



Spedycja / Freight forwarding

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Introduction

Transport and freight forwarding belong to a developing branch of economy in our country. Forwarding technicians are sought-after employees. A forwarder may work in forwarding, logistics, transport enterprises, in seaport, airport support agencies as well as in all enterprises forwarding manufactured products and in wholesale outlets stocking retail outlets [1].

The aim of work of a forwarder is the organisation of transport of freight from one place to another so that it goes smoothly, quickly and as cheap as possible for a person who commissions the freight forwarding service. Only a person who professionally and for a fee, on their own behalf or on behalf of a principal, on a principal's account, undertakes to either send or collect a parcel and other activities connected with its transport may be a forwarder. Forwarder's operation area covers car, rail, sea, inland water, air, and intermodal transport. The organisation of transport consists in looking for a customer, establishing the details about transport, negotiating the price for a service, and in settling the service. A forwarder also gets any customs forms filled in when import and export of products is concerned. They negotiate the prices and the terms and conditions of supply of products or a service to a place with transport companies, commissions loading and unloading freight. A forwarder in their work advises on choice of transport, a means of transport and the route, and also the preparation of freight for transport. They plan a transport company's forwarding requisition, which is connected with determining and establishing an essential number of means of transport to complete a transport task.

A forwarder workplace is office rooms as well as loading, unloading and trans-shipping areas. In some situations, a forwarder also takes part in the transport.

Forwarder's basic tools are a computer, fax and a phone.

The situation on the labour market of countries of the European Economic Area, i.e. covered by free movement of workers, can be observed, for example, via the European Job Mobility Portal [www.eures.europa.eu].

[1] The national standard for professional qualifications – Forwarder (a school profession: Forwarding technician), Ministry of Labour and Social Policy Department of Labour Market, 2006

Zobacz także



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Transport i spedycja należą do rozwijających się gałęzi gospodarki w naszym kraju. Technicy spedytorzy należą do poszukiwanych pracowników. Spedytor może pracować

w przedsiębiorstwach spedycyjnych, logistycznych, transportowych, agencjach obsługi portów morskich, lotniczych oraz we wszystkich przedsiębiorstwach spedytujących wyprodukowane towary oraz w hurtowniach zaopatrujących placówki handlowe [1].

Celem pracy spedytora jest organizowaniem transportu ładunków z miejsca na miejsce, tak aby przechodził on sprawnie, szybko i jak najtaniej dla osoby, która zleca usługę spedycji. Spedytorem może być tylko ten, kto zawodowo i za wynagrodzeniem, w imieniu własnym albo w imieniu dającego zlecenie, na rachunek zleceniodawcy, podejmuje się wysyłania lub odbioru przesyłki oraz innych czynności związanych z jej przewozem. W obszarze działania spedytora znajduje się transport samochodowy, kolejowy, morski, wodny śródlądowy, lotniczy i intermodalny. Organizowanie przewozów polega na szukaniu klienta, ustalaniu szczegółów dotyczących transportu, negocjowaniu ceny za usługę oraz rozliczaniu usługi. Spedytor załatwia także wszelkie wypełnianie druków celnych, gdy chodzi o import i eksport towarów. Negocjuje z firmami transportowymi ceny i warunki dowozu towaru lub usługi na miejsce, zleca załadunek i rozładunek ładunku. Spedytor w swojej pracy doradza w sprawach wyboru gestii transportowej, środka transportu i drogi przewozu, przygotowania ładunku do przewozu. Planuje potrzeby spedycyjne placówki transportowej, co związane jest z określaniem i ustalaniem niezbędnej liczby środków transportu do wykonania zadania przewozowego.

Miejscem pracy spedytora są pomieszczenia biurowe oraz miejsca załadunku, rozładunku lub przeładunku. W niektórych sytuacjach spedytor bierze również udział w przewozie.

Podstawowymi narzędziami pracy spedytora są komputer, fax oraz telefon.

Sytuację na rynku pracy krajów Europejskiego Obszaru Gospodarczego, czyli objętych swobodnym przepływem pracowników, można obserwować m.in. poprzez Europejski Portal Mobilności Zawodowej [www.eures.europa.eu].

[1] Krajowy standard kwalifikacji zawodowych – Spedytor (zawód szkolny: Technik spedytor), Ministerstwo Pracy i Polityki Społecznej Departament Rynku Pracy, 2006

Presentation of the profession



Film dostępny na portalu epodreczniki.pl

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The film presents the discussed profession. Film przedstawia omawiany zawód.

DESCRIPTION OF LEARNING OBJECTIVES AND EFFECTIVENESS

Forwarding technician (the objectives and effects of training)

https://www.ore.edu.pl/images/files/KSZTALCENIE_ZAWODOWE/zawody/technik-spedytor-333108.pdf

source:

Regulation of the Minister of National Education of 13 March 2017 on the classification of professions of vocational education

<http://dziennikustaw.gov.pl/du/2017/622/1>

Regulation of the Minister of National Education of 31 March 2017 on a curriculum of training in professions

In the 2nd professional area. Administrative and Service area, in the group of TRANSPORT AND FORWARDING AND LOGISTICS professions (23), in freight forwarding (23), the following profession was qualified:

- forwarding technician 333108.

In a profession of forwarding technician, qualification AU.31 occurs.

Mutual Connections of Qualifications in the Freight Forwarding Trade

Qualification		Profession Symbol	Profession in which it Occurs	Common Elements
AU.31	Organising transport and servicing customers and contracting parties 1. Planning transport processes 2. Organising transport processes 3. Calculating the prices and documenting the implementation of transport processes 4. Carrying on correspondence and conducting negotiations 5. Organising the loading and unloading process	333108	Forwarding technician	OMZ PKZ(AU.m)

A profession of forwarding technician does not have any common qualifications with other professions. It has the effects of training common for professions under the administrative and service area determined by the PKZ(AU.m) code constituting the foundation for training in the following professions: forwarding technician, logistics technician, economic technician, accounting technician, administrative technician, commerce technician, book technician.

These are representative skills for professions from this area, and trade. These skills are crucial for these professions (they occur in each of them), and are the basis for the curriculum.

PKZ(AU.m) Skills that constitute the foundation for training in the following professions: forwarding technician, logistics technician, economic technician, accounting technician, administrative technician, commerce technician, book technician.

1. uses the terms from microeconomics and macroeconomics;

2. uses computer programs in office work;
3. prepares official correspondence standard forms;
4. carries out work connected with preparation of official meetings;
5. applies legal regulations concerning official secret and personal data protection;
6. operates office technology equipment and appliances;
7. stores documents;
8. selects statistical data for their analytical and decision-making usefulness;
9. distinguishes types of statistical surveys and determines their usefulness;
10. collects information about an investigated community;
11. distinguishes, calculates, and interprets basic statistical measures;
12. carries out a statistical analysis of an investigated phenomenon;
13. draws up and presents statistical data and research results;
14. uses computer programs that support carrying out tasks.

AU.31. Organising transport and servicing customers and contracting parties

1. Planning transport processes

1. determines transport tasks;
2. distinguishes types of transport services;
3. selects means of transport for the implementation of transport services;
4. assesses conformity of operation of means of transport with the adopted rules;
5. applies legal regulations concerning freight transport and transport documentation;
6. prepares the transport process course plan;
7. distinguishes the transport infrastructure;
8. applies legal regulations concerning customs procedures.

2. Organising transport processes

1. distinguishes types of transport freight;
2. forms freight units;
3. selects transport packages to a kind of freight or a customer's needs;
4. follows the rules for labelling freight and means of transport;
5. applies legal regulations and follows the rules concerning preparation and protection of freight in transport;
6. plans an arrangement of freight in means of transport.

3. Calculating the prices and documenting the implementation of transport processes

1. applies legal regulations concerning work in transport;
2. assesses the quality and efficiency of transport processes;
3. applies legal regulations concerning settlements with contracting parties;
4. uses a scale of charges for transport and forwarding services;
5. optimises the costs to the scope of implemented transport and forwarding services;

6. prepares settlement documents with contracting parties as well as forwarding and transport documents in Polish and English;
7. analyses statistical indices.

4. Carrying on correspondence and conducting negotiations

1. applies regulations concerning freight forwarding;
2. distinguishes the rules of international trade;
3. prepares commercial correspondence in Polish and English;
4. uses the negotiation methods in dealings with a contracting party;
5. selects marketing instruments to a kind of service or a customer's requirements;
6. chooses suppliers and subcontractors;
7. follows complaint hearing procedures;
8. specifies the scope of civil liability of a carrier and forwarder;
9. chooses a type and scope of insurances used in transport and forwarding processes.

5. Organising the loading and unloading process

1. describes the role, place and importance of logistics in transport and forwarding activities;
2. defines the role of logistics centres in supply chains;
3. identifies types of storage buildings and their equipment;
4. uses storage documents;
5. selects equipment for mechanisation of loading work;
6. prepares a schedule of handling activities and defines their scope;
7. supervises the course of a transport process by making use of systems for monitoring and recording means of transport and freight;
8. applies international standards for identification of freight and exchange of data.

OPIS CELÓW I EFEKTÓW KSZTAŁCENIA

Technik spedytor (cele i efekty kształcenia)

https://www.ore.edu.pl/images/files/KSZTALCENIE_ZAWODOWE/zawody/technik-spektor-333108.pdf

źródło:

Rozporządzenie Ministra Edukacji Narodowej z dnia 13 marca 2017 r. w sprawie klasyfikacji zawodów szkolnictwa zawodowego

<http://dziennikustaw.gov.pl/du/2017/622/1>

Rozporządzenie Ministra Edukacji Narodowej z dnia 31 marca 2017 r. w sprawie podstawy programowej kształcenia w zawodach

<http://dziennikustaw.gov.pl/DU/2017/860/2>

W obszarze zawodowym II. Administracyjno-usługowym, w grupie zawodów (23) TRANSPORTOWO-SPEDYCYJNO-LOGISTYCZNYCH, w spedycja (23) zakwalifikowany został zawód:

- technik spedytor 333108.

W zawodzie technik spedytor występuje kwalifikacja AU.31.

Wzajemne powiązania kwalifikacji w branży spedycja

Kwalifikacja		Symbol zawodu	Zawód w którym występuje	Elementy wspólne
AU.31	Organizacja transportu oraz obsługa klientów i kontrahentów 1. Planowanie procesów transportowych 2. Organizowanie procesów transportowych 3. Kalkulowanie cen i dokumentowanie realizacji procesów transportowych 4. Prowadzenie korespondencji i negocjacji 5. Organizowanie procesu załadunkowego i rozładunkowego	333108	Technik spedytor	OMZ PKZ(AU.m)

Zawód technik spedytor nie ma wspólnych kwalifikacji z innymi zawodami. Posiada efekty kształcenia wspólne dla zawodów w ramach obszaru administracyjno-usługowego określone kodem PKZ(AU.m) stanowiące podbudowę do kształcenia w zawodach: technik spedytor, technik logistyk, technik ekonomista, technik rachunkowości, technik administracji, technik handlowiec, technik księgarstwa.

Są to umiejętności reprezentatywne dla zawodów z tego obszaru, czy branży. Umiejętności te są kluczowe dla tych zawodów (występują w każdym z nich), stanowią podstawę do realizacji kształcenia

PKZ(AU.m) Umiejętności stanowiące podbudowę do kształcenia w zawodach: technik spedytor, technik logistyk, technik ekonomista, technik rachunkowości, technik administracji, technik handlowiec, technik księgarstwa

1. posługuje się pojęciami z zakresu mikroekonomii i makroekonomii;

2. korzysta z programów komputerowych w pracy biurowej;
3. przygotowuje standardowe formy korespondencji służbowej;
4. wykonuje prace związane z przygotowaniem spotkań służbowych;
5. stosuje przepisy prawa dotyczące tajemnicy służbowej oraz ochrony danych osobowych;
6. obsługuje sprzęt i urządzenia techniki biurowej;
7. przechowuje dokumenty;
8. dokonuje selekcji danych statystycznych pod kątem ich przydatności analitycznej i decyzyjnej;
9. rozróżnia rodzaje badań statystycznych oraz określa ich przydatność;
10. gromadzi informacje o badanej zbiorowości;
11. rozróżnia, oblicza i interpretuje podstawowe miary statystyczne;
12. przeprowadza analizę statystyczną badanego zjawiska;
13. opracowuje i prezentuje dane statystyczne i wyniki badań;
14. stosuje programy komputerowe wspomagające wykonywanie zadań.

AU.31. Organizacja transportu oraz obsługa klientów i kontrahentów

1. Planowanie procesów transportowych

1. określa zadania transportowe;
2. rozróżnia rodzaje usług transportowych;
3. dobiera środki transportu do realizacji usług transportowych;
4. ocenia zgodność eksploatacji środków transportu z przyjętymi zasadami;
5. stosuje przepisy prawa dotyczące przewozu ładunków i dokumentacji transportowej;
6. sporządza plan przebiegu procesu transportowego;
7. rozróżnia infrastrukturę transportu;
8. stosuje przepisy prawa dotyczące procedur celnych.

2. Organizowanie procesów transportowych

1. rozróżnia rodzaje ładunków transportowych;
2. formuje jednostki ładunkowe;
3. dobiera opakowania transportowe do rodzaju ładunku lub potrzeb klienta;
4. przestrzega zasad oznaczeń ładunku i środków transportu;
5. stosuje przepisy prawa i przestrzega zasad dotyczących przygotowania i zabezpieczania ładunku w transporcie;
6. planuje rozmieszczenie ładunków w środkach transportu.

3. Kalkulowanie cen i dokumentowanie realizacji procesów transportowych

1. stosuje przepisy prawa dotyczące pracy w transporcie;
2. ocenia jakość oraz efektywności procesów transportowych;
3. stosuje przepisy prawa dotyczące rozliczeń z kontrahentami;

4. stosuje taryfikator usług transportowo–spedycyjnych;
5. optymalizuje koszty do zakresu realizowanych usług transportowo–spedycyjnych;
6. sporządza dokumenty rozliczeniowe z kontrahentami i spedycyjno–transportowe w języku polskim i języku angielskim;
7. analizuje wskaźniki statystyczne.

