quality control:** Ensuring that materials meet the required quality and safety standards before being used in the production process. This may involve inspecting materials upon receipt and testing to verify their compliance with industry standards. These activities are critical to the smooth operation of inbound logistics and the efficient flow of goods into a company's production process. By effectively managing these activities, businesses can reduce costs, improve supply chain visibility, and increase competitiveness in the market [6].

**2. For the questions (1-5) choose the correct answer (A-C) according to the information in the text.**

1. Inbound logistics is the process of

- A distribution of finished goods to the consumers
- B getting and storing materials for manufacturing
- C storing of equipment for production of goods

2. The process of inbound logistics starts from

- A working with customers
- B working with damaged products
- C Working with suppliers

3. To meet customer demand it is important to manage the transportation of goods

- A from the market to suppliers
- B from the warehouse to suppliers

C from the suppliers to the market

4. The process of setting materials in a warehouse for future use is called

A transportation

B purchasing

C storage

5. Quality control

A creates safe measures that can be implemented to make sure deficient or damaged products do not end up with customers

B ensures picking relevant products out of large packages

C oversees all aspects of product transfer

**3. Find in text synonyms for the following words:**

Crucial, require, using, manufacture, circulation, supervise, buying, vendor, provide, request, efficiently, develop, organize, choosing, contract conditions, goods, well timed, cut costs, in stock, avoid.

**4. Read the manual excerpt. Then mark the sentences as true or false.**

### **Employee Manual**

#### **Inbound logistics**

Bright manufacturing strives to use the best inbound logistics processes. The part of manufacturing is important to inventory control. The major functions of the process are receiving and distribution.

#### **Materials Receiving**

The receiving area is a busy place. Employees receive materials in our designated facility. Then, they confirm accuracy. Next, they store raw materials until they are needed.

#### **Materials Distribution**

Plant managers send instructions when raw materials are required. Warehouse staff are available to track down materials. The next step is to check out materials from inventory. Finally, staff loads materials onto trucks. Drivers distribute materials as assigned.

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

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

**staff            facility            track down            receive**

1. The manager called a meeting for all members of the inbound logistics \_\_\_\_.
2. Warehouse staff is on hand to \_\_\_\_ incoming raw materials.
3. The plant manager asked a warehouse staffer to \_\_\_\_\_ the needed materials.
4. Raw materials are stored off site in a separate \_\_\_\_\_.

**6. Read the following text. Match each of the seven paragraphs with the corresponding heading (A-I). Fill in the gaps (1-7) with the correct answer according to the text. There are two extra headings that you do not need to use.**

**STAGES OF INBOUND LOGISTICS**

Inbound logistics is a critical aspect of supply chain management that involves managing the flow of goods, information, and finances as they enter an organization. It involves various activities, including planning, sourcing, purchasing, transportation, receiving, storage, and inventory management, all of which are essential for ensuring smooth supply chain operations.

1. \_\_\_\_\_: Identifying the materials or components needed for production and developing a plan to source, purchase, and transport them.
- Establish clear objectives and goals for the inbound logistics process.
  - Identify the types of goods and materials that need to be sourced and the quantities required.
  - Determine the most cost-effective and efficient means of transportation.
  - Develop a schedule for receiving goods and materials.
  - Consider potential risks or challenges during the inbound logistics process and plan accordingly.



2. \_\_\_\_\_: Identifying and selecting suppliers that can provide the needed materials or components at a competitive price and with reliable delivery.

- Identify and evaluate potential suppliers.
- Negotiate terms and conditions, including pricing, delivery schedules, and payment terms.
- Select the most suitable supplier based on the organization's needs and preferences.
- Maintain ongoing communication with the supplier to ensure that the relationship is mutually beneficial.

3. \_\_\_\_\_: Negotiating purchase agreements with suppliers, including pricing, delivery schedules, and payment terms.

- Prepare and issue purchase orders to suppliers.
- Monitor the order's progress and ensure it is delivered on time and in the required quantity.
- Review and verify invoices to ensure they match the purchase order terms.
- Process payments to suppliers in a timely manner.

4. \_\_\_\_\_: Coordinating the movement of goods from suppliers to the company's warehouses or production facilities.

- Coordinate the movement of goods from the supplier to the organization.
- Select the most suitable mode of transportation based on factors such as cost, time, and type of goods.
- Monitor the progress of the transportation and ensure that it is carried out following the agreed-upon schedule.
- Maintain ongoing communication with the transportation provider to address any issues or delays promptly.

5. \_\_\_\_\_: Checking the condition and quality of materials upon receipt and verifying that they meet the required standards.

- Verify that the goods received match the purchase order in quantity, quality, and condition.
- Inspect the goods for any damage or defects.
- Record the receipt of goods in the organization's inventory management system.
- Prepare any necessary documentation, such as receiving reports or invoices.

6. \_\_\_\_\_ Organizing and storing materials in a way that allows for efficient retrieval and use in the production process.

- Determine the appropriate location for storing goods and materials.
- Organize and label storage areas to ensure that goods can be easily located and retrieved as needed.
- Implement appropriate security measures to protect against theft or damage.
- Monitor the condition of stored goods and materials and take any necessary action to ensure their quality and integrity.

7. \_\_\_\_\_: Tracking the movement of materials and ensuring that sufficient quantities are available to meet production needs.

- Regularly review and update the organization’s inventory levels to ensure they are sufficient to meet demand.
- Monitor the expiration dates of perishable items and take any necessary action to prevent waste.
- Implement an inventory management system to track and manage inventory levels, including barcodes or RFID tags.
- Conduct regular physical inventory counts to verify the accuracy of the inventory management system.

By understanding and managing these stages effectively, businesses can optimize their inbound logistics process and improve efficiency [6].

<b>A Helping the environment</b>	<b>F Storage:</b>
<b>B Receiving</b>	<b>G Inventory management</b>
<b>C Purchasing</b>	<b>H Sourcing</b>
<b>D Planning</b>	<b>I Warehouse staff</b>
<b>E Transportation</b>	

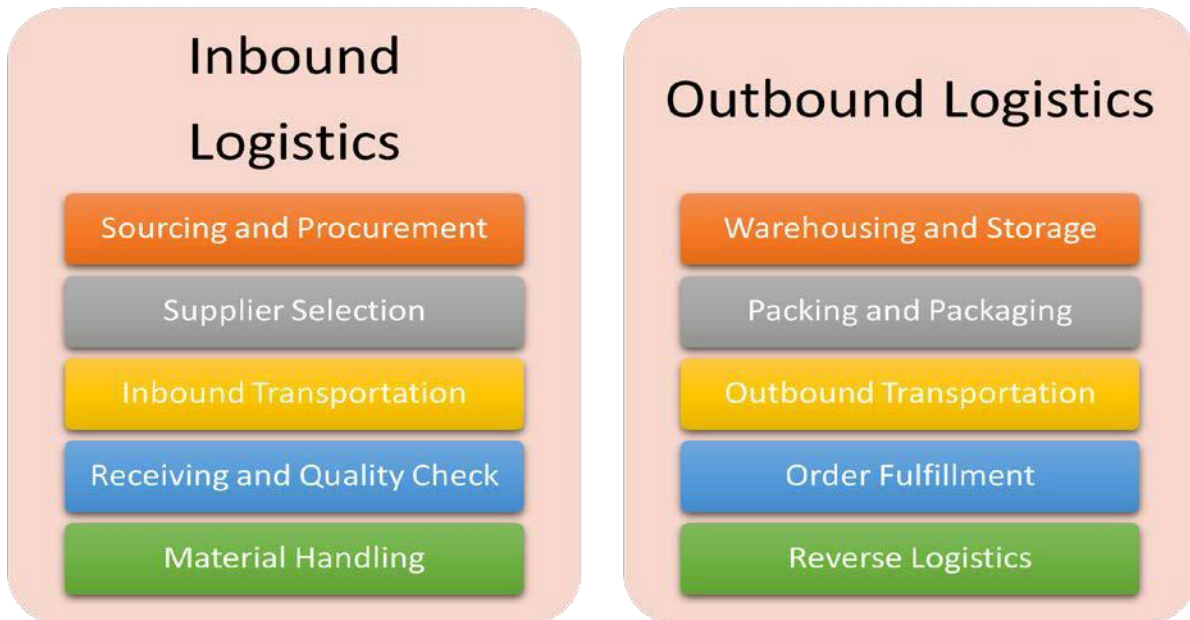
**7. Inbound and outbound logistics operations are two crucial processes for the smooth functioning of a business. While both processes involve the movement of goods, there are several key differences between the two. Using the information in the table speak on**