4. Prowadzenie korespondencji i negocjacji

1. stosuje przepisy dotyczące spedycji;
2. rozróżnia reguły handlu międzynarodowego;
3. sporządza korespondencję handlową w języku polskim i języku angielskim;
4. stosuje metody negocjacji w kontaktach z kontrahentem;
5. dobiera instrumenty marketingowe do rodzaju usługi lub wymagań klienta;
6. wybiera dostawców i podwykonawców;
7. przestrzega procedur rozpatrywania reklamacji;
8. określa zakres odpowiedzialności cywilnej przewoźnika i spedytora;
9. wybiera rodzaj i zakres ubezpieczeń stosowanych w procesach transportowo–spedycyjnych.

5. Organizowanie procesu załadunkowego i rozładunkowego

1. charakteryzuje rolę, miejsce i znaczenie logistyki w działalności transportowo–spedycyjnej;
2. określa rolę centrów logistycznych w łańcuchach dostaw;
3. rozpoznaje rodzaje budowli magazynowych i ich wyposażenie;
4. posługuje się dokumentami magazynowymi;
5. dobiera urządzenia do mechanizacji prac ładunkowych;
6. opracowuje harmonogram czynności manipulacyjnych oraz określa ich zakres;
7. nadzoruje przebieg procesu transportowego wykorzystując systemy monitorowania i rejestrowania środków transportu i ładunków;
8. stosuje międzynarodowe standardy identyfikacji ładunków i wymiany danych.

ESTIMATED NUMBER OF HOURS REQUIRED FOR ACHIEVING INTENDED EDUCATIONAL OUTCOMES

QUALIFICATION NOTATION	QUALIFICATION NAME	PROFESSION NAME	NO. OF HOURS
AU.31	Organising transport and providing services to customers and contracting parties	Forwarding technician	10

QUALIFICATION NOTATION	QUALIFICATION NAME	PROFESSION NAME	NO. OF HOURS
AU.31	Organising transport and providing services to customers and contracting parties	Forwarding technician	10
AU.31	1. Planning transport processes 2. Organising transport processes 3. Calculating the prices and documenting the implementation of transport processes 4. Carrying on correspondence and conducting negotiations 5. Organising the loading and unloading process	-	10

SZACOWANA LICZBA GODZIN POTRZEBNYCH
DO OSIĄGNIĘCIA ZAKŁADANYCH EFEKTÓW KSZTAŁCENIA

OZNACZENIE KWALIFIKACJI	NAZWA KWALIFIKACJI	NAZWA ZAWODU	LICZBA GODZIN
AU.31	Organizacja transportu oraz obsługa klientów i kontrahentów.	Technik spedytor	10
AU.31	1. Planowanie procesów transportowych 2. Organizowanie procesów transportowych 3. Kalkulowanie cen i dokumentowanie realizacji procesów transportowych 4. Prowadzenie korespondencji i negocjacji 5. Organizowanie procesu załadunkowego i rozładunkowego	-	10

AU.31.1 Planning transport processes

Transport service order

1. Film in the standard version.



[Film dostępny na portalu epodreczniki.pl](http://epodreczniki.pl)

The film takes place in a shipping company. The dialog refers to a transport service order.

The film takes place in a shipping company. The dialog refers to a transport service order. Film rozgrywa się w firmie spedycyjnej. Dialog dotyczy zlecenia usługi transportowej.

2. Film with subtitles.



Film dostępny na portalu epodreczniki.pl

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

The film takes place in a shipping company. The dialog refers to a transport service order. Film rozgrywa się w firmie spedycyjnej. Dialog dotyczy zlecenia usługi transportowej.

3. Film with subtitles and pauses. Listen and repeat after the speaker.



Film dostępny na portalu epodreczniki.pl

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

The film takes place in a shipping company. The dialog refers to a transport service order. Film rozgrywa się w firmie spedycyjnej. Dialog dotyczy zlecenia usługi transportowej.

4. Film with subtitles and narration.



Film dostępny na portalu epodreczniki.pl

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

The film takes place in a shipping company. The dialog refers to a transport service order. Film rozgrywa się w firmie spedycyjnej. Dialog dotyczy zlecenia usługi transportowej.

Exercise 1

After watching the film, entitled, "Transport service order", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu filmu „Zlecenie usługi transportowej” uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

The shipping company offers load transport, warehouse rental and services.

The client is interested in .

The owner informs the client that his company offers other as well.

The company can also take care of the .

The client wants to order the transport of 200 tons of .

The owner of the company asks the client if she has read the company's means of transport offer, and transport documentation.

The owner will prepare a .

The preliminary transport offer will include the delivery time and the .

transport services

weather resistant cargo

packaging of goods

general costs of the transport service

customs procedures

preliminary offer

cargo handling/reloading

goods transport

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Exercises

Exercise 2

After watching the film, entitled, "Transport service order", decide if the sentence is true or false. Na podstawie filmu „Zlecenie usługi transportowej”, zdecyduj czy twierdzenie jest prawdziwe czy nie.

	Prawda	Fałsz
The client wants to use the services of the shipping company.	☐	☐
The transport order refers to goods handling/reloading.	☐	☐
The company offers goods packaging and handling/reloading, and warehouse rental services.	☐	☐
The client is interested in transport services only.	☐	☐
The order refers to the transport of 200 tons of weather resistant cargo.	☐	☐
The client will also use the company's warehouse rental services.	☐	☐
The owner will prepare a preliminary offer.	☐	☐
The offer will include the delivery time and the general costs of the transport service.	☐	☐

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Exercise 3

After watching the film, entitled, "Transport service order", match the Polish phrases with their English equivalents. Na podstawie filmu „Zlecenie usługi transportowej”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

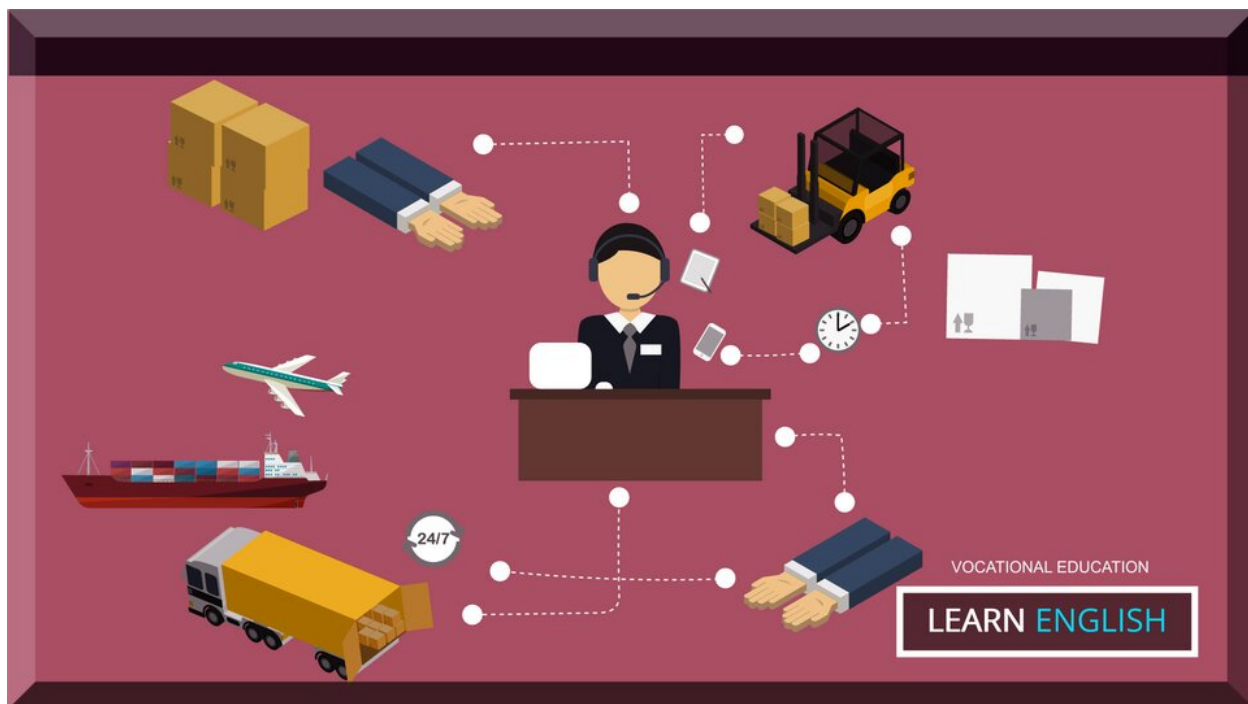
weather resistant cargo	wynająć magazyn
kind of load	rodzaj ładunku
rent a warehouse	przeładunek towaru
goods transport	przewóz ładunku
cargo handling/reloading	specyfikacja towaru
specifications of the goods	miejsce odbioru
route of transport	trasa transportu
place of receipt and acceptance	ładunek odporny na działanie czynników atmosferycznych

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., cc0.

Exercise 4

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., cc0.

Transport process



[Film dostępny na portalu epodreczniki.pl](#)

The following animation shows the elements of the transport process and its planning. Various means of transport have been taken into account and presented.

The following animation shows the elements of the transport process and its planning. Various means of transport have been taken into account and presented. Animacja przedstawia elementy planowania i przebiegu procesu transportowego. Uwzględnione i zaprezentowane zostały różne środki transportu.

Exercise 5

On the basis of the animation, entitled, "Transport process", match the Polish phrases with their English equivalents. Na podstawie animacji „Proces transportowy” połącz polskie terminy z ich angielskim odpowiednikiem.

rail transport

dokumenty transportowe

air transport

transport powietrzny

water transport

transport lądowy

transport documents

czas przewozu ładunku

sea transport

transport śródlądowy

inland waterway transport

transport kolejowy

road transport

transport wodny

time of the transport of the cargo

środki transportu

land transport

transport morski

means of transport

transport drogowy

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Exercises

Exercise 6

On the basis of the animation, entitled, "Transport process", fill in the gaps with correct words or phrases. Use the word bank. Na podstawie animacji „Proces transportowy”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

The transport process includes loading, transport, handling, delivery and .

The main parties involved in the transport process are the supplier, the forwarder and the .

The subjects of this process are loads, the means of transport and .

Means of transport can be divided into: land, water and .

Land transport can be divided into .

is divided into sea and inland waterway transport.

In order to choose the appropriate means of transport, information about the is required.

The organization of the transport process is concerned with making choices concerning, among others, the .

road and rail transport

means of transport

cargo

transport documents

air transport

unloading

recipient

water transport

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., cc0.

Exercise 7

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Exercise 8

On the basis of the animation, entitled, "Transport process", decide if the sentence is true or false. Na podstawie animacji „Proces transportowy”, zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

TRUE

FALSE

In order to choose the appropriate means of transport, information about the vehicle's payload and capacity, the price of the transport, and the time of the delivery of the cargo is required.

The organization of the transport process isn't related to making choices concerning the means of transport and the transport route.

The subjects of the transport process are the means of transport only.

Water transport includes sea transport only.

Land transport can be divided into road and rail transport.

The transport process includes loading, transport, handling, delivery and unloading.

The main parties involved in the transport process are the office workers, recipients and drivers.

Means of transport can be divided into: land, water and air transport.

Selection of the means of transport for the new product

The phone call is concerned with the selection of the means of transport for a new product to be distributed in Europe. The most crucial thing in its transportation is to reach the client quickly, minimize the costs and to take care of the appropriate protection of the product.

Rozmowa telefoniczna w sprawie doboru środków transportu do nowego produktu, który ma być dystrybuowany w Europie. Kluczowe przy jego przewozie jest szybkie dotarcie do klienta, minimalizacja kosztów oraz odpowiednie zabezpieczenie produktu.

Client: Good morning.

Employee: Good morning. *Shipping company* here. How can I help you?

Client: Our company is introducing a new *product* into the European market. What *offer* can you suggest for this type of order?

Employee: Do you have any special requirements for the *shipping* of this product?

Client: We would like the product to reach different, chosen places in Europe as soon as possible.

Employee: What *kind of product* is it?*

Client: It is a *valuable, fragile* product.

Employee: Is it *aperishable* product?

Client: No, but it requires additional safeguards.

Employee: What do you mean by *additional safeguards**?*****

Client: The product must not turn over. It must be *transported in a vertical position*.

Employee: Could you please give us more information? What is its weight? What are its dimensions?

Client: It is a new type of monitor. It weighs about 2 kg. It's dimensions are 50 inches.

Employee: We will develop an offer for the *shipping process* based on various *means of transport**. We will also consider additional safeguards and*** *customs procedures based on current legislation*.**

Client: Please also consider the [cost optimization](#). We would like to start with cheap transport.

Employee: I will see what I can find for you. But the time of the transport, quality and price do not always go hand in hand.

Client: This is very important for us, especially at the beginning of our business activity.

Employee: In that case, I will include it in the offer.

Client: Thank you, I'm looking forward to receiving the proposal.

Employee: Thank you as well. Goodbye.

Client: Goodbye.

Exercise 9

After reading the text, entitled, "Selection of the means of transport for the new product", put the dialogue in the correct order. Po przeczytaniu tekstu „Dobór transportu do nowego produktu”, ułóż dialog w odpowiedniej kolejności.

Our company is introducing a new product into the European market. ⚡

We would like the product to reach different, chosen places in Europe as soon as possible. ⚡

Thank you as well. Goodbye. ⚡

Good morning. How can I help you? ⚡

It is a valuable, fragile product. ⚡

What kind of product is it? ⚡

Good morning. ⚡

Thank you, I'm looking forward to receiving the proposal. ⚡

Do you have any special requirements for the shipping of this product? ⚡

In that case, I will include it in the offer. ⚡

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Cargo transport service

The text presents the content of an e-mail informing about an offer of goods transport services.

Tekst przedstawia treść maila związanego z propozycją usługi przewozu towarów.

Good morning,

With reference to our telephone conversation, I will briefly present the key elements of the [cargo transport](#) service.

First, it is important that this service be between two entities - the [sender](#) and the [recipient](#). We start the process by choosing the right means of transport. During this stage, factors such as the [kind of cargo](#), season of the year and time, should be taken into account.

Usually the [delivery deadline](#) is the most important factor when selecting the means of transport. If it is short, we must be aware of the fact that the [price of the transport](#) can increase significantly.

After arranging the details of the carriage and signing the [shipping agreement](#), we will go through the [order fulfilment](#). The sender's [cargo is loaded](#) onto the previously selected means of transport.

Please note that the load may be [damaged](#) during transportation, regardless of the selected package. It can also be [stolen](#). Therefore, it is advisable to acquire [cargo insurance](#).

Immediately after reaching the recipient, the load is [unloaded](#) and its quantity and quality is checked. The load is then [placed in a warehouse](#) or directly forwarded, e.g. to a sales room.

This is just a general outline of what goes on during different stages of the cargo transport. You can observe the whole process online, via our website services.

Regards,

KM.

Exercise 10

After reading the text, entitled, "Cargo transport service", match the Polish phrases with their English equivalents. Po przeczytaniu tekstu „Usługa przewozu ładunku” połącz w pary polskie terminy z ich angielskimi odpowiednikami. Hint: Find pars, e.g. order fulfilment - realizacja zamówienia.

loading of the cargo	załadowanie ładunku
kind of cargo	odbiorca
shipping agreement	nadawca
order fulfilment	przewóz ładunku
damage load	termin dostarczenia
recipient	umowa spedycyjna
date of delivery	realizacja zamówienia
price of the transport	cena za przewóz
cargo transport	uszkodzić ładunek
sender	rodzaj ładunku

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Timely delivery of cargo

The material is a fragment of internal shipping materials.

Materiał stanowi fragment materiałów wewnętrznych firmy spedycyjnej.

We are a dynamically developing company, focused on the [transport services](#) sector.

Specialization in one sector only makes us not only efficient in what we do, but also fast in action. We also focus on the high quality of the services we deliver.

The key aspect of our business is the [timely delivery of the cargo](#). It is also known as the [delivery guarantee](#) by the carrier to the destination.

The timely delivery of the cargo also influences the appropriate [selection of the means of transport](#) for the assigned task. It also affects the [delivery costs](#) of the load.

[Delivery speed](#) is another element associated with the timely delivery of the cargo. It is related both with the selected means of transport, and with the available [transport infrastructure](#). It is also important to properly [protect the load](#) from damage or theft.

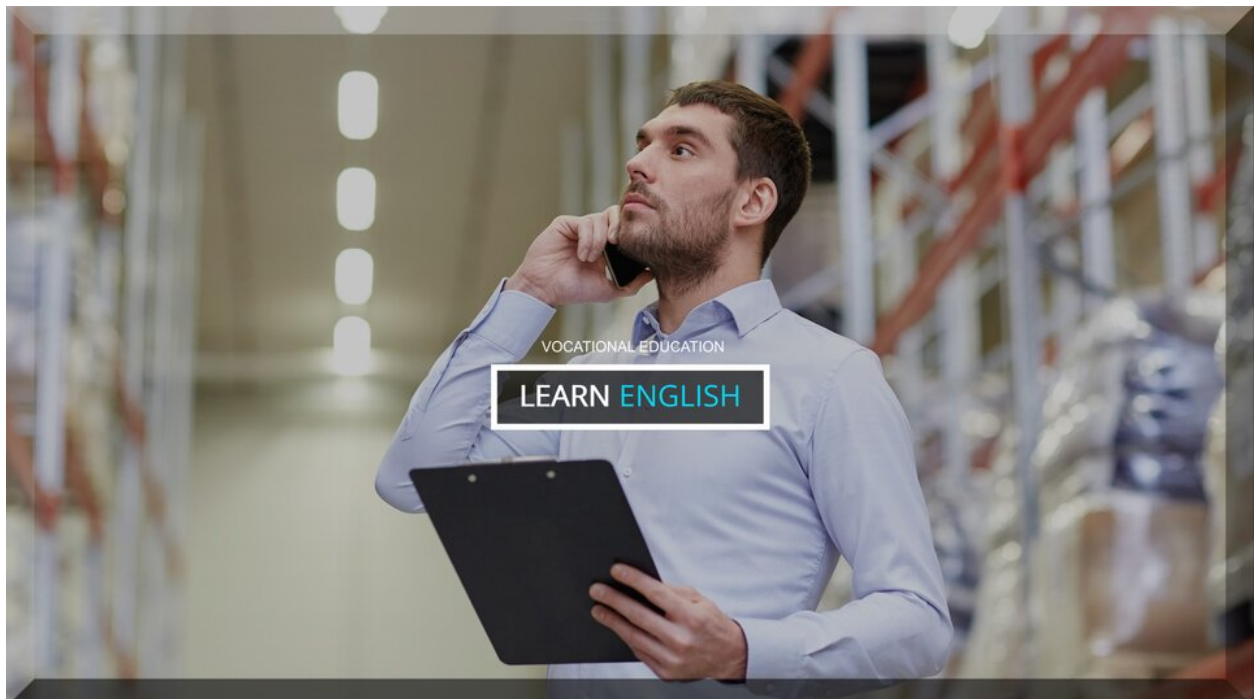
[Failure to meet the delivery date](#) may have very negative effects. The client may not use our services in the future, may [demand compensation](#), and the transported goods may be damaged. The company may not receive further [shipping orders](#) as a result of negative opinions.

We continually do our utmost to [increase the customer service standards](#) in our company. Therefore, to increase the transparency of our processes, we have prepared a guidebook concerning our procedures. The document is available on our intranet.

Exercise 11

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Organizing the transport of a load



Film dostępny na portalu epodreczniki.pl

A conversation about organizing the transport of a load.

A conversation about organizing the transport of a load. Rozmowa spedycyjna dotycząca organizowania transportu ładunków.

Exercise 12

After listening to the audio recording, entitled, "Organizing the transport of a load", decide if the sentence is true or false. Wysłuchaj nagrania „Organizowanie transportu ładunku” i zdecyduj czy zdanie jest prawdziwe czy fałszywe.

	Prawda	Fałsz
The client is calling to ask about his cargo transport order.	☐	☐
The order is currently in progress.	☐	☐
The delivery schedule has not been agreed upon.	☐	☐
All of the documents for shipping and invoices are prepared.	☐	☐
The goods aren't ready for shipping.	☐	☐
The shipping company has received money transfer payment for the service.	☐	☐
The transport documents are attached to the shipment.	☐	☐
The cargo has been insured against damage and thefts, etc., as part of the service.	☐	☐
The client will send the shipping company employee an email with his contact details.	☐	☐

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Exercises

Exercise 13

After listening to the audio recording, entitled, "Organizing the transport of a load", match the Polish phrases with their English equivalents. Po wysłuchaniu nagrania „Organizowanie transportu ładunku”, połącz polskie terminy z ich angielskimi odpowiednikami.

shipping order

dokumenty do wysyłki

the goods are ready for shipping

zlecenie spedycyjne

cargo transport order

dołączone do przesyłki

the first shipment has already been sent

dokumenty przewozowe

invoices

ubezpieczenie ładunku

transport documents

harmonogram dostaw

cargo insurance

towar gotowy do wysyłki

documents for shipping

pierwsza partia została wysłana

delivery schedule

faktury

attached to the shipment

zlecenie przewozu ładunku

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Exercise 14

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Exercise 15

After listening to the audio recording, entitled, "Organizing the transport of a load", put the dialogue in the correct order. Wysłuchaj nagrania „Organizowanie transportu ładunku” i ułóż dialog w odpowiedniej kolejności.

I'll be waiting for the e-mail with your contact details. I will keep you updated.
Goodbye.

Goodbye.

Yes. It's ZLO183/ 03/2017

Your order is currently in progress.

Good morning. I'm calling to find out about my cargo transport order.

Has a delivery schedule been agreed upon?

Good morning. Do you have the number of your shipping order?

Great. I will send you an e-mail with all the data in a moment.

Yes, of course. I can send you the information.

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Shipping order

SHIPPING ORDER	
According to CMR No ...	
1. Sender (name, status, address, phone number, email address, tax ID)	2. Recipient (name, status, address, phone number, e-mail address, tax ID, bank account number)
3. Place of loading (name, address, phone number, email address, contact person's name)	4. Goods (name, weight, dimensions, type of package, quantity, labeling, ADR class - if dangerous, cargo value)
5. Date of loading	6. No of loading/contact
7. Conditions of delivery according to INCOTERMS (International Commercial Terms)	8. Date of unloading
9. Export customs clearance (authorized agency, forwarding, contact person, address, phone number)	10. Import customs clearance (authorized agency, forwarding, contact person, address, phone number)
11. Importer (name, address, phone number, email address, contact person)	12. Place of unloading (name, address, phone number, email address contact person)
13. Type of transport	14. Agreed price of transport
15. Terms of delivery of the transport service - properly packed and labelled cargo with the recipient's details, in accordance with the order - cargo customs cleared	
16. Comments: exempted from additional charges are 24 hours standstills during loading. For every standstill above the mentioned standard, the price is increased by the costs incurred	
17. Sender (stamp, date, signature)	18. Recipient (stamp, date, signature)

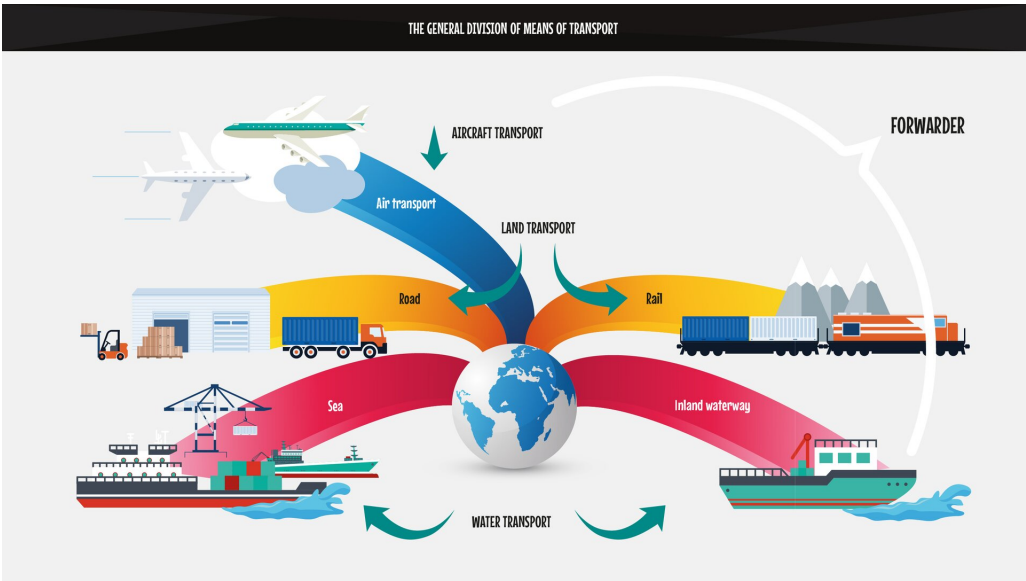
The document presents a shipping order template.

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

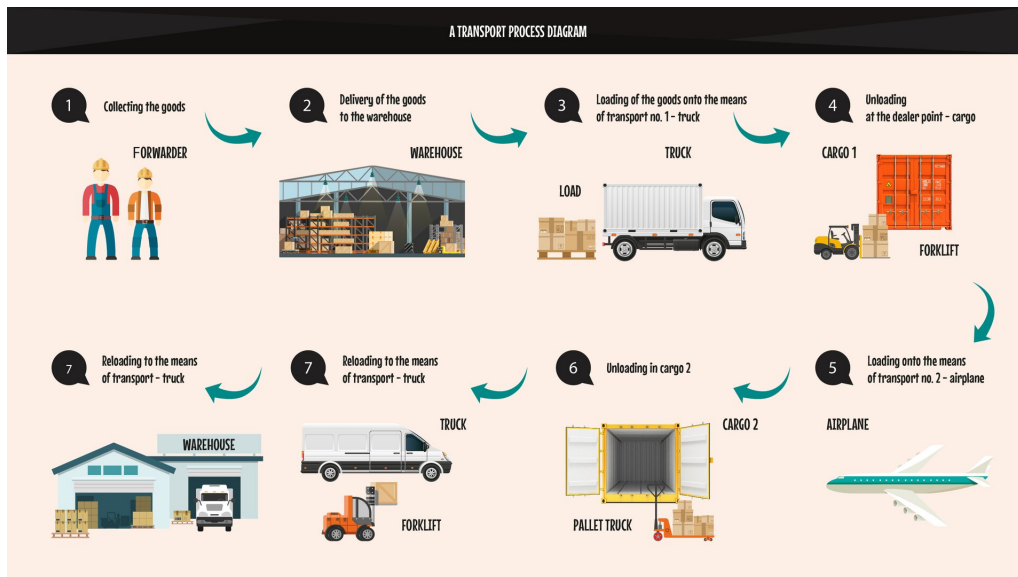
Exercise 16

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Gallery



The graphics present a general plan of preparing cargo for transport.

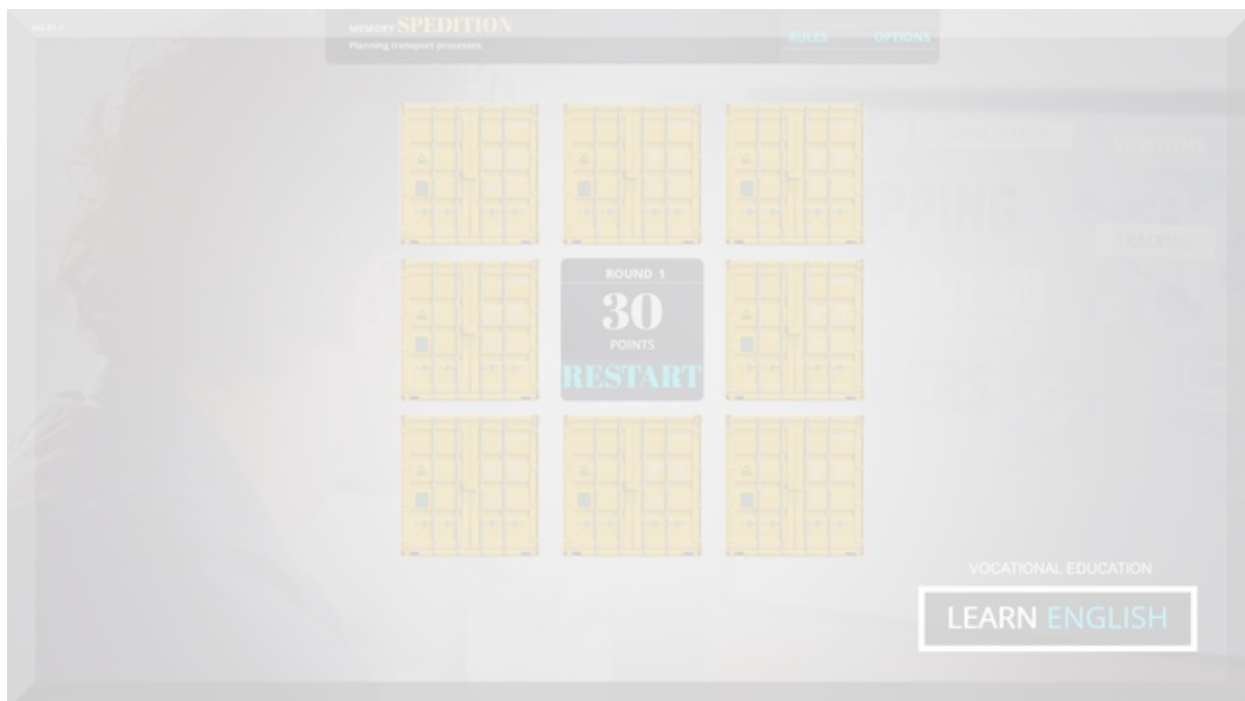


The graphic presents the transport process diagram as a sequence of successive actions. They constitute one whole.