- the difference between inbound and outbound logistics,

– importance of having effective inbound and outbound logistics

beginning your sentences with: To begin with...; In the first place...; I suppose...; As far as I know...; As a rule...; Actually...; As a matter of fact...; In my opinion...; In conclusion...; Briefly speaking... . Mind the following words or short phrases contrast two items or ideas:

- unlike
- in contrast to
- as opposed to
- different from
- whereas



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Category	Inbound Logistics	Outbound Logistics
Direction	Goods flow into the company	Goods flow out of the company
Role	Receiving and storing goods	Distributing and delivering goods
Focus	Maximizing efficiency and minimizing cost	Maximizing customer satisfaction

Relationships	Suppliers and vendors	Customers and clients
Strategy	Just-in-time inventory management	Fulfillment and delivery strategy
Type of goods	Raw materials and finished products	Finished products
Location	Warehouse or manufacturing facility	Shipping and distribution centers
Timing	Planned in advance	Time-sensitive delivery [6]

**8. This inquiry letter is written by a local business firm to a newly established business firm to inquire the range of the product and for the price list. They request a visit by a company representative to discuss collaboration in the future.**

**USE COMPANY LETTERHEAD**

Date: \_\_\_\_\_

To,

Designation

Organization's Name

Address \_\_\_\_\_

**Subject: Business Inquiry about Organic Products**

Dear Mr. / Mrs.

Firstly, we would like to congratulate on the opening of your new business venture. We are sure that you will discover long periods of achievement and will establish your firm with plenty of organic specialties.

Further, many of my clients are now asking organically grown produce be used in the dishes we prepare in our restaurant. To fulfill the need of my customer, we would like to inquire about your range of organic products that you produced with a price list to understand it thoroughly before making an order.

We hope that we will develop a good working relationship in the future. We would appreciate having a visit from your company Executive to our office to discuss this all. Let me know about the visit prior, so that we can see our engagement and make sure you are warmly welcomed and showed around our premises by our highly trained staff.

Looking forward to hearing from you at the earliest.

**Name      Designation**

**Organization Name [7].**

## UNIT 12. REVERSE LOGISTICS

### 1. Do the quiz. Compare your answers to your partner's.

1. What percentage of used clothing goes to landfill than recycling in the USA?

- a) 45%                      b) 65%                      c) 85%

2. Virgin paper and cardboard costs \$1,000 per ton to produce. What does recycled paper cost per ton?

- a) \$600                      b) \$750                      c) \$900

3. Shipping containers from Europe to China costs ...

- a) the same as China to Europe  
b) 30% more than China to Europe  
c) 30% less than China to Europe

4. How much cheaper is it to ship old computer screens to China for recycling than to recycle them in the USA?

- a) 3 times                      b) 5 times                      c) 10 times

5. Worldwide, how many children's toys are recalled each year due to safety issues?

- a) over 400                      b) over 800                      c) over 1,200

6. How many food products were recalled in the USA and Canada in 2015?

- a) over 100                      b) over 300                      c) over 600 [11]

### 2. Discuss the answers to the quiz. Use the questions to help you.

1. What measures you would take to improve the situation. How would you implement the changes?

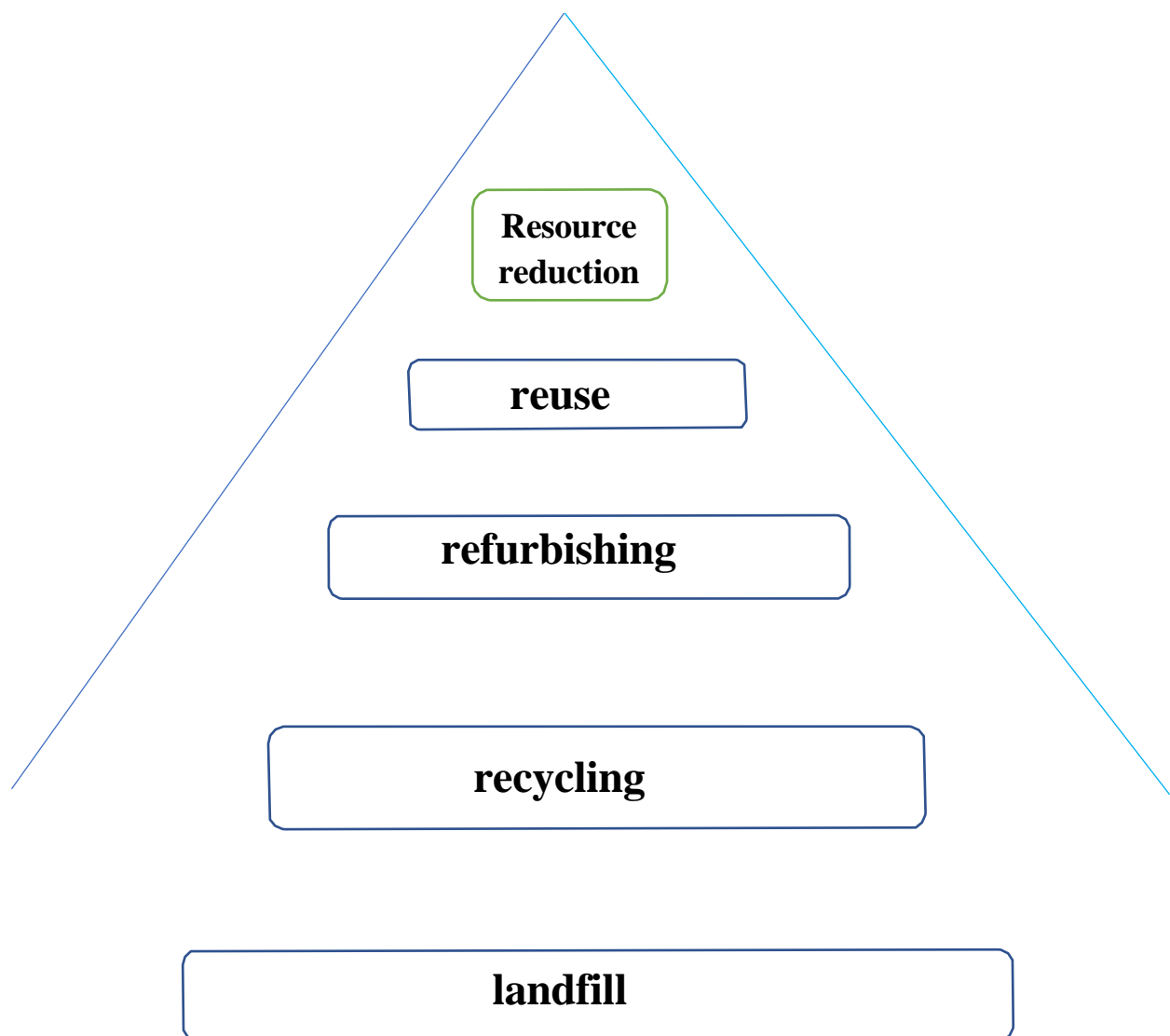
2. What are the potential benefits and the obstacles?

**3. Look at these common causes of stock problems. Which category does each belong to: too much stock – over (O), too little stock – short (S), or damaged stock (D)? Write O, S or D. sometimes there is more than one possible answer.**

- |  |  |
|--|--|
| a) accidental over-ordering .....                        | g) inadequate packaging .....            |
| b) customer returns of faulty products                   | h) loading/unloading error .....         |
| ....   |  |
| c) damage during transit .....                           | i) shrinkage (theft, shoplifting, fraud) |
|  | .....                                    |
| d) delivery delays .....                                 | j) unrealistic sales forecasting .....   |
| e) inaccurate counting during loading or unloading ..... | k) warehouse damage .....                |
| f) inaccurate paperwork .....                            |  |

**4. Put phrases from the box in the most appropriate category to the reverse-logistics pyramid. Add your own ideas.**

- |                                  |                               |
|----------------------------------|-------------------------------|
| design to minimize waste         | redistribute customer returns |
| destroy stales                   | refill empty bottles          |
| disassemble end-of-life products | replace worn-out parts        |
| donate unsaleables to charity    | reposition surplus goods      |
| recondition damaged goods        | shred waste materials         |
| recycle post-consumer waste      |                               |



---

**5. Read the part of the conversation between a 3PL (third-party logistics) sales representative and the supply chain manager for a consumer electronics retailer.**

**Answer the questions.**

**A** Now I know you probably hate even thinking about customer returns ...

**B** You're telling me!

**A** But you sell online as well as in bricks-and-mortar stores, right?

**B** Yeah, more and more – and by phone.

**A** So like most multichannel retailers, your customer returns are increasing.

**B** Yeah. Online customers are always changing their minds and sending stuff back!

It's costing us a fortune!

**A** Yes, those 'satisfied or money back' guarantees are bad news, aren't they?

**B** Unfortunately, we don't have any choice.

**A** But the good news is, whereas in the past, returns were just an unwanted cost, now you can see them as an opportunity.

**B** How do you mean?

**A** Well, by paying a 3PL to deal with your returns, rather than handling them in house, you can actually save money. Most retailers just don't have the manpower or the infrastructure to process returns efficiently. They're probably costing you 6 or 7% of sales.

**B** If not more.

**A** Whereas with our logistics network and our consolidation centre, we can cut that figure in half – and that means you can improve your bottom line by 2 or 3%!

**B** Hmm!

**A** And of course, you no longer have to worry about returns, which allows you to focus on what you do best – selling more product! [12]

1. Why do multichannel retailers have more customer returns than traditional bricks-and-mortar stores? Why do they have to accept them?
2. Why is handling returns in house inefficient for most retailers?
3. How much does the 3PL rep claim retailers can save by outsourcing?
4. What other benefit of outsourcing does the 3PL rep mention?

**6. Read the part of the conversation and choose the best alternative in each sentence.**

**B** So how exactly does it work?

**A** Well, first of all, instead of each store collecting unwanted or faulty products, we centralize everything. That way you don't waste money on storage or paperwork, and you avoid shipping individual items.

**B** Sounds good.

**A** Next, we process all returns and reposition or redirect them, or transfer them for refurbishment.

**B** Or just scrap them?



**A** Actually, whenever possible we try to redirect unsold product to factory outlets, salvage centres or auctions; that way you can often recover 13 to 23% of its value, as opposed to only 2% from recycling.

**B** Oh, I see!

**A** And it doesn't stop there! As well as dealing with all the logistics, we can even handle repair and refurbishment for you.

**B** Oh yeah?

**A** Yes. You, or your supplier, just train our people to repair or replace faulty parts, and then we take over the whole operation. You not only get your product back on the shelf more quickly, but you also get it back more cheaply.

**B** It sounds better and better!

**A** What's more, a well-managed reverse-logistics solution enables you to extract maximum value from stales and unsaleables whilst at the same time obtaining valuable data to help you fine-tune your pre-sales supply chain. And the cherry on the cake is the opportunity to sell your customer the latest model when you take back their old end-of-life products! [12]

1. Centralizing product returns *saves/wastes* money.
2. Retailers can recover more value from *redirecting/recycling* unsold products.
3. The 3PL can also *repackage/repair* faulty products.
4. Taking back worn-out products is an opportunity to *get feedback/make a sale*.

## **7. Complete these phrases with the correct words.**

*presenting changes*

1. w ----- in the past, returns were just an unwanted cost, now ...
2. by paying a 3PL ... r-----t--- handling them in house, ...
3. you n-l -----have to worry about returns

*giving reasons for change*

4. t---m --- you can ...
5. t---w-- you don't waste money/you can often recover ...
6. you a ---- shopping individual items

*explaining benefits*

7. you n—o--- get your product back on the shelf ... b--- you a--- get ...
8. w----m---, a well-managed reverse-logistics solution e----- you to ...
9. w ----- at the same time obtaining valuable data ...
10. and the c----- on the c----is ...

**8. Complete the supply chain blog post with the collocations in the box.**

- |                         |                        |
|-------------------------|------------------------|
| discuss + pros and cons | roll out + in waves    |
| get + board             | slip back + bad habits |
| get + involved          | take + board           |
| outline + benefits      | take + ownership       |
| overcome + inertia      | talk + through         |

*Four steps to optimizing your returns policy*

It's never easy to implement reverse-logistics, but following four simple steps will increase your chances of success.

*Step one: Communicate your vision*

Make sure everyone understands why you're outsourcing to a 3PL or upgrading your in-house returns process. Hold meetings to \_\_\_\_\_ the project \_\_\_\_\_ with your team and give them the opportunity to \_\_\_\_\_ the \_\_\_\_\_. Make sure you \_\_\_\_\_ the \_\_\_\_\_ for each individual, not just for the organization.

*Step two: Meet objectives*

The first reaction to change is often denial. You'll need to \_\_\_\_\_ the usual \_\_\_\_\_ and get people to see the advantages of recovering more value from returned goods. Wait until they've had the chance to \_\_\_\_\_ on \_\_\_\_\_ the benefits to stakeholders and to the environment before moving to the next stage: commitment.

*Step three: Get buy-in*

Make sure that key members of the team \_\_\_\_\_ full \_\_\_\_\_ of their tasks; once your leaders buy in to repositioning and recycling, it becomes a lot easier to \_\_\_\_\_ everyone else on \_\_\_\_\_. Don't forget to \_\_\_\_\_ your suppliers, customers and other partners \_\_\_\_\_, too.