The graphics present a general plan of preparing cargo for transport.

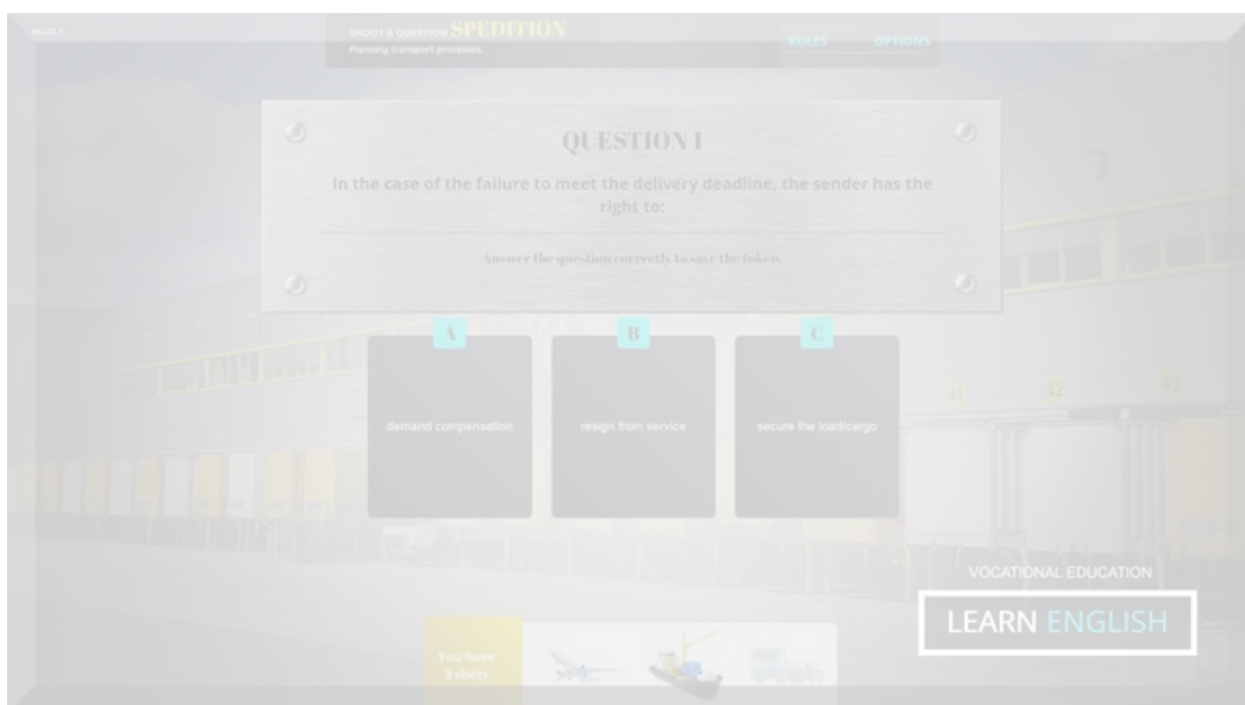
Memory



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/DBZhEQqjn>

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Shoot



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/DBZhEQqjn>

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Dictionary

additional security [ə'dɪʃnəl sɪ'kjʊərəti] *[singular, noun]*

dodatkowe zabezpieczenia

agreed price of transportation [ə'gri:d prais ɒv ,træns'pɔ:t'eɪʃn] *[phrase]*

uzgodniona cena transportu

air transport [eə 'træns'pɔ:t] *[singular, noun]*

transport lotniczy

attached to the shipment [ə'tætʃt tə ði: 'ʃɪpmənt] *[phrase]*

dołączone do przesyłki

cargo ['kɑ:gəʊ] *[singular, noun]*

cargo

cargo insurance ['kɑ:gəʊ ɪn'ʃʊərəns] *[singular, noun]*

ubezpieczenie ładunku

cargo security ['kɑ:gəʊ sɪ'kjʊərəti] *[singular, noun]*

zabezpieczenie ładunku

carriage ['kæriɪdʒ] [*singular, noun*]

przewóz

conditions of delivery [kən'dɪʃnz ðv di'livəri] [*plural, noun*]

warunki dostawy

conditions of transport service [kən'dɪʃnz ðv 'trænsɒ:t 'sɜ:vɪs] [*plural, noun*]

warunki wykonania usługi transportowej

consignment note [kən'saɪnmənt nəʊt] [*singular, noun*]

list przewozowy

contractor [kən'træktə] [*singular, noun*]

zleceniobiorca

cost optimization [kɒst ˌɒp.tɪ.maɪ'zeɪ.ʃn] [*singular, noun*]

optymalizacja kosztów

customer service standards ['kʌstəmə 'sɜ:vɪs 'stændədz] [*plural, noun*]

standardy obsługi klienta

customs procedure ['kʌstəmz prəʊ'si:dʒə] [*singular, noun*]

procedura celna

damage / load ['dæmɪdʒ / ləʊd] [*verb*]

uszkodzić / ładunek

date of delivery [deɪt ɒv dɪ'livəri] [*singular, noun*]

termin dostarczenia

date of loading [deɪt ɒv ləʊdɪŋ] [*singular, noun*]

data załadunku

date of unloading [deɪt ɒv ʌn'ləʊdɪŋ] [*singular, noun*]

data rozładunku

delivery [dɪ'livəri] [*singular, noun*]

dowóz

delivery cost [dɪ'livəri kɒst] [*singular, noun*]

koszt dostarczenia

delivery guarantee [dɪ'livəri ,gærən'ti:] [*singular, noun*]

gwarancja dostarczenia

delivery schedule [dɪˈlɪvəri ˈʃedjuːl] *[singular, noun]*

harmonogram dostaw

delivery speed [dɪˈlɪvəri spiːd] *[singular, noun]*

szybkość dostawy

delivery time [dɪˈlɪvəri taɪm] *[singular, noun]*

czas dostawy

demand a compensation [dɪˈmɑːnd ə ˌkɒmpənˈseɪʃn] *[verb]*

żądać odszkodowania

document for shipping [ˈdɒkjəmənt fɔː ˈʃɪpɪŋ] *[singular, noun]*

dokument do wysyłki

execution of the contract [ˌeksɪˈkjuːʃn ɒv ðiː ˈkɒntrækt] *[phrase]*

realizacja zamówienia

export customs clearance [ˈeksɔːt ˈkʌstəmz ˈklɪərəns] *[singular, noun]*

odprawa celna eksportowa

failure to meet delivery deadline [ˈfeɪljə tə miːt dɪˈlɪvəri ˈdedlaɪn] *[phrase]*

niedotrzymanie terminu dostawy

forklift ['fɔrk,lɪft] [*singular, noun*]

wózek widłowy

forwarder ['fɔ:wədə] [*singular, noun*]

spedytor

forwarding company ['fɔ:wədɪŋ 'kʌmpəni] [*singular, noun*]

firma spedycyjna

forwarding contract ['fɔ:wədɪŋ 'kɒntrækt] [*singular, noun*]

umowa spedycyjna, zlecenie spedycyjne

forwarding process ['fɔ:wədɪŋ 'prəʊses] [*singular, noun*]

proces spedycji

fragile ['frædʒaɪl] [*adjective*]

delikatny /ładunek/

general service costs ['dʒenərəl 'sɜ:vɪs kɒsts] [*plural, noun*]

ogólne koszty usługi

goods ready for shipping [gʊdz 'redi fɔ: 'ʃɪpɪŋ] [*phrase*]

towar gotowy do wysyłki

import customs clearance ['ɪmpɔ:t 'kʌstəmz 'kliərəns] [*singular, noun*]

odprawa celna importowa

importer [ɪm'pɔ:tə] [*singular, noun*]

importer

in progress [ɪn 'prəʊgres] [*phrase*]

realizowane

inland transport ['ɪnlənd 'trænsɔ:t] [*singular, noun*]

transport śródlądowy

invoice ['ɪnvɔɪs] [*singular, noun*]

faktura

land transport [lænd 'trænsɔ:t] [*singular, noun*]

transport lądowy

load [ləʊd] [*singular, noun*]

ładunek

load resistant to atmospheric agents [ləʊd rɪ'zɪstənt tə ,ætɪməs'ferɪk 'eɪdʒənts] [*singular, noun*]

ładunek odporny na działanie czynników atmosferycznych

load time [ləʊd taɪm] [*singular, noun*]

czas przewozu ładunku

loading number ['lɔʊdɪŋ 'nʌmbə] [*singular, noun*]

numer załadunku

loading of cargo ['lɔʊdɪŋ ɒv 'kɑːɡəʊ] [*phrase*]

załadowanie ładunku

loading ['lɔʊdɪŋ] [*singular, noun*]

załadunek

maritime transport ['mæɪɪtaɪm 'trænsɒːt] [*singular, noun*]

transport morski

means of transport [miːnz ɒv 'trænsɒːt] [*plural, noun*]

środki transportu

order transportation ['ɔːdə ,trænsɒː'teɪʃn] [*verb*]

zlecić transport

ordering party ['ɔːdəɪŋ 'pɑːti] [*singular, noun*]

zleceniodawca

pack goods [pæk ɡʊdz] *[verb]*

pakować towar

pallet truck ['pæl.ɪt trʌk] *[singular, noun]*

wózek paletowy

perishable ['perɪʃəbl] *[adjective]*

łatwo psujący /ładunek/

pick up the goods [pɪk ʌp ðiː ɡʊdz] *[verb]*

pobrać towar

place in a warehouse [pleɪs ɪn ə 'weəhaʊs] *[verb]*

złożyć w magazynie

place of delivery [pleɪs ɒv di'livəri] *[singular, noun]*

miejsce dostawy

place of loading [pleɪs ɒv 'ləʊdɪŋ] *[singular, noun]*

miejsce załadunku

place of receipt [pleɪs ɒv rɪ'siːt] *[singular, noun]*

miejsce odbioru

preliminary offer [pri'limɪnɪəri 'ɒfə] [*singular, noun*]

wstępna oferta

preparation of means of transport [ˌprepə'reɪʃn ɒv miːnz ɒv 'trænsɜːt] [*phrase*]

przygotowanie środka transportu

prepare documents [pri'peə 'dɒkjəmənts] [*verb*]

przygotować dokumenty

prepare for carriage [pri'peə fɔː 'kærɪdʒ] [*verb*]

przygotować do przewozu

prepare shipment [pri'peə 'ʃɪpmənt] [*verb*]

przygotować przesyłkę

price for carriage [praɪs fɔː 'kærɪdʒ] [*singular, noun*]

cena za przewóz

product ['prɒdʌkt] [*singular, noun*]

produkt

product type ['prɒdʌkt taɪp] [*singular, noun*]

typ produktu

provider [prəʊ'vaɪdə] [*singular, noun*]

dostawca

railway transport ['reɪlweɪ 'trænsɜ:t] [*singular, noun*]

transport kolejowy

recipient [rɪ'sɪpiənt] [*singular, noun*]

odbiorca

rent a warehouse [rent ə 'weəhaʊs] [*verb*]

wynająć magazyn

road transport [rəʊd 'trænsɜ:t] [*singular, noun*]

transport drogowy

selection of means of transport [sɪ'lekʃn ɒv mi:nz ɒv 'trænsɜ:t] [*phrase*]

dobór środków transportowych

sender ['sen.də] [*singular, noun*]

nadawca

shipping ['ʃɪpɪŋ] [*singular, noun*]

spedycja

shipping service offer ['ʃɪpɪŋ 'sɜːvɪs 'ɒfə] *[singular, noun]*

oferta usługi spedycyjnej

shipping/transport document ['ʃɪpɪŋ / 'trænsɒːt 'dɒkjəmənt] *[singular, noun]*

dokument przewozowy

specification of goods [ˌspesɪfɪ'keɪʃən ɒv ɡʊdz] *[singular, noun]*

specyfikacja towaru

steal load [stiːl /ləʊd/] *[verb]*

skraść /ładunek/

the first part was sent [ðiː 'fɜːst pɑːt wəz sent] *[phrase]*

pierwsza partia została wysłana

timely delivery of cargo ['taɪmli dɪ'lɪvəri ɒv 'kɑːɡəʊ] *[phrase]*

terminowe dostarczenie ładunku

transfer goods to the warehouse [træns'fɜː ɡʊdz tə ðiː 'weəhaʊs] *[verb]*

przekazać towar do magazynu

transhipment [træns'ʃɪpmənt] *[singular, noun]*

przeładunek

transport documentation ['trænsɒ:t ,dɒkjəmen'teɪʃn] *[singular, noun]*

dokumentacja transportowa

transport in a vertical position [træn'spɔ:t in ə 'vɜ:tɪkəl pə'zɪʃn] *[phrase]*

przewozić w pozycji pionowej

transport infrastructure ['trænsɒ:t 'ɪnfəˌstrʌktʃə] *[singular, noun]*

infrastruktura przewozowa

transport order ['trænsɒ:t 'ɔ:də] *[singular, noun]*

zlecenie przewozowe

transport process ['trænsɒ:t 'prəʊses] *[singular, noun]*

proces transportowy

transport to the destination ['trænsɒ:t tə ðə ,destɪ'neɪʃn] *[phrase]*

transport do miejsca docelowego

transportation route [ˌtrænsɒ:'teɪʃn ru:t] *[singular, noun]*

trasa transportu

transportation services [ˌtrænsɒ:'teɪʃn 'sɜ:vɪsəz] *[plural, noun]*

usługi przewozowe

truck [trʌk] *[singular, noun]*

samochód ciężarowy

type of cargo [taɪp ɒv 'kɑːgəʊ] *[phrase]*

rodzaj ładunku

unload [ʌn'leɪd] *[verb]*

rozładować

unloading [ʌn'leɪdɪŋ] *[singular, noun]*

rozładunek, wyładunek

valuable ['væljuəbl] *[adjective]*

wartościowy

vehicle's payload ['viːɪklz 'peɪ.leɪd] *[singular, noun]*

ładowność pojazdu

warehouse ['weəhaʊs] *[singular, noun]*

magazyn

water transport ['wɔːtə 'trænsɒːt] *[singular, noun]*

AU.31.2 Organising transport processes

What do we transport?