*Step four: Implement change*

\_\_\_\_\_ your changes \_\_\_\_\_ and regularly review and celebrate progress. Look for ways to consolidate and cement the new process so that nobody can \_\_\_\_\_ into \_\_\_\_\_.

**9. Replace the phrases in bold with the collocations from the previous exercise.**

1. Don't try to do everything at once, **make the changes in several changes.**
2. To get best results, you need people to **feel personally responsible.**
3. When the project is over, there's a risk that people will **gradually return to the old ways.**
4. You should **encourage** your partners **to take part** in the organization process.
5. each department manager will try to **persuade** their team **to join.**
6. Most people accept change once you **tell them what's in it for them.**
7. It's not always immediate people need time to **understand** new ideas **and adopt them.**
8. Before we take a decision, we need to **talk about the advantages and disadvantages.**
9. We're meeting to **talk about all the implications of** the idea of outsourcing returns.
10. It's easier to do nothing than to change, you have to **get over people's reluctance to move** [12].

**10. Decide which three sentences from a-f complete each presentation and in which order.**

*Stales*

Many food products are still perfectly good after their sell-by date, but we can't sell them. .... ..

## Returns

With more and more on-board electronics, faulty returns are not simple to repair. ....  
.....

1. And the cherry on the cake is, it's good for our corporate image!
2. Instead of shipping them back to the manufacturer, our 3PL provider now simply replaces electronic components in their consolidation centre.
3. That means we get products back on the shelf as quickly as possible.
4. That way, we actually save money and reduce waste, whilst at the same time helping people in need.
5. What's more, outsourcing all the logistics and repairs to the 3PL enables us to cut the cost of returns in half!
6. Whereas in the past we paid to have them destroyed, nowadays our 3PL's network allows us to donate them to food banks.

## UNIT 13. TRANSPORTATION LOGISTICS



[https://stock.adobe.com/search?k=logistics&asset\\_id=448938910](https://stock.adobe.com/search?k=logistics&asset_id=448938910)

### Part 1

#### Rail Freight Transportation

##### 1. Read, translate and give the gist of the text.

Logistics comprises all tasks for planning, controlling, providing and optimizing processes along the value chain. Transport logistics comprises the complete approach to all processes in logistics that are necessary to conduct a transport.

It deals with the interaction of:

- Administrative variables such as personnel management, vehicle management
- Planning variables, e.g. transport control, transport strategies
- Operational variables such as transport technology, data transmission technology.

**The task** of transport logistics is to distribute and provide goods at the lowest possible cost in the production process.

**The goal** is to optimize transports in terms of loading, unloading, capacity utilization, handover and identification.

It comprises the complete consideration of all processes in logistics that are necessary for a transport. This includes the consideration of two networks:

- Supply network
- Distribution network

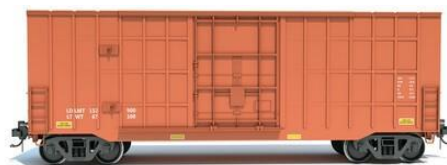
A supplier network describes which types of suppliers play a role in the supply process. A distribution network describes the spatial structure in which the distribution processes are implemented.

In the logistics and supply chain sector, there are the four main modes of transportation. They are road, rail, sea and air. Depending on what you're shipping, where you're shipping from, and where you're going to, you can choose a different shipping option. There could be several approaches that work for your situation. Knowing the benefits and drawbacks of each form of transportation is crucial for this reason. Selecting the mode of transportation with the highest carrying capacity will depend on your needs.

Cargo shipped by train is known as rail freight. In this method, freight is transported on railways 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: box cars, flat cars, double stack cars.



flat cars



box cars



## double stack cars

In some cases, train cars piggyback 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 already loaded with cargo. The containers will be loaded onto shipping vessels and the trailers will be hitched to trucks. In addition, some train cars allow for roll on-roll off (RO-RO) 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, loaded, unloaded, and sorted. Most stations and terminals have a rail yard next to them for convenience. Trains enter rail yards on tracks leading from the railway. Unit trains may be assembled at a rail yard with cars carrying cargo bound for the same destination [17].

## 2. Choose the correct answers.

1. What is the main purpose of the excerpt?

- A to describe how cargo is shipped by railways
- B to debate which train cars should be used for specific shipment
- C to explain why trains are a good mode of transport for cargo
- D to illustrate why unit trains are more cost efficient than other trains

2. Which is NOT a type of train car?

- A double stack
- B roll on-roll off

C boxcar

D flat car

3. Where are unit trains assembled?

A stations

B terminals

C rail yards

D tracks

**3. Match the words (1–7) and phrases with the definitions (A– G).**

1 locomotive	A a railroad car that has a flat deck to transport cargo that is too large to fit within a boxcar
2 boxcar	B a building or complex located on a transportation route used by passengers and/or operators
3 flat car	C a railroad car that is enclosed and used to carry cargo
4 double-stack car	D a railroad vehicle that pulls railroad cars
5 terminal	E a train made up of cars carrying cargo leaving from the same point and heading for the same destination
6 unit train	F a railroad car designed to carry two shipping containers stacked one on top of the other
7 track	G a set of rails that a train runs on

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

train double-stack car piggybacked cars roll on-roll off COFC terminal

1. The shipping container was \_\_\_\_\_ on top of a flat car.
2. Pete and Ann bought train tickets at the \_\_\_\_\_.
3. Automobiles are classified as \_\_\_\_\_ cargo.
4. The train consisted of piggybacking \_\_\_\_\_ headed for a port on the ocean.
5. The pallets were loaded onto both levels of the \_\_\_\_\_.

6. Passenger \_\_\_\_\_ travel isn't as popular as it used to be.
7. The boy counted forty \_\_\_\_\_ on the train, mostly boxcars and flat cars.
8. The \_\_\_\_\_ were unloaded and the trailers hitched to trucks waiting by the rail yard.

**5. In regions with extensive rail networks, such as Europe and North America, trains play a crucial role in logistics routes all over the world. For instance, nearly 15% of all freight travel in North America is by rail. In regions of the world with robust rail networks, it is the best option for organizations that need quick, scheduled, and reliable freight. Make up dialogues about advantages and disadvantages of rail freight transportation. Use the table.**

The benefits of rail freight	The disadvantages of rail freight
<ol style="list-style-type: none"> <li>1. Compared to shipping by road, trains offer larger carrying capacity.</li> <li>2. There is a lower likelihood of delays because of fixed schedules and the nature of rail travel.</li> <li>3. It has the least negative environmental impact of any type of transportation. Compared to road freight, it emits more than 75% fewer emissions.</li> <li>4. A practical option for long distance travel.</li> <li>5. Particularly suitable for cross-country travel.</li> </ol>	<ol style="list-style-type: none"> <li>1. It may take longer than other modes of transportation.</li> <li>2. Not all locations are ideal for rail freight because of accessibility issues.</li> <li>3. Due to predetermined routes, there is no door-to-door service.</li> <li>4. Typically necessitates additional transportation at the destination.</li> </ol>

**6. Read the following text. Match each of the four paragraphs with the corresponding heading (A-F). Fill in the gaps (1-4) with the correct answer according to the text. There are two extra headings that you do not need to use.**

**Challenges and Risks Associated with Transporting Loaded Containers**



**1** \_\_\_\_\_

Handling involves picking, packing, loading, and unloading cargo. And in many cases, careless handling is the root cause of mishaps resulting in slips, trips, and potential financial losses. For instance, if you are shipping fragile items, there is always a risk of damage during transport if the proper precautions are not taken. Because of the many hands that touch a product throughout the transportation process, it is more likely to sustain damage due to carelessness or accident (such as being dropped by a delivery driver or mishandled while being unloaded).

**2** \_\_\_\_\_

Oversize or overweight shipments can cause issues. If the container exceeds the weight and size limitations for a specific mode of transport, special permits may be required, which can lead to delays and increased expenses.

**3** \_\_\_\_\_

Cargo robbers prey on loaded containers at transit hubs, parking lots, and other locations where the cargo is left unattended. Though robbers are known to steal goods directly, occasionally, personnel with knowledge from the “inside” also get engaged in this cargo theft operation by supplying transportation information to others. Besides these more obvious methods, hijacking, piracy, and cyber-attacks are frequently used by criminals to gain access to networks and steal valuable goods.

**4** \_\_\_\_\_

Transporting hazardous materials or cargo that requires special handling can be challenging due to regulatory compliance issues. Failure to comply with regulations can result in penalties, fines, and even legal action.

<b>A Compliance Issues</b>	<b>D Theft</b>
<b>B Weight and Size Issues</b>	<b>E International Boundaries</b>
<b>C Piracy</b>	<b>F Poor Handling</b>

## **Part 2**

### **1. Read, translate and give the gist of the text.**

#### **Motor Freight Transportation**

Motor carriers transport over 75 percent of the tonnage of agricultural products and consumer goods (fresh and frozen meat, dairy products, bakery products, confectionery items, beverages), manufactured products (amusement, sporting, and athletic goods; toys; farm machinery; television sets; carpets; clothing; drugs; office equipment; furniture). Motor carriage offers fast, reliable service with little damage or loss in transit. Many motor carriers, particularly those involved in just-in-time programs, operate on a scheduled timetable. This results in very short and reliable transit times.

Domestically, motor carriers compete with air for small shipments and rail for large shipments. Efficient motor carriers can realize greater efficiencies in terminal, pickup, and delivery operations, which enables them to compete with air carriers on point-to-point service for any size shipment if the distance involved is 500 miles or less. Motor carriers compete directly with railroads for truckload (TL) shipments. However, 255 rail is the dominant mode when shipment sizes exceed 100,000 pounds. Motor carriers dominate the market for smaller shipments.

Motor carriers are very flexible and versatile. Their flexibility is made possible by a network of roads, thus enabling them to offer point- to-point service between almost any origin-destination combination. This gives motor carriers the widest market coverage of any mode. Motor carriers are versatile because they can transport products of varying sizes and weights over any distance.

Motor carriage has become an important part of the logistics networks of most firms because the characteristics of the motor carrier industry are more compatible than other transport modes with the service requirements of the firms' customers. As long as it can provide fast, efficient service at rates between those offered by rail and air, the motor carrier industry will continue to prosper [8].

### **2. Choose the correct answers.**

1. What is mentioned as the advantage of motor carriers transport?

- A It adapts to transport schedules and routes, allowing optimization in delivery times.
- B Road transport is irregular and undependable.
- C Modern mega-trucks, with a capacity of about 60 tons, are much more limited than a train, or a plane.

2. Motor carriers

- A equipment and machinery
- B luxury goods
- C consumer and manufactured goods

2. What is mentioned as the disadvantage of motor carriers transport?

- A Road transport system is limited with frequent accidents.
- B Roads need less capital than the railways.
- C Unlike railways, road transport provides a flexible service to workers and materials.

**3. Match the words (1–7) and phrases with the definitions (A– G).**

<b>1</b> terminal	<b>A</b> to strive consciously or unconsciously for an objective (such as position, profit, or a prize): be in a state of rivalry
<b>2</b> transit	<b>B</b> a place to which one is journeying or to which something is sent
<b>3</b> compete	<b>C</b> characterized by a ready capability to adapt to new, different, or changing requirements
<b>4</b> truck	<b>D</b> an open way for vehicles, persons, and animals
<b>5</b> destination	<b>E</b> the end of a railway or other transport route, or a station at such a point.
<b>6</b> road	<b>F</b> a wheeled vehicle for moving heavy articles
<b>7</b> flexible	<b>G</b> conveyance of persons or things from one place to another

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

improving	driver	flexible	delay	to reduce	destination	comparison
-----------	--------	----------	-------	-----------	-------------	------------

1. Currently, land freight transport is the most economical in \_\_\_\_\_ with the others.

2. The most popular option for \_\_\_\_\_ land transportation is to combine it with maritime transportation.
3. The logistics and transportation companies are trying \_\_\_\_\_ the risks of accident rate by pouring a huge amount of money into the development of security, newer trucks, and training their truck drivers more.
4. If the delivery way leads the truck driver via a road in poor condition, the shipment can gain at least some \_\_\_\_\_.
5. A huge influence on road transport is the variability of weather, which could strongly affect the delivery time and more importantly the safety of the \_\_\_\_\_.
6. Trucking services are very much easy and \_\_\_\_\_, and they can go in every direction and wherever they want and wherever they want to go.
7. We make sure your shipment gets to its \_\_\_\_\_ on time.

**5. Road freight is a well-liked option for shipping all kinds of commodities around the world. It is most suited for circumstances in which goods must cross international boundaries and for last-mile delivery to customers' doors or warehouses. Make up dialogues about advantages and disadvantages of motor freight transportation. Use the table.**

The benefits	The disadvantages
1. Compared to air or sea freight, there are less restrictions on road freight.	1. Transporting freight by road might be more unexpected and take longer than doing it by air or sea because of unforeseen weather conditions or road closures.
2. GPS technology allows you to always know where trucks are, making them easier to track than ships or airplanes.	2. It's simpler for criminals to target trucks than other transport modes, making it unsuitable for trans-global transportation.
3. It's quite easy to get to. Every nation in the world has a road system. Sea or	3. There are size and weight restrictions.

rail networks cannot be said to have that.	
4. Depending on your products, it's simple to arrange specialized transportation. Road freight can transport almost anything, including dangerous materials and perishable items.	4. Seasonality issues can make roads dangerous
5. When properly organized, door-to-door transportation is feasible	5. Greater danger of mishaps and malfunctions compared to other forms of transportation
6. It's simple to change routes and timings as needed	6. It is less swift than other forms of transportation
7. Simple process for packaging, shipping, and offloading	
8. It's one of the most cost-effective forms of transportation.	

## 6. Read the text and label the pictures with the correct word.

### Types of vehicles for road transport

There are several types of vehicles used in road freight transport, which can be classified according to their structure, the type of containment of the goods and their weight:

**-Rigid trucks:** their structure is in one piece, and the driver's cab is attached to the goods transport trailer, with no possibility of separation.

**-Articulated trucks:** they are divided into two separate parts: the driver's cab and the trailer where the goods are transported.

**-Open platform trucks:** they carry the goods fully or partially uncovered, and are usually used for transporting construction materials.

**-Closed container trucks:** these have only a rear opening for loading the goods. They are often used for easily loaded goods, such as parcels.

**-Tarpaulin trucks (tauliner):** have their sides and roof covered by tarpaulins that can be put on and taken off.

**-Tanker trucks:** used for transporting liquid goods, gas or chemicals.

**-Hopper or tipper trucks:** they have a tilting trailer in order to tip the goods.

**-Refrigerated trucks:** these allow goods to be kept refrigerated, either by generating cold or by insulating them from the outside temperature.