1. Film in the standard version.



[Film dostępny na portalu epodreczniki.pl](http://epodreczniki.pl)

The film shows a conversation of a newly hired person with a colleague who has been working in a shipping company for some time. The dialogue refers to the type of cargo that the company handles and the packaging used to carry it.

The film shows a conversation of a newly hired person with a colleague who has been working in a shipping company for some time. The dialogue refers to the type of cargo that the company handles and the packaging used to carry it. Film przedstawia rozmowę nowo zatrudnionej osoby z kolegą, który już od jakiegoś czasu pracuje w firmie spedycyjnej. Dialog dotyczy rodzaju ładunków, których transportem zajmuje się firma, oraz opakowań, które stosuje do ich przewozu.

2. Film with subtitles.



Film dostępny na portalu epodreczniki.pl

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The film shows a conversation of a newly hired person with a colleague who has been working in a shipping company for some time. The dialogue refers to the type of cargo that the company handles and the packaging used to carry it. Film przedstawia rozmowę nowo zatrudnionej osoby z kolegą, który już od jakiegoś czasu pracuje w firmie spedycyjnej. Dialog dotyczy rodzaju ładunków, których transportem zajmuje się firma, oraz opakowań, które stosuje do ich przewozu.

3. Film with subtitles and pauses. Listen and repeat after the speaker.



Film dostępny na portalu epodreczniki.pl

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

The film shows a conversation of a newly hired person with a colleague who has been working in a shipping company for some time. The dialogue refers to the type of cargo that the company handles and the packaging used to carry it. Film przedstawia rozmowę nowo zatrudnionej osoby z kolegą, który już od jakiegoś czasu pracuje w firmie spedycyjnej. Dialog dotyczy rodzaju ładunków, których transportem zajmuje się firma, oraz opakowań, które stosuje do ich przewozu.

4. Film with subtitles and narration.



[Film dostępny na portalu epodreczniki.pl](https://epodreczniki.pl)

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

The film shows a conversation of a newly hired person with a colleague who has been working in a shipping company for some time. The dialogue refers to the type of cargo that the company handles and the packaging used to carry it. Film przedstawia rozmowę nowo zatrudnionej osoby z kolegą, który już od jakiegoś czasu pracuje w firmie spedycyjnej. Dialog dotyczy rodzaju ładunków, których transportem zajmuje się firma, oraz opakowań, które stosuje do ich przewozu.

Exercise 1

After watching the film, entitled, "What do we transport?", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu filmu uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

The company mainly solids, liquids and gases.

Loads are different in .

loads are also transported.

The of loads increases transportability.

Most of the time, the loading method of is used.

Transport of sensitive loads are placed several times a month.

Hazardous/dangerous loads may be transported only.

may be dangerous to people and the environment.

hazardous loads

forming

lifting and pulling

transports

orders

sizes

oversized

in accordance with regulations

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Exercises

Exercise 2

After watching the film, entitled, "What do we transport?", decide if the sentence is true or false. Po obejrzeniu filmu zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

	Prawda	Fałsz
Loads transported in the company are different in size.	☐	☐
The company transports mainly solids.	☐	☐
Oversized loads are not transported.	☐	☐
Most of the time, the loading method of lifting and pulling is used.	☐	☐
Transport orders of sensitive loads are placed once a month.	☐	☐
Hazardous loads must not be transported.	☐	☐
Hazardous loads may be dangerous to people and the environment.	☐	☐
The company transports mainly solids, liquids and gases.	☐	☐

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Exercise 3

After watching the film, entitled, "What do we transport?", match the Polish phrases with their English equivalents. Po obejrzeniu filmu połącz polskie terminy z ich angielskim odpowiednikami.

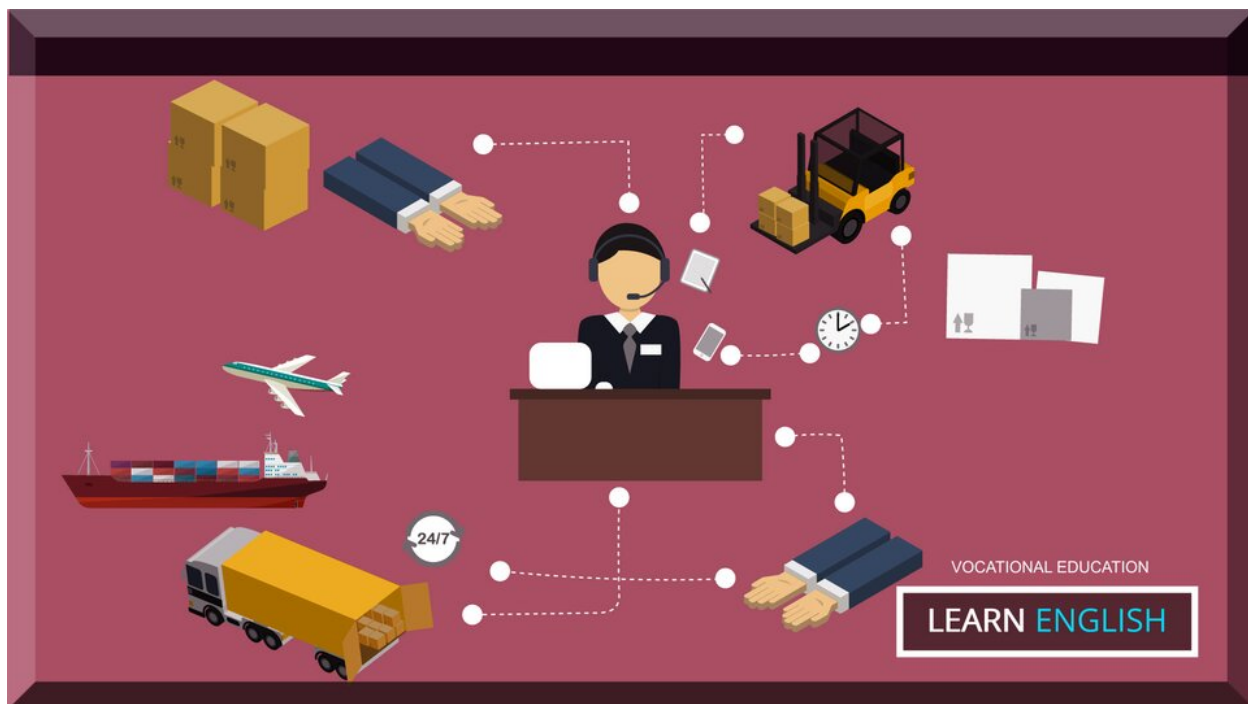
carriage	gazy
forming of loads	ładunki drobne
types of cargo	ładunki całopojazdowe
transport	formowanie ładunków
methods of loading	przewóz
full-truck loads	sposoby załadunku
solids	transport
small loads	rodzaje ładunków
gases	ciała stałe
liquids	płyny

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Exercise 4

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The shipping boxes of loads



[Film dostępny na portalu epodreczniki.pl](https://epodreczniki.pl)

The animation schematically shows the shipping boxes of loads used in transport services.

The animation schematically shows the shipping boxes of loads used in transport services. Animacja przedstawia w sposób schematyczny opakowania stosowane w transporcie.

Exercise 5

After watching and listening to the film/animation, entitled, "The shipping boxes of loads", decide if the sentence is true or false. Po wysłuchaniu i obejrzeniu filmu zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

TRUE

The look of shipping boxes is connected with the capacity of the means of transport.

FALSE

Weighing is not a stage of preparing the parcel.

Shipping boxes may be different in shape.

Shipping boxes are divided into: unit, bulk and transport shipping boxes.

The good arrangement of a load does not influence the load's safety.

The means of transport has an influence on a proper transport process.

The transport technique has an influence on the selection of a shipping box.

Bulk shipping boxes can be put in unit shipping boxes.

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Exercises

Exercise 6

After watching and listening to the film/animation, entitled, "The shipping boxes of loads", match the Polish phrases with their English equivalents. Po obejrzeniu filmu, połącz polskie terminy z ich angielskim odpowiednikami.

properties	ładunek
shipping box	właściwości
load	bezpieczeństwo ładunku
labeling	wymiary
quality control	kontrola jakościowa
dimensions	oznakowanie
arrangement of the load	rozmieszczenie ładunku
preparing a load	przygotowanie ładunku
load safety	opakowanie
transport documents	dokumenty transportowe

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Exercise 7

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Exercise 8

After watching and listening to the film/animation, entitled, "The shipping boxes of loads", fill in the gaps with words or phrases. Use the word bank. Po obejrzeniu filmu, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

The has a considerable influence on the stages of the transport process.

The basic division takes into account single unit packs, and transport shipping boxes.

Putting single unit packs in bulk shipping boxes makes them easier.

Shipping boxes may be different in .

technique that will be used should also be taken into account.

The look of shipping boxes is closely related to the .

The good has an influence on the proper use of the load space.

is one of the stages of preparing the parcel for transport.

arrangement of a load

transport

load shipping box

preparing a load

optimization of freight runs

shape

bulk shipping boxes

storing

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The forming of loads

The text shows a conversation between two workers of a shipping company about the forming of loading units. The task of one of them is to place a product on a pallet in such a way that the pallet is stable.

Tekst przedstawia rozmowę dwóch pracowników firmy spedycyjnej na temat formowania jednostki ładunkowej. Zadaniem jednego z nich jest odpowiednie ułożenie towaru na palecie tak, aby była ona stabilna.

Daniel: Hello! You called me. What's going on?

Chris: Hi! It's good you're here. I have a little problem. Listen, I have to form a EUR pallet.

Daniel: I gather that you have never **formed a loading unit**?

Chris: I know how to do it in theory. It's my first task like this.

Daniel: OK. Let's see what we've got here. The product is **packed in cartons**. The weight is 15 kg, whereas **the weight of the pallet** is 25 kg.

Chris: I also have information here that the product may be stacked up to 1600 mm of the height of the load together with the height of the pallet.

Daniel: Look here. You can also **form up to the weight** of 730 kg of the load with the pallet's weight. OK, so what will you take into account now?

Chris: It's a bit like at school. The pallet has to be stable. I must not overstep the standards resulting from the pallet load capacity *and the ***stacked-up product***.*****

Daniel: Good. I see you remember the theory.

Chris: But the thing is, how to place it on the pallet*?*****

Daniel: Take a piece of paper. We'll do a bit of maths. It's better to do some calculations than to make unnecessary efforts. Divide the length of the pallet by the length of the shipping box. Later, divide the width of the pallet by the width of the shipping box. Multiply the results. What did you get?

Chris: 12.

Daniel: Me too. Which means you can **stack 12 shipping boxes**.

Chris: And that's it? I still don't really know how to do it.

Daniel: Wait. We still need one more calculation. Divide the length of the pallet by the width of the shipping box, and the width of the pallet by the length of the shipping box. Now, multiply the results. What's the result?

Chris: Also 12.

Daniel: Super. This means you'll have 12 shipping boxes in one layer.

Chris: I'm beginning to get it. I have drawn both arrangements.

Daniel: OK. So now calculate how many layers we can place on the pallet. It's important that you know how high the load will be.

Chris: I'll manage it. Actually, it's not that difficult. Just a bit of maths and thinking. Thanks for your help.

Daniel: No problem. Take care.

Chris: See you.

Exercise 9

After analyzing the hypertext document entitled, "The forming of loads", decide if the sentence is true or false. Po zapoznaniu się z tekstem „Formowanie ładunków” zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

	Prawda	Fałsz
Chris has to form a EUR pallet.	☐	☐
Chris has never formed a loading unit.	☐	☐
The weight of the pallet is 15kg.	☐	☐
The standards resulting from the pallet load capacity can be overstepped.	☐	☐
Chris can stack 12 shipping boxes.	☐	☐
Chris can have 10 shipping boxes in one layer.	☐	☐
Daniel helps Chris calculate the number of possible layers.	☐	☐
Chris believes that forming pallets is not difficult.	☐	☐

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The shipping boxes of loads

The e-mail shows a shipping company's reply to a client's doubts. In the e-mail, a consultant explains the process of preparing a load for transport and the need to use different shipping boxes.

Mail przedstawia odpowiedź firmy spedycyjnej na wątpliwości klienta. W treści konsultant wyjaśnia proces przygotowania do przewozu ładunku oraz konieczność zastosowania różnych opakowań.

Dear Mr. Martin,

In response to your questions, I'll try to briefly explain the process connected with transporting loads.

Let's start with what [the forming of loads](#) is. In the case of your products, we are dealing with products in [single unit packs](#). Because they're quite small, they'll be packed in [bulk shipping boxes](#).

At the beginning, we perform operations aimed at [preparing the load for transport](#). This is precisely what the forming of a load is.

It enables us to sensibly use the means of transport and warehouse [load surface](#) and [space](#).

We also do our utmost for the transported products to reach the point of destination in a proper condition.

After the conversations we have had, it appears that reloading will be necessary. Additionally, I propose using [transport shipping boxes](#).

Shipping boxes make it possible to deliver products to the [destination](#) in an undamaged condition, maintaining their full value.

Please also remember that it is the [type of shipping box](#) that often determines whether or not a product packed in it can be transported and stored.

We have selected transport shipping boxes of appropriate shape and dimensions for your products. They will allow to easily form [pallet loading units](#).

These boxes will also ensure the proper arrangement and immobilization of the product in the container, as well as proper use of the container's capacity.

As you can see, shipping boxes play a crucial role in the transport process. The solutions proposed by our company are safe and effective. They take into account, e.g., different means of transport, transport conditions, and also the characteristics of your products.

Should you have any questions, do not hesitate to contact us.

Regards,

M.

Exercise 10

Zasób R4iaUED3r5P7D "AU.31.2_cw10"

Brak pliku manifest.json w paczce.

Labeling a load shipping box

The text shows a conversation of a shipping company worker with a client. The dialogue is about labeling the customer's load.

Tekst przedstawia rozmowę pracownika firmy spedycyjnej z klientem. Dialog toczy się wokół oznakowania ładunku klienta.