**-Car carriers:** these are designed to move vehicles such as cars or motorbikes on the road, and can be open or closed.

**-Cage trucks:** these are designed for transporting animals. They have openings on the sides to allow air circulation.

Classifications can also be made according to the weight of the trucks, such as N1, N2 and N3, according to their Maximum Authorised Mass (MMA).



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A \_\_\_\_\_



B \_\_\_\_\_



C \_\_\_\_\_



D \_\_\_\_\_



E \_\_\_\_\_



F \_\_\_\_\_



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G \_\_\_\_\_



H \_\_\_\_\_ [8].

## 7. Talk about these questions.

- a. What are some benefits of transporting cargo by rail?
- b. What are some different types of train cars that are used to ship cargo?
- c. Why do a lot of companies choose motor transportation for shipment?
- d. What are some types of trailers used to transport freight?
- e. What advances help to overcome railroad transportation problems?
- f. What types of goods do motor carriers transport?
- g. In what services are motor carriers more effective?
- h. How is rail transport limited?

### **Rules for Any Mode or Modes of Transportation:**

**EXW** – Ex Works: Seller delivers (without loading) the goods at disposal of buyer at seller's premises. Long held as the most preferable term for those new-to-export because it represents the minimum liability to the seller. On these routed transactions, the buyer has limited obligation to provide export information to the seller.

**FCA** – Free Carrier: Seller delivers the goods to the carrier and may be responsible for clearing the goods for export (filing the EEI). More realistic than EXW because it includes loading at pick-up, which is commonly expected, and sellers are more concerned about export violations.

**CPT** – Carriage Paid To: Seller delivers goods to the carrier at an agreed place, shifting risk to the buyer, but seller must pay cost of carriage to the named place of destination.

**CIP** – Carriage and Insurance Paid To: Seller delivers goods to the carrier at an agreed place, shifting risk to the buyer, but seller pays carriage and insurance to the named place of destination.

**DAT** – Delivered at Terminal: Seller bears cost, risk and responsibility until goods are unloaded (delivered) at named quay, warehouse, yard, or terminal at destination. Demurrage or detention charges may apply to seller. Seller clears goods for export, not import. DAT replaces DEQ, DES.

**DAP** – Delivered at Place: Seller bears cost, risk and responsibility for goods until made available to buyer at named place of destination. Seller clears goods for export, not import. DAP replaces DAF, DDU.

**DDP** – Delivered Duty Paid: Seller bears cost, risk and responsibility for cleared goods at named place of destination at buyers disposal. Buyer is responsible for unloading. Seller is responsible for import clearance, duties and taxes so buyer is not «importer of record».



<https://www.google.com/search?q=TYPES+OF+INVENTORY+pictures&og>



## **Unit 14. SUPPLEMENTARY READING MATERIALS**

### **1. Read, translate and give the gist of text 1.**

#### **Logistics Service Provider**

The lack of specific knowledge and suitable infrastructure in the targeted markets force firms to turn to the competence of logistics service providers, especially, a third party supplier, or contract logistics services. A third party transportation service provider handles a company's logistics needs; huge savings for time, money, and effort are gained. Those who carry on retail business, for example, will be able to reduce their needs for warehouse storage, vehicles, and labour when they opt to contract the work out. They will be able to bring down their fixed expenses and capital investments, use their financial resources in their core business activities.

A logistics service provider (LSP) refers to an outside provider employed by firms to perform some or all of its logistics activities. LSPs differ considerably in the scope and depths of services offered. The services offered by the LSPs range from a narrow spectrum, mainly consisting of warehousing and transportation services in primal phases, to integrated service portfolios, including a multitude of different services for the advanced phases. Five kinds of LSPs can be distinguished: carriers, freight forwarders, courier & express & parcel/postal providers (CEP), third party / contract LSPs and fourth party LSPs.

Carriers typically own logistics assets and concentrate mainly on supplying transportation services. They are mostly confined to either road, sea, air or rail transportation and only in few cases also offer combinations of these services. They receive their orders either directly from the customer or through a freight forwarder and with their service portfolio cater to the needs of traditional logistics of the first phase of logistics development.

Freight forwarders offer coordinating functions and intermediating services. They bundle transportation services, offer warehousing and also supply a combination of the two. They also provide additional services, such as

transportation planning and management, and also sometimes act as carriers by using own assets for transportation or warehousing. Overall, freight forwarders in their coordinating function address the needs of firms which are located in the second phase of logistics.

The third phase of logistics development requires interorganizational flow and process orientation, and therefore, demands comprehensive logistics solutions.

During this phase, solution providers in the form of CEP and third party service providers become increasingly important depending on the needs of the customers.

CEP providers are also transportation providers, but with a focus on the distribution of small units to any destination, often with time-critical shipments. As opposed to carriers, CEP providers send parcels or mail through their networks, employing different transportation vehicles and incorporating handling at hubs. In this way, they can virtually supply door-to-door services anywhere in the world, without having to rely on any third parties. Still, carriers and brokers are sometimes employed to reduce capital intensity. Core competencies of CEP providers are the operation and management of highly complex distribution networks.

3PL or 3rd party service logistics is a company that manages logistics need by providing transportation, warehousing, documentation, IT support, customs clearance and other government formalities. It owns assets and works on a ground level.

The economic advantages of using 3PL suppliers are:

- elimination of infrastructure investments;
- access to world-class processes, products, services or technologies;
- improved ability to react quickly to changes in business environments;
- risk sharing;
- better cash-flow;
- reduction of operating costs;
- exchange of fixed costs with variable costs;
- access to resources not available in one's own organization.

Peter Muller (1993) is supposed to be the first to have identified different types of 3PLs. To him, there are four distinct classes of 3PLs: 1. Asset-based 3PLs use their own assets (e.g. trucks and warehouses) to offer dedicated logistics services. 2. Management-based 3PLs supply logistics management through information systems or consulting. 3. Integrated 3PLs use their own assets to provide logistics services, but also subcontract from other vendors if necessary. 4. Administration-based 3PLs mainly offer administrative management (e.g. freight payment). 4PL-providers serve as an intermediary and general contractor for inter-organizational supply chains without supplying any physical process by itself. 4PL is a company that manages the 3PLs on behalf of the major company. 4PLs do not own any asset and do not work on a ground level. 4PLs bid for 3PL providers, select the 3PLs for the company to ensure global shipments and integrate 3PLs' operations for the goods to reach smoothly from one 3PL to another 3PL company. Therefore, the major company does not have to deal with all the 3PLs individually. 4PLs provide it with all the required information.

In essence, the 4PL logistics providers are supply chain integrators. They assemble and manage the resources, capabilities and technology of their own organization with those of complimentary service providers to deliver a comprehensive supply chain solution [1].

*Answer the following questions on text 1.*

1. What is a logistics service provider?
2. What are the functions of a logistics service provider?
3. How are all PLs distinguished?
4. What are the multiple benefits of 3PL providers?

## **2. Read, translate and give the gist of text 2.**

### **Basic Materials Handling Principles**

While materials handling practices vary from industry to industry, the basic principles remain the same and they are the following:

Least handling is best handling. It is best to keep the handling cost to the minimum because handling does not add value to the product or material.

Standardization of equipment. Materials handling equipment should be selected to afford flexibility and be capable of performing multiple operations, but standardized. This will result in reduction of cost of operations, maintenance and repair, as well as costs of storage.

Specialized equipment kept to a minimum. It may be desirable to have specialized equipment, but the first-cost, cost of operation, maintenance and repair are generally higher than those of standardized equipment. Present worth and life-span value should be evaluated.

Volume dictates the method. Volumetric consideration determines the method of handling, regardless of size, shape and value. Therefore, the most important criterion is the volume.

Planning ahead. Simultaneously with other planning activities, selection and procurement of materials handling equipment should be conducted in advance to take care of all aspects of handling and storage, particularly of standardized equipment and combining methods.

Length and number of moves. Movement must be studied in detail to reduce backtracking of materials. The extent of movement must also be studied so as to afford better utilization of men and equipment.

Equipment capacity. The capacity of rates should be carefully examined and never exceeded, as overloading causes undue wear, entails excessive maintenance and repair cost. It also creates potential accident hazards, violating the safety first principles in materials handling.

Analysis of operations. To determine combination of handling activities, all operations must be analyzed. This will result in simplification and possibly, reduction in handling and cost.

Payload. The selection of equipment must be made after careful consideration of the cost of moving, and economics can be measured by studying

the cost of operation involved in handling in each move. The physical state of material is a determining factor in the selection process.

Straight flow line. The shortest distance between the two given points line provides a guideline for the path to follow.

Standardization of methods. The line, method of picking, carrying and settling down of material vary. This does not call for an analysis like micromotion analysis, but calls for forming a basis for materials handling in the minimum length with the available equipment. When the method is standardized, the time could be fixed and wastage in time, labour and equipment could be eliminated [1].

*Answer the following questions on text 2.*

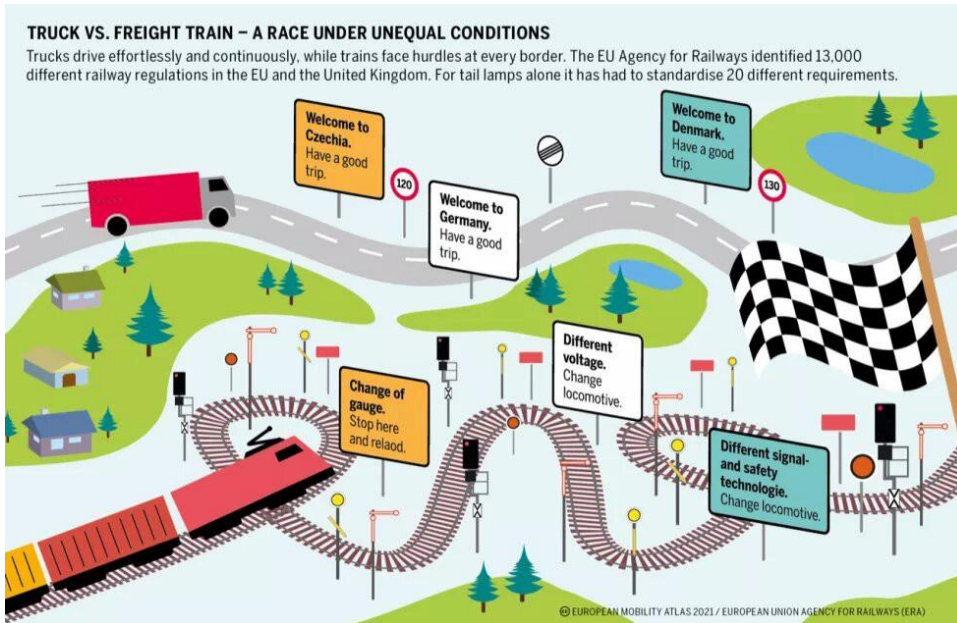
1. What adds value to the product or material?
2. How does standardization of equipment influence the cost of operations, maintenance, repair and costs of storage?
3. When must the selection and procurement of materials handling equipment be conducted?
4. What does the study of length and number of moves ensure?
5. What should be done to avoid undue wear, excessive maintenance, repair cost and potential accident hazards?
6. How is the selection of equipment made?

### **3. Read, translate and give the gist of text 3.**

#### **From the roads to the rails: European freight transport and green logistics**

For about two decades, the logistics industry has become more serious about sustainability. Although a validated definition of “green logistics” does not yet exist, the reduction of CO<sub>2</sub> emissions can be regarded as an important part of the concept. In freight transport, heavy goods vehicles (HGV) on roads are by far the

biggest emitter of greenhouse gases (GHG), while rail is the smallest.



Nevertheless, the shift from road to rail – a central target of EU transport policies – struggles to get off the ground.

Every year there are new success stories: in 2022, more than 12,000 trains travelled between China and Europe, according to China's Customs Authority, carrying more than a million containers to 21 countries and 92 European cities. The rail freight traffic between Asia and Europe has grown six-fold over the last five years. Nevertheless, it plays a minor part with regard to overall transportation figures, with around two percent. In comparison, 90% of goods between China and the EU still go by sea, and around six percent by air. Yet in the German inland port of Duisburg, the central European hub on the so-called “new silk road”, rail-based freight traffic with China grew by approximately 70% just in 2020. This rapid growth is expected to continue into the foreseeable future, according to a study commissioned by the International Union of Railways (UIC).

These facts and figures could suggest a bright future for rail – and for the climate. Shippers, one could assume, could rethink their supply chains and (re)discover rail. But a deeper look into the reality of European transport is less thrilling. Modal split from road to rail is still unsatisfactory and – even worse – has hardly changed over the years. While in EU transport policies rail has been

prioritised for several legislative periods, its share in freight remains beneath 20% (17.9% for the EU-27 in 2018).

Road transport continues to have the largest share (72.1%) of EU freight transport performance among the three inland transport modes (besides road and rail, inland waterway transport represents 5.7%). This is disastrous, because an increase of freight transport utilizing rail would help to combat climate change. Freight trains emit 80% less CO<sub>2</sub> than HGV per tkm (one ton transported in one kilometre). Besides that, they cause fewer external costs (accidents, air pollution, climate change, noise, congestions, well-to-tank emissions and habitat damage) according to a study presented by the European Commission.

However, external costs are not reflected in user costs. That is why transport by train is often more expensive than by road and not an option for many shippers. Apart from the price, their concerns include reliability, the capacities available, information management, average speed and flexibility.

Freight by rail is transported in three different ways: as single wagonloads, in block trains, or as combined (or intermodal) transport. The latter starts, in most cases, with a truck taking a container a short distance to a terminal. There the box is trans-shipped on a train, which transports it over a long distance to another terminal. There it is reloaded to a truck for last-mile-transport. While the market share of rail freight has not changed in Europe as a whole, intermodal rail is responsible for nearly half the tkm produced by freight trains. Combined (or intermodal) transport is the most dynamically growing segment of rail transport, and it is regarded as the largest, most important production system of rail freight.

Block trains run from A (e.g., ports) to B (e.g., steel works) without being shunted. That makes them relatively profitable and block trains with chemical products, coal, iron ore or wood are highly competitive with road usage. Their main competitors are barges on inland waterways.