Ellen: Good morning, Ellen Smith speaking. I'm calling about a load that I would like to transport.

Sophia: Good morning. Sophia Keller. Could you give me the number of the *shipping order**?*****

Ellen: Yes, of course. ZLO183/03/2017

Sophia: Thank you. How can I help you?

Ellen: It's about *labeling the load*. It seems that the person from our company, responsible for the issue, did not give all the information about the transported product. Can we *complete the details*?

Sophia: Go ahead, please. But it would be best if you could send this information by e-mail as well. For confirmation.

Ellen: OK. I'll send it after our conversation. The material is fragile. It would be good if it was labeled: "*Handle with care. Fragile*".

Sophia: OK. I'll add this information.

Ellen: Will a „*Do not roll*” label be needed too?

Sophia: We can add it as well. But it will most likely be unnecessary. I'll add the following label: *"Top. Do not turn over"***. However, it would be more convenient if you could send all of the information in an e-mail.*****

Ellen: OK. Just two more questions. My colleague suggested adding "*Acceptable number of stacking up layers*" and "*Keep dry*" information labels

Sophia: I think attaching them would be good. This information should be included in the *load specification**. I see that there are no special requirements listed. You didn't want to give a detailed description of the product you wanted to transport.*****

Ellen. That's true. You know, it's electronics. We have a new product in our offer. I have the impression that there has been too much secrecy about it.

Sophia: I think it would be good if you could send us an urgent e-mail about the proper labeling of the load.

Ellen: OK. I'll collect the information and send it in a minute.

Sophia: If anything happens, call me again. We'll clear up any doubts right away.

Ellen: Thank you. Goodbye.

Sophia: Goodbye.

Exercise 11

After analyzing the hypertext document entitled, "Labeling a load shipping box", match the Polish phrases with their English equivalents. Po zapoznaniu się z hipertekstem „Oznakowanie opakowania ładunku”, połącz polskie terminy z ich angielskimi odpowiednikami.

load specification	specyfikacja ładunku
top. do not turn around	chronić przed wilgocią
keep dry	sposób transportu
shipping order	dopuszczalna ilość warstw piętrzenia
handle with care. fragile	zlecenie spedycyjne
method of transport	oznakowanie ładunku
labeling the load	góra, nie przewracać
complete the details	ostrożnie kruche
acceptable number of stacking up layers	uzupełnić dane
do not roll	nie toczyć

Transport shipping box



[Film dostępny na portalu epodreczniki.pl](https://epodreczniki.pl)

A conversation between two workers of a shipping company about selecting the appropriate transport shipping box for a load to be transported.

A conversation between two workers of a shipping company about selecting the appropriate transport shipping box for a load to be transported. Rozmowa dwóch pracowników firmy spedycyjnej na temat doboru opakowania transportowego do przewożonego ładunku.

Exercise 12

After listening to the audio sequence, entitled, "Transport shipping box", decide if the sentence is true or false. Po zapoznaniu się z nagraniem audio, zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

TRUE

John decides to use cardboard pallets.

The client does not require sanitary and disinfection certificates.

FALSE

John shows Sophia an e-mail.

The client would pay for transporting the load on pallets lacking fumigation labeling.

Sophia suggests using raw wood shipping boxes.

John has a problem with selecting the appropriate transport shipping box.

Raw wood shipping boxes don't have to be subjected to certification processes.

The load is supposed to be sent to New Zealand.

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Exercises

Exercise 13

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Exercise 14

After listening to the audio sequence, entitled, "Transport shipping box", match the Polish phrases with their English equivalents. Po wysłuchaniu nagrania audio, połącz polskie terminy z ich angielskim odpowiednikami.

heat treatment

obróbka cieplna

plastic pallets

sklejka

product

wymogi

requirements

przepisy importowe

transport shipping boxes

palety kartonowe

cardboard pallets

palety plastikowe

plywood

świadectwa dezynfekcyjne

import regulations

opakowania transportowe

fumigation labeling

towar

disinfection certificates

oznakowanie fumigacji

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Exercise 15

After listening to the audio sequence, entitled, "Transport shipping box", fill in the gaps with correct words or phrases. Use the word bank. Po odsłuchaniu audio „Opakowania transportowe”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

Hello! How are your conversations with the going?

I have a problem with .

Please, show me what they have you.

I see that they want .

Where are we supposed to send this .

You can use or pallets made of processed wood.

can also be used here. They're very light and resistant.

The lack of on the load would result in the it not being accepted for transport or turned back to us.

cardboard pallets

plastic pallets

sanitary and disinfection certificates

fumigation labeling

sent

load

selecting the appropriate transport shipping box

customer

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Hazardous substance data sheet – section no. 14

SECTION 14: Information about proper transport

	General information: A product classified as hazardous in transport. It is intended for road and rail transport only. It is subject to regulations concerning the transport of ADR/ RID hazardous products. In cases requiring the use of a different method of transport, contact the publisher of the data sheet.		
	RID, ADR	IMDG	LATA
14.1. UN NUMBER (ONZ no.)			
14.2. UN PROPER SHIPPING NAME			
14.3. TRANSPORT HAZARD CLASS(ES) ▪ classification code ▪ hazard identification number ▪ warning sticker/s			
14.4. PACKING GROUP			
14.5. HAZARDS TO THE ENVIRONMENT			
14.6. SPECIAL PRECAUTIONS FOR USERS			
14.7. BULK TRANSPORT according to appendix 2 to Marpol 73/78 convention and IBC code			
14.8. OTHER INFORMATION ABOUT THE TRANSPORT			

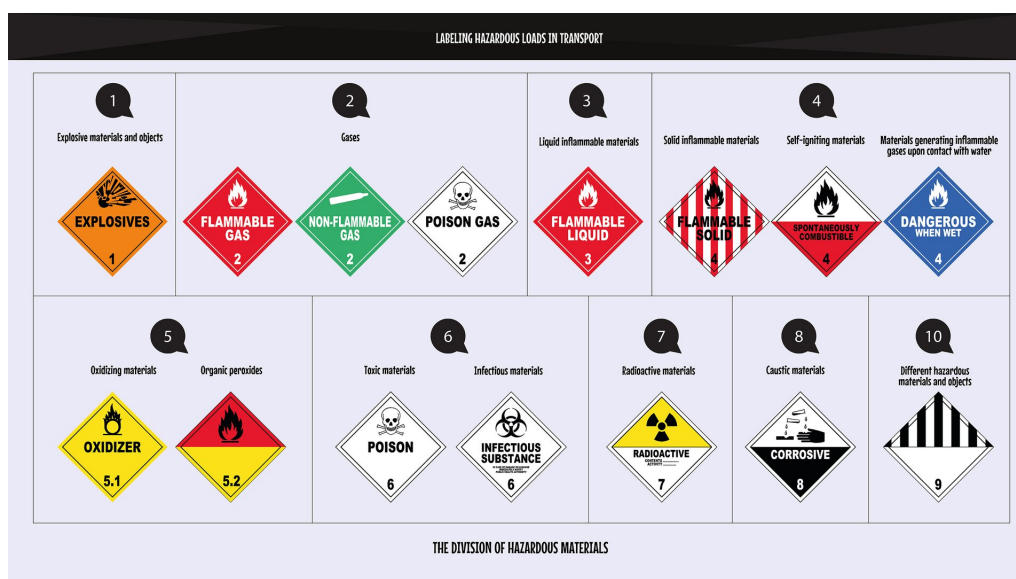
The document shows a fragment of a hazardous substance data sheet. Section 14 contains information about transport.

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

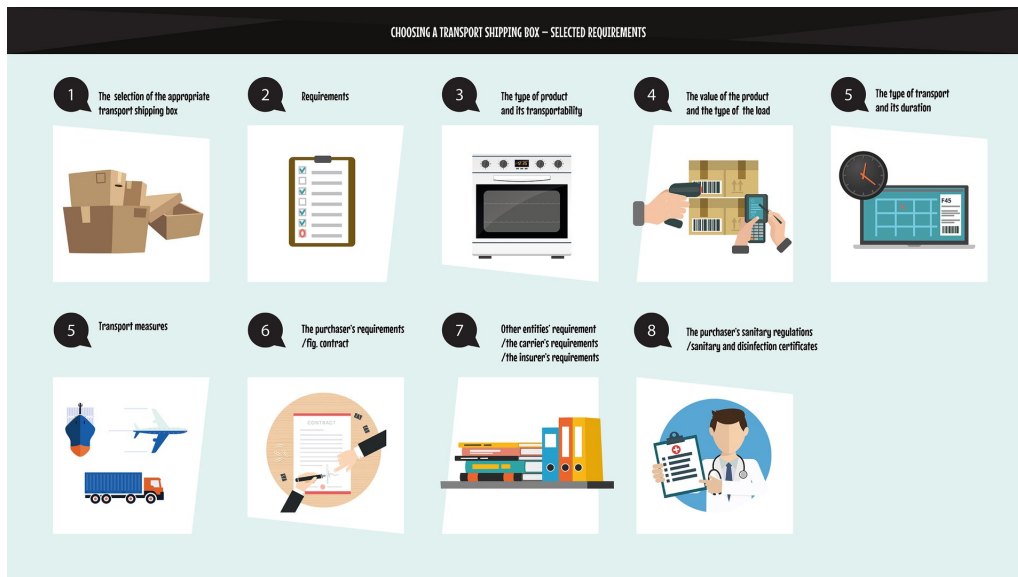
Exercise 16

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

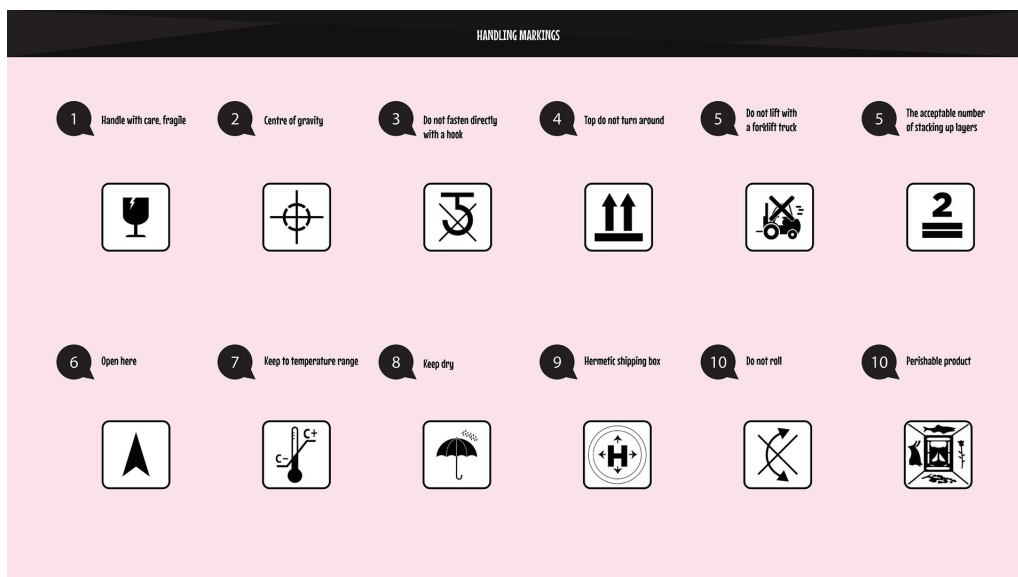
Gallery



The graphics present the division of hazardous materials into 13 classes and their specifications.

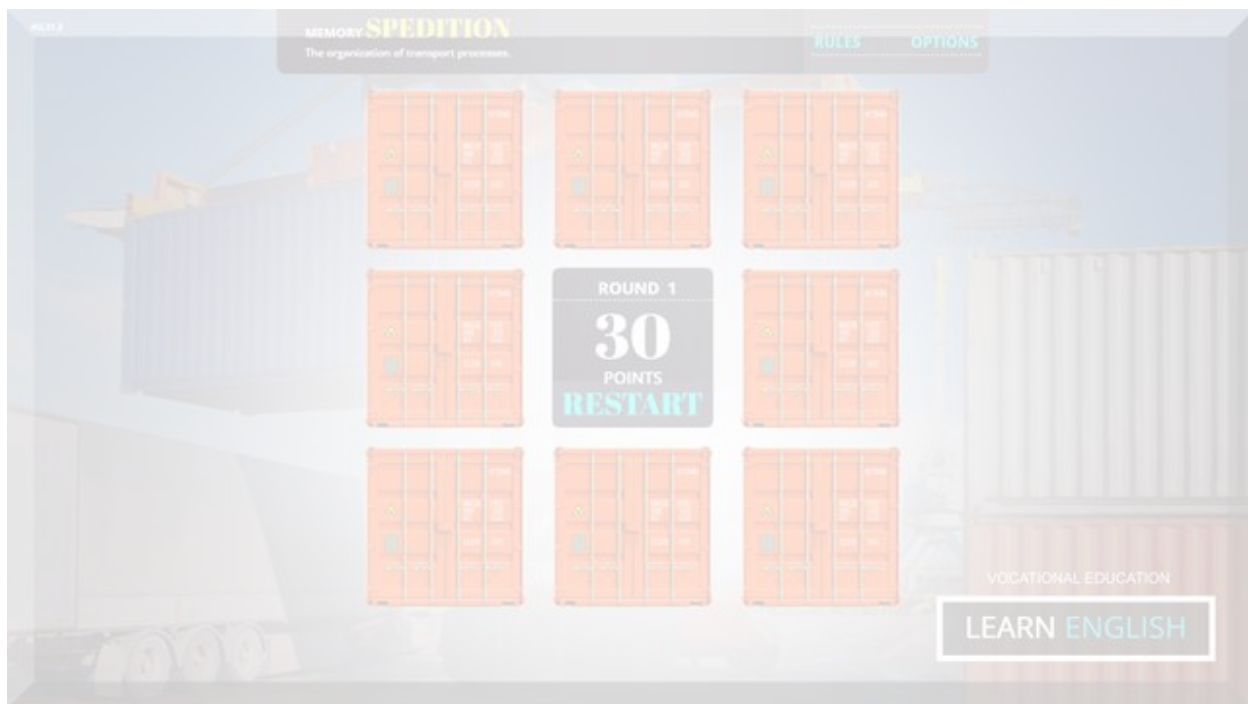


The graphics schematically show selected requirements concerning the selection of a transport shipping box.



The graphics show selected handling markings. They play a special role in maintaining the quality of products in the course of transport implementation.