Single wagonload represents a market share of about 27% in 13 key EU countries – with significant differences among them. While Germany, Austria and Czech reach about 40%, the single wagonload share on total rail freight in Italy is

lower than 15%. This type of rail production is by far the most complicated, because it needs a lot of shunting. For example, a single wagon full of paper sent by a paper mill north of Gothenburg in Sweden to its subsidiary plant near Mainz in Germany, is first taken from the mill to the shunting yard of Gothenburg. There it is put on a train to Malmö, where it is shunted again and placed in a freight train to Hamburg-Maschen, the biggest marshalling yard in Europe. In another shunting process, the single wagon is put onto a train to Cologne-Gremberg, followed by another one to Mainz-Bischofsheim, from where a locomotive takes it to its destination. The journey takes about 40 hours, and this example shows the complexity of single wagonload production chain, combined with an equally complex cost structure, obviously.

Besides the complex and expensive production of single wagonload, rail, in general, faces a whole host of structural disadvantages, which affect freight even more than passenger services. Since World War II, transport policies in nearly all EU countries have favoured road. Rail has been suffering, until recently, from a lack of necessary investment in infrastructure. Therefore, there is no dedicated network for freight trains. As such, the profitable length of 740 metres per train cannot be operated all over the EU. The obstacles to freight trains, especially to those running internationally and over long distances, include different national rules, different signal and safety systems, different track gauges, different voltage systems, missing deviation routes in cases of disturbances on the main line, and lack of a common railway language (like English in aviation) which is accepted in all countries. These obstacles do not exist for rail's main competitor – the truck.

EU transport policy has been trying for nearly two decades to boost rail and to compensate for the long disregard of the sector. Four railway legislation packages have tried to promote the position of rail. A new legislation for road transport will attempt to eliminate unfair advantages of the sector in the intermodal competition.

So far, all these efforts have not been able to improve the market share of freight trains. It is only satisfactory in the three Baltic states, where rail is the



pivotal freight transport mode: with more than three quarters in Latvia, more than two thirds in Lithuania and more than 40% in Estonia.

Back to the success stories: the train from China arrives at Duisburg after a 13-day journey through five countries bridging more than 10,000 kilometres. It shows the potential rail can have in freight transport. Without problems, it has twice changed the track gauge and it arrives on schedule at the border of Poland. There, at the door to the EU, is where problems start, complain shippers and train operators. Because in the EU, freight transport by rail still remains well behind its potential [18].

*Answer the following questions on text 3.*

1. What is an important part of the green logistics concept?
2. What kind of pollution do heavy goods vehicles (HGV) cause?
3. Which kind of freight traffic is expected to grow rapid growth is expected to grow? Why?
4. In what ways is freight by rail transported?
5. What is EU transport policy?

**Read, translate and give the gist of text 4.**

#### **Green logistics: advantages and how to apply it**

Green Logistics: definition and challenges. Green logistics involves considering the environmental footprint of a company when organising its logistics. It is applied to the entire supply chain and its objective is to reduce the company's impact on the environment, without affecting its economic activity.

This is achieved through more or less substantial changes in a company's logistics activity, either by the choice of suppliers, infrastructures, optimisation of storage space or automation. There is a wide variety of solutions to combine efficient logistics and sustainable development.

Implementing green logistics can be positive for companies for several reasons:

Reduced pollution. Above all, the main benefit of green logistics is the reduction in pollution generated by the company. This benefits not only the company itself, but also society as a whole given the current environmental situation.

Reduced transport costs. Green logistics helps to reduce the distance and number of goods transport operations, especially those that use combustion vehicles, which emit greenhouse gases that are harmful to the environment. As a result, companies can make essential savings while reducing pollution.

Lower packaging costs. Green logistics involves using biodegradable or reusable packaging or materials. Although more expensive to purchase than single-use materials and components, recyclables can save businesses money in the long run. These include: cardboard instead of wood pallets, reusable plastic film, etc. Packaging accounts for almost half of the world's plastic pollution, and most of it is never recycled. That is why it is important to use this resource correctly.

Better image. Green logistics allows companies to adopt an eco-responsible approach, which is particularly beneficial for their image. Whether in the eyes of suppliers, customers or stakeholders in general, the company's "eco-responsible" reputation is an asset that is worth exploiting. It can be a way of meeting the environmental requirements of B2C customers, who may see it as a quality guarantee, or as a way of meeting the demands of B2B customers, who in turn apply green logistics and look for environmentally-friendly suppliers.

Reduced losses. It also reduces the losses of goods or raw materials from the warehouse. In fact, not discarding unused raw materials so as to recycle or reuse them saves money when replacing raw materials.

Automation of warehouses. Green logistics also involves the automation of warehouses. The implementation of automated processes helps to increase the logistics efficiency of a company and save time and money. For example, the installation of a permanent inventory management system with WMS software helps reduce losses caused by goods that have reached their expiry date. The installation of a warehouse (automated warehouse) is therefore a win-win situation,

both from an environmental and economic point of view, and perfectly meets the requirements of efficient green logistics. Green logistics affects a company's entire supply chain. This applies both in and outside the warehouse.

Green logistics inside the warehouse. Green logistics involves optimising the storage space of warehouses. This allows the company to reduce the number of handling machinery movements and avoid unnecessary operations, which in turn reduces the pollution generated. It also facilitates the work of operators and increases the storage capacity of the warehouse.

Green logistics outside the warehouse. Green logistics is also implemented outside the warehouse, with the creation of a CSR (Corporate Social Responsibility) policy.

This indicates that the company applies certain social and environmental requirements and may involve choosing suppliers that agree to comply with an environmental charter prepared by the company. This charter may require that raw materials are of organic origin, that the packaging is made with biodegradable materials or that the supplier has certain environmental labels or certifications, such as the European Ecolabel or the ISO 14000 standard.

Reducing distances travelled during transport is also a way of applying green logistics. By favouring local suppliers, the company reduces greenhouse gas emissions caused by goods transport to its warehouse. The company can also ensure full optimisation of the loading of the means of transport used, in order to limit the number of empty spaces and thus reduce the number of journeys.

The future of green logistics. It seems undeniable that the future of green logistics depends on supply chain automation, a trend that has been widely observed in recent years.

Logistics 4.0 is likely to continue to develop, with the use of artificial intelligence, digitisation of information and robotisation with AGV, AMR, robotic arms and robotic racking such as our AR Shuttle solution equipped with automated pallet shuttles.

All these automated solutions favour green logistics by limiting the use of polluting energies. It is therefore likely that green logistics, already established today, will continue to develop more in the future with the development of logistics 4.0 and the current environmental situation [19].

*Answer the following questions on text 4.*

1. What are the main objectives of green logistics?
2. What are the advantages of green logistics both for the companies and the environment?
3. How does green logistics help inside the warehouse?
4. In what way is green logistics implemented outside the warehouse?

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Навчальне видання

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Мунтян Антоніна Олександрівна*

## **BUSINESS LOGISTICS**

Навчальний посібник

Електронне видання

Комп'ютерна верстка І. А. Колієва

Експертний висновок склав канд. філол. наук, доц. Т. Шуліченко

Зареєстровано НМВ УДУНТ (№ 1.810 від 13.01.2025)

Формат 60x84 1/16. Ум. друк. арк. 6,91. Обл.-вид. арк. 7,0.

Зам. № 5

Видавець: Український державний університет науки і технологій.  
вул. Лазаряна, 2, ауд. 2216, ауд. 263 (наукова бібліотека)  
м. Дніпро, 49010.

Свідоцтво суб'єкта видавничої справи ДК № 7709 від 14.12.2022