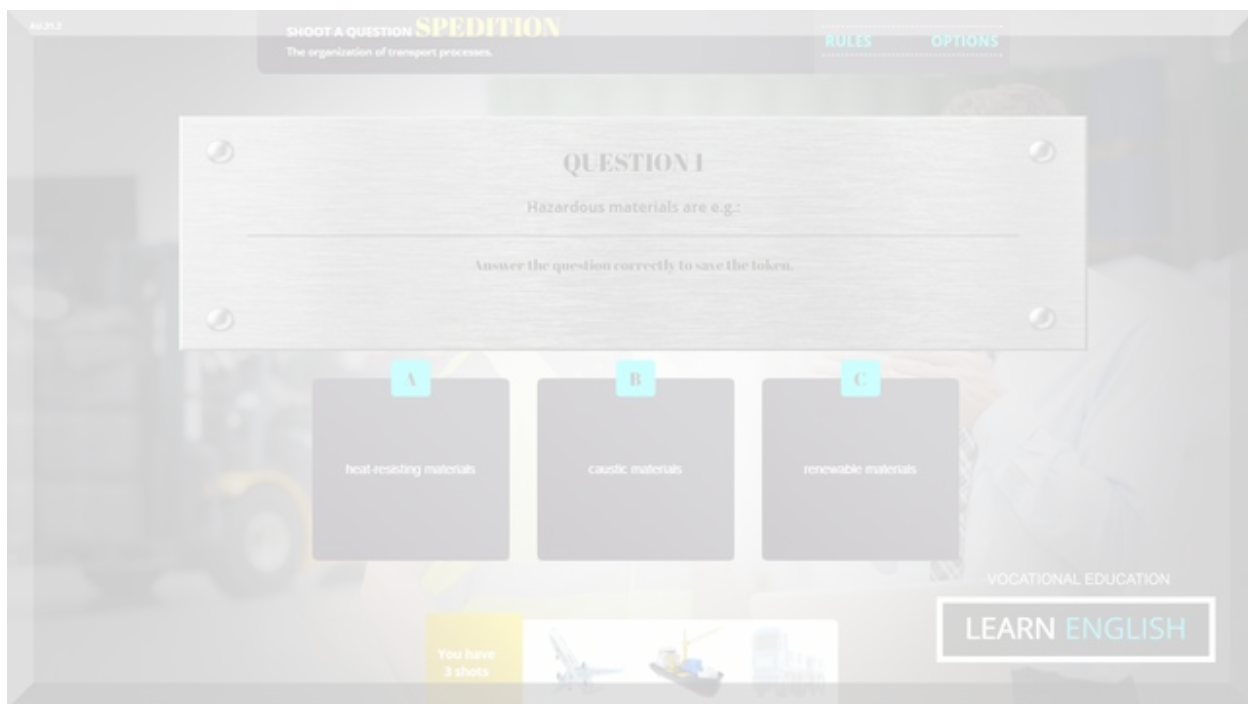
Memory



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/Def6nv00h>

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Shoot



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/Def6nv00h>

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Dictionary

acceptable number of stacking up layers [æk'septəbl 'nʌmbə(r) ɔv 'stækiŋ ʌp 'leɪəz] *[phrase]*

dopuszczalna ilość warstw piętrzenia

arrangement of a load [ə'reɪndʒmənt ɔv ə ləʊd] *[singular, noun]*

rozmieszczenie ładunku

bulk shipping box [bʌlk 'ʃɪpɪŋ bɒks] *[singular, noun]*

opakowania zbiorcze

bulk transport according to [bʌlk 'trænsɒːrt ə'kɔːdɪŋ tu] *[singular, noun]*

transport luzem zgodnie

capacity of the means of transport [kə'pæsɪtɪ ɔv ðə miːnz ɔv 'trænsɒːrt] *[singular, noun]*

ładowności środków transportu

cardboard pallets ['kɑːdbɔːrd 'pæləts] *[plural, noun]*

palety kartonowe

caustic materials ['kɔːstɪk mə'tɪrɪəlz] *[plural, noun]*

materiały żrące

centre of gravity ['sɛntə(r) ɔv 'grævɪtɪ] *[singular, noun]*

środek ciężkości

certification [sɜ:tɪfɪ'keɪʃən] *[singular, noun]*

certyfikacja

complete the details [kəm'pli:t ðə 'di:teɪlz] *[verb]*

uzupełnić dane

destination [dɛstɪ'neɪʃən] *[singular, noun]*

miejsce przeznaczenia

different hazardous materials and objects ['dɪfrənt 'hæzədəs mə'tɪrɪəlz ænd 'ɒbdʒekts] *[plural, noun]*

różne materiały i przedmioty niebezpieczne

dimensions [dɪ'menʃənz] *[plural, noun]*

wymiary

do not fasten directly with a hook [du: nɒt 'fɑ:Sn di'rekli wɪð ə huk] *[phrase]*

hakiem bezpośrednio nie zaczepiać

do not lift with a forklift truck [du: nɒt lɪft wɪð ə 'fɔ:klɪft trʌk] *[phrase]*

nie podnosić wózkiem widłowym

do not roll [du: nɒt rəʊl]/[phrase]

nie toczyć

explosive materials and objects [ɪksˈpləʊsɪv məˈtɪriəlz ænd ˈɒbdʒekts]/[plural, noun]

materiały i przedmioty wybuchowe

filling [ˈfɪlɪŋ] [singular, noun]

napełnianie

following the rules [ˈfɒləʊɪŋ ðə ru:lz]/[singular, noun]

przestrzeganie zasad

form a loading unit [fɔ:m ə ˈləʊdɪŋ ˈju:nɪt]/[verb]

formować jednostkę ładunkową

form loads [fɔ:m ləʊdz]/[verb]

formowanie ładunków

form up to the weight of [fɔ:m ʌp tə ðə weɪt ɒv]/[verb]

formować do osiągnięcia masy

full-truck loads [fʊl- trʌk ləʊdz] [plural, noun]

ładunki całopojazdowe

fumigation labeling [fju:mə'geɪʃən 'leɪb(ə)l] [*singular, noun*]

oznakowanie fumigacji

gases ['gæsɪz] [*plural, noun*]

gazy

handle with care, fragile ['hændl wɪð keə(r) 'frædʒaɪl] [*phrase*]

ostrożnie kruche

hazardous loads ['hæzədəs læudz] [*plural, noun*]

ładunki niebezpieczne

hazardous to people and the environment ['hæzədəs tu 'pi:pl ænd ðə ɪn'vaɪənmənt] [*adjective*]

niebezpieczne dla ludzi i środowiska

hazards to the environment ['hæzərdz tu ðə ɪn'vaɪənmənt] [*plural, noun*]

zagrożenia dla środowiska

height of a load [haɪt ɔv ə læud] [*singular, noun*]

wysokość ładunku

hermetic shipping box [hə:'mɛtɪk 'ʃɪpɪŋ bɒks] [*singular, noun*]

opakowanie hermetyczne

import regulations ['impɔ:rt rɛɡju'leɪʃənz] *[plural, noun]*

przepisy importowe

in compliance with the regulations [ɪn kəm'plaɪəns wɪð ðə rɛɡju'leɪʃənz] *[phrase]*

zgodnie z przepisami

increase transportability [ɪn'kri:s tranˌspɔ:tə'bɪlɪti] *[verb]*

zwiększenie podatności transportowej

infectious materials [ɪn'fɛkʃəs mə'tɪrɪəlz] *[plural, noun]*

materiały zakaźne

information about the transport [ɪnfə'meɪʃən ə'baut ðə 'trænsɔ:rt] *[singular, noun]*

informacje dotyczące transportu

information for the carrier [ɪnfə'meɪʃən fɔ:(r) ðə 'kæriə(r)] *[singular, noun]*

informacja dla przewoźnika

keep dry [ki:p draɪ] *[verb]*

chronić przed wilgocią

keep to temperature range [ki:p tu 'tɛmprətʃə(r) reɪndʒ] *[verb]*

przestrzegać zakresu temperatur

labeling ['leɪbəliŋ] [*singular, noun*]

oznakowanie

labeling according to the standard ['leɪbəliŋ ə'kɔːdiŋ tə ðɪ 'stændərd] [*singular, noun*]

oznakowanie według standardu

lifting ['lɪftɪŋ] [*singular, noun*]

podnoszenie

liquid inflammable materials ['lɪkwɪd ɪn'flæməbl mə'tɪrɪəlz] [*plural, noun*]

materiały ciekłe zapalne

liquids ['lɪkwədz] [*plural, noun*]

płyny

load [ləʊd] [*singular, noun*]

ładunek

load labeling [ləʊd 'leɪbəliŋ] [*singular, noun*]

oznakowanie ładunku

load safety [ləʊd 'seɪftɪ] [*singular, noun*]

bezpieczeństwo ładunku

load shipping box [ləʊd 'ʃɪpɪŋ bɒks] *[singular, noun]*

opakowanie ładunku

load specification [ləʊd spɛsɪfɪ'keɪʃən] *[singular, noun]*

specyfikacja ładunku

loading space ['ləʊdɪŋ speɪs] *[singular, noun]*

przestrzeń ładowne

loads sensitive to transport conditions [ləʊdz 'sensɪtɪv tu 'trænsɜːrt kən'dɪʃ(ə)n] *[plural, noun]*

ładunki wrażliwe na warunki

loads sensitive to transport time [ləʊdz 'sensɪtɪv tu 'trænsɜːrt taɪm] *[plural, noun]*

ładunki wrażliwe na czas transportu

materials generating inflammable gases upon contact with water [mə'tɪrɪəlz 'dʒenəreɪtɪŋ
ɪn'flæməbl 'ɡæzɪz ə'pɒn 'kɒntækt wɪð 'wɔːtə(r)] *[plural, noun]*

materiały wytwarzające w zetknięciu z wodą gazy zapalne

means of transport [miːnz ɔv 'trænsɜːrt] *[plural, noun]*

środki transportowe

method of transport ['mɛθəd ɔv 'trænsɜ:t] [*singular, noun*]

sposób transportu

methods of loading [meθədz ɔv 'ləʊdɪŋ] [*plural, noun*]

sposoby załadunku

open here ['əʊpən hɪr] [*verb*]

tu otwierać

optimization of freight runs [ɒptəmə'zeɪʃən ɔv freɪt rʌnz] [*phrase*]

optymalizacja przebiegów towarowych

organic peroxides [ɔ:r'gænik pər'ɒksaɪd] [*plural, noun*]

nadtlenki organiczne

other entities' requirements ['ʌðə(r) 'entɪtɪz rɪk'waɪrmənts] [*plural, noun*]

wymagania innych podmiotów

oversized loads ['əʊvərsaɪzd ləʊdz] [*plural, noun*]

ładunki ponadgabarytowe

overstep the standards ['əʊvərstɛp ðə 'stændərdz] [*verb*]

przekroczyć normy

oxidizing materials ['ɒksɪdaɪzɪŋ mə'tɪrɪəlz]/[plural, noun]

materiały utleniające

pack in cartons [pæk ɪn 'kɑ:təns]/[verb]

pakować w kartony

packing group ['pækɪŋ gru:p]/[singular, noun]

grupa pakowania

pallet load capacity ['pælɪt læud kə'pæsɪtɪ]/[singular, noun]

nośność palety

pallet loading units ['pælɪt 'ləudɪŋ ju:nəts]/[plural, noun]

paletowe jednostki ładunkowe

pallets made of processed wood ['pæləts meɪd ɒv 'prɒsest wud]/[plural, noun]

palety wykonane z drewna przetworzonego

perishable product ['perɪʃəbl 'prɒdʌkt]/[singular, noun]

produkt szybko psujący się

place on a pallet [pleɪs ɒn ə 'pælɪt]/[verb]

ułożyć na palecie

placing in order ['pleɪsɪŋ ɪn 'ɔːdə(r)] *[singular, noun]*

ułożenie w kolejności

plastic pallets ['plæstɪk 'pæləts] *[plural, noun]*

palety plastikowe

pouring ['pɔːɪŋ] *[singular, noun]*

nasypywanie

preparing a load [prɪ'peəriŋ ə ləʊd] *[singular, noun]*

przygotowanie ładunku

preparing a load for transport [prɪ'peəriŋ ə ləʊd fɔː(r) 'trænsɒːrt] *[singular, noun]*

przygotowanie ładunku do przewozu

product classified as hazardous ['prɒdʌkt 'klæsɪfaɪd æz 'hæzədəs] *[singular, noun]*

produkt sklasyfikowany jako niebezpieczny

proper loading ['prɒpə(r) 'ləʊdɪŋ] *[singular, noun]*

prawidłowy załadunek

proper shipping name ['prɒpə(r) 'ʃɪpɪŋ neɪm] *[singular, noun]*

prawidłowa nazwa przewozowa

properties ['prɒpərtɪz] *[plural, noun]*

właściwości

pulling ['pulɪŋ] *[singular, noun]*

wyciąganie

purchaser's requirements ['pə:tʃɪsə(r)s rɪk'waɪmənts] *[plural, noun]*

wymagania kupującego

purchaser's sanitary regulations ['pə:tʃɪsə(r)s 'sænɪtəri rɛgju'leɪʃənz] *[plural, noun]*

przepisy sanitarne kupującego

quality control ['kwɒlɪtɪ kən'trəʊl] *[singular, noun]*

kontrola jakościowa

radioactive materials [reɪdɪə'æktɪv mə'tɪrɪəlz] *[plural, noun]*

materiały promieniotwórcze

raw wood shipping boxes [rɔ: wud 'ʃɪpɪŋ 'bɒksɪz] *[plural, noun]*

opakowania z drewna surowego

regulations concerning transport of goods [rɛgju'leɪʃənz kən'sə:nɪŋ 'trænsɒ:rt ɔv gudz] *[plural, noun]*

przepisy dotyczące przewozu towarów

reloading techniques [ri:'ləʊd tek'ni:ks] *[plural, noun]*

techniki przeładunku

requirements [rɪk'waɪəmənts] *[plural, noun]*

wymogi

sanitary and disinfection certificates ['sænɪtəri ænd dɪsɪn'fɛkʃən sətɪfɪkəts] *[plural, noun]*

świadectwa sanitarne i dezynfekcyjne

selection of the appropriate transport shipping box [sɪ'lekʃən ɒv ðə ə'prəʊpriət 'trænsɒ:t
'ʃɪpɪŋ bɒks] *[singular, noun]*

dobór opakowania transportowego

self-igniting materials [self- ɪg'naɪtɪŋ mə'tɪriəlz] *[plural, noun]*

materiały samozapalne

shapes [ʃeɪps] *[plural, noun]*

kształty

shipping order ['ʃɪpɪŋ 'ɔ:də(r)] *[singular, noun]*

zlecenie spedycyjne

single unit packs ['sɪŋɡl 'ju:nɪt pæks] *[plural, noun]*

opakowania jednostkowe

small loads [smɔ:l læudz] *[plural, noun]*

ładunki drobne

solid inflammable materials ['sɒlɪd ɪn'flæməbl mə'tɪrɪəlz] *[plural, noun]*

materiały stałe zapalne

solids ['sɒlədz] *[plural, noun]*

ciała stałe

special precautions ['speʃl pri'kəʃənz] *[plural, noun]*

szczególne środki ostrożności

stack shipping boxes [stæk 'ʃɪpɪŋ 'bɒksɪz] *[verb]*

składować opakowania

stack up a product [stæk ʌp ə 'prɒdʌkt] *[verb]*

piętrzenie towaru

storing ['stɔ:ɪŋ] *[singular, noun]*

magazynowanie

top, do not turn around [tɒp duː nɒt təːn ər'aund] *[phrase]*

góra, nie przewracać

toxic materials ['tɒksɪk mə'tɪriəlz] *[plural, noun]*

materiały trujące

transport ['trænsɜːrt] *[singular, noun]*

przewóz

transport documents ['trænsɜːrt 'dɒkjumənts] *[plural, noun]*

dokumenty transportowe

transport hazard class ['trænsɜːrt 'hæzəd 'klɑːs] *[singular, noun]*

klasa zagrożenia w transporcie

transport shipping boxes ['trænsɜːrt 'ʃɪpɪŋ 'bɒksɪz] *[plural, noun]*

opakowania transportowe

transport techniques ['trænsɜːrt tek'niːks] *[plural, noun]*

techniki transportu

type and duration of transport [taɪp ænd dʒuə'reɪʃən ɒv 'trænsɜːrt] *[singular, noun]*

rodzaj i czas trwania transportu

type of product and its transportability [taɪp ɔv 'prɒdʌkt ænd its tranˌspɔ:tə'bɪlɪti] *[singular, noun]*

rodzaj towaru i jego podatność transportowa

type of shipping box [taɪp ɔv 'ʃɪpɪŋ bɒks] *[singular, noun]*

rodzaj opakowania

types of loads [taɪps ɔv læudz] *[plural, noun]*

rodzaje ładunków

undamaged condition [n'dæmədʒd kən'dɪʃən] *[singular, noun]*

stan nieuszkodzony

use of the load space [ju:z ɔv ðə læud speɪs] *[singular, noun]*

wykorzystanie przestrzeni ładunkowej

value of the product and the type of the load ['vælju: ɔv ðə 'prɒdʌkt ænd ðə taɪp ɔv ðə læud] *[singular, noun]*

wartość towaru i typ ładunku

vehicle safety ['vi:ɪkl 'seɪftɪ] *[singular, noun]*

bezpieczeństwo pojazdu

weighing [weɪɪŋ] *[singular, noun]*

ważenie

weight [weɪt] [*singular, noun*]

masa

weight of a pallet [weɪt ɔv ə 'pælɪt] [*singular, noun*]

masa palety

AU.31.3 Calculating the prices and documenting the implementation of transport processes

Transport and forwarding documentation

1. Film in the standard version.



Film dostępny na portalu epodreczniki.pl

The film shows two people talking about transport and forwarding documentation. They also address the issues of transport and forwarding procedures, the most common transport documents for various branches of transport in the context of international records.

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2. Film with subtitles.



Film dostępny na portalu epodreczniki.pl

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The film shows two people talking about transport and forwarding documentation. They also address the issues of transport and forwarding procedures, the most common transport documents for various branches of transport in the context of international records. Film przedstawia rozmowę dwóch osób na temat dokumentacji transportowej i spedycyjnej. Poruszane są także kwestie procedur w transporcie i spedycji, najczęściej spotykane dokumenty transportowe dla różnych gałęzi transportu w aspekcie zapisów międzynarodowych.

3. Film with subtitles and pauses. Listen and repeat after the speaker.



Film dostępny na portalu epodreczniki.pl

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The film shows two people talking about transport and forwarding documentation. They also address the issues of transport and forwarding procedures, the most common transport documents for various branches of transport in the context of international records. Film przedstawia rozmowę dwóch osób na temat dokumentacji transportowej i spedycyjnej. Poruszane są także kwestie procedur w transporcie i spedycji, najczęściej spotykane dokumenty transportowe dla różnych gałęzi transportu w aspekcie zapisów międzynarodowych.

4. Film with subtitles and narration.



[Film dostępny na portalu epodreczniki.pl](https://epodreczniki.pl)

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The film shows two people talking about transport and forwarding documentation. They also address the issues of transport and forwarding procedures, the most common transport documents for various branches of transport in the context of international records. Film przedstawia rozmowę dwóch osób na temat dokumentacji transportowej i spedycyjnej. Poruszane są także kwestie procedur w transporcie i spedycji, najczęściej spotykane dokumenty transportowe dla różnych gałęzi transportu w aspekcie zapisów międzynarodowych.

Exercise 1

After watching the film, entitled, "Transport and forwarding documentation", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu filmu „Dokumentacja transportowa i spedycyjna”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

I'm starting a job in a company.

Could you explain to me the documentation that is obligatory in the ?

Transport documentation is divided into and international.

A CMR is in force in road transport.

A TIR carnet is a that must be purchased by the carrier that carries the load.

The shipping document for ship transport is called .

Transport documents are regulated by the .

The waybill in inland waterway transport is called the .

customs document

national

shipping

transport process

inland waterway bill of lading

law

waybill

bill of lading

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Exercises

Exercise 2

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Exercise 3

After watching the film, entitled, "Transport and forwarding documentation", decide if the sentence is true or false. Po obejrzeniu filmu „Dokumentacja transportowa i spedycyjna”, zdecyduj, czy podane zdania są prawdziwe czy fałszywe.

TRUE

Shipping documentation is closely related to the means of transport.

FALSE

A CIM waybill is in force in road transport.

An inland waterway bill of lading is the waybill in force in sea transport.

Transport documentation is divided into European and international.

One of the speakers is starting a job in a shipping company.

The speaker asks her friend to explain to her the documentation that is obligatory in the transport process.

Transport documents are regulated by the law.

A TIR carnet is a customs document that must be purchased by the carrier that carries the load.

Exercise 4

After watching the film, entitled, "Transport and forwarding documentation", match the Polish phrases with their English equivalents. Po obejrzeniu filmu „Dokumentacja transportowa i spedycyjna”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

road transport

umowa przewozu

national documentation

firma spedycyjna

contract of carriage

list przewozowy

transport process

dokumentacja transportowa

means of transport

dokumentacja krajowa

international documentation

rodzaje transportu

waybill

dokumentacja międzynarodowa

shipping order

transport samochodowy

shipping company

zlecenie spedycyjne

transport documentation

proces transportowy

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Transport documents

Exercise 5

After watching the animation, entitled, "Transport documents", decide if the sentence is true or false. Po obejrzeniu animacji „Dokumenty przewozowe”, zdecyduj czy podane twierdzenia są prawdziwe, czy nie.

	Prawda	Fałsz
Transport documents are indispensable to conduct transport activity.	☐	☐
A waybill/consignment note is the same document as the contract of carriage.	☐	☐
As a result of preparing a large number of documents for every load, attempts are made to standardize templates.	☐	☐
The number of paper documents is constantly limited via applying electronic documents in accordance with international standards.	☐	☐
Regardless of the chosen means of transport, the same transport documents will be needed.	☐	☐
The CIM and SMGS waybills are in force in rail transport.	☐	☐
More than 2 types of transport documents are in force in sea transport.	☐	☐
Transport documents don't include information about the place and time of loading.	☐	☐

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Exercises

Exercise 6

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Exercise 7

After watching the animation, entitled, "Transport documents", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu animacji „Dokumenty przewozowe”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

Transport documents are indispensable to conduct .

A waybill/consignment is the the load to the carrier.

As a result of preparing a large number of documents for every load, attempts are made to and simplify their issuing.

Depending on the chosen means of transport, different will be needed.

The CIM waybill and the are in force in rail transport.

The and the TIR carnet are in force in road transport.

A few documents are in force in sea transport: the sea waybill, the bill of lading, the cargo list, the booking note, the charter, the notice of readiness, the and the shipping manifest.

Waybills/consignment notes should include information about the time and .

SMGS waybill

place of loading

confirmation of handing over

mate's receipt

standardize templates

transport activity

CMR waybill

transport documents

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Exercise 8

After watching the animation, entitled, "Transport documents", match the Polish phrases with their English equivalents. Po obejrzeniu animacji „Dokumenty przewozowe”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

place and time of unloading	stan ilościowy i jakościowy towaru
loading paper	opakowania
details of the sender	przewoźnik
place and time of loading	ocena stanu dostarczonego towaru
carrier	czas i miejsce rozładunku towaru
means of transport	rodzaje transportu
packaging	czas i miejsce załadunku
quantitative and qualitative product status	dane nadawcy
assessment of the quality of the delivered product	dokument załadunkowy

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Assessment of the quality of shipping and transport services

The text presents a conversations between a representative of a shipping company and the company's regular client. It refers to the quality of the services offered by the forwarder.

Tekst przedstawia rozmowę przedstawiciela firmy spedycyjnej z ich stałym klientem. Dotyczy ona jakości świadczonych usług przez spedytora.

Employee: Good morning. Chris May. I'm calling from the shipping company. You are a regular client of ours. I would like to conduct a **quality** assessment survey of our **services**. Could you please spare me 5 minutes?

Client: *Good morning. Yes, I have some time now.*

Employee: On the scale from 1 to 5, how would you rate the [process of placing a shipping service order](#)?

Client: *5, without any doubts. Your employees are competent. They possess knowledge about [current offers](#) and always offer good advice. I receive the specifications and [cost calculations](#) of the service after every phone conversation. As a result, I am able to determine which transport option is most beneficial, considering the applying [time and price factors](#)***.****

Employee: Thank you. How would you rate the transport process?

Client: *In the past, I would give it a 5, but recently you failed to [meet the terms of the contract](#)***.****

Employee: Could you please elaborate?

Client: *The timely [delivery of the shipment](#) to the contractor the following day was important for me. The courier was late as much as 4 hours. As a result, the shipment was delivered a day later.*

Employee: I understand. I have one more question. How would you rate our information system, which supports the process of informing the clients about the [stages of the transport process](#)?

Client: *You need to type in the [consignment note](#) number in order to log into the system. It's easy to make a mistake!*

Employee: Which functions of the information system are most important for you?

Client: *Mainly the possibility of [tracking the shipment](#)***. As a result, I have a sense of control over the situation and can inform the contractors about the*** [estimated time of the delivery of the shipment](#).*

Employee: Thank you. So, how would you rate it, on the scale from 1 to 5?

Client: *I rate your information system 4 out of 5. I admit that the possibility of [receiving notifications](#) via text messages would be useful.*

Employee: That's a good idea. I will pass it on to my superior. Thank you for your time.

Client: *No problem, goodbye!*

Employee: Goodbye!

Exercise 9

After reading the text, entitled, "Assessment of the quality of shipping and transport services", put the dialogue in the correct order. Po przeczytaniu tekstu „Ocena jakości usług spedycyjno – transportowych”, ułóż dialog w odpowiedniej kolejności.

No problem, goodbye.



Good morning. I'm calling from the shipping company. I would like to conduct a quality assessment survey of our services.



The courier was late as much as 4 hours. As a result, the shipment was delivered a day later.



Thank you for your time.



I have one more question. How would you rate our information system, which supports the process of informing the clients about the stages of the transport process?



Could you please elaborate?



In the past, I would give it a 5, but recently you failed to meet the terms of the contract.



Good morning. Yes, I have some time now.



I rate your information system 4 out of 5.



How would you rate the transport process?



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Annual reports of a shipping company

The material presents an email from the president of the management board of a shipping company to the directors of the company's departments.

Materiał zawiera treść maila prezesa zarządu firmy spedycyjnej do kluczowych dyrektorów w firmie.

Dear Sir or Madam,

Thank you for sending the [annual reports](#) of your departments' activities. I will now briefly present their results.

The Commercial Department has presented data concerned with the [sales of our shipping services](#) in the country and abroad. The results have exceeded our [sales goal](#) by as much as 42%. Unfortunately, the increase in the sales was not tantamount to company profit increase. Ms. CFO, Jane Black, has presented the [financial report](#) of our company. The report shows that despite the increase in the sales of our transport services, our company has [recorded 12% losses](#), in comparison to the previous year.

The analysis of this matter indicates that such a state of affair has resulted from problems with our [human resources](#). During the said period of time, 4 employees have retired and 2 have been on leaves longer than 3 months.

During the said period of time, we failed to recruit and train new staff members. Employee shortages have resulted in the decrease of the [quality of customer service](#) and in delivery delays. This, in turn, has resulted in [client complaints](#). This has been reported by Ms. Barbra Miles, responsible for the Quality Department.

Ms. Miles's report indicates that our employees have been executing their shipping orders hastily, which has resulted in mistakes concerning [delivery dates](#) and means of transport. The drivers have been receiving incomplete CMR, CIM and AWB [waybills](#).

Dissatisfied clients have been [filing complaints](#), and the company has been forced to pay compensation for the financial losses resulting from the damage of the goods sustained as a result of [delays in transport](#).

Do you have any suggestions as to how this problem can be solved? I invite you to a meeting on 10.01.2018 in order to discuss the scope of works for the following year.

Regards,

Mary Mint

Exercise 10

After reading the text, entitled, "Annual reports of a shipping company", decide if the sentence is true or false. Po przeczytaniu tekstu „Raporty roczne z działań firmy spedycyjnej”, zdecyduj, czy podane zdania są prawdziwe, czy fałszywe.

	Prawda	Fałsz
The email refers to the annual report of the shipping company's activities.	☐	☐
The company has recorded an increase in the sales of its services in the country and abroad.	☐	☐
The results haven't exceeded the set sales goal.	☐	☐
The increase in the sales has influenced the increase of the company's profits.	☐	☐
The financial report indicates that the company has recorded losses.	☐	☐
The company's problems result in employee shortages.	☐	☐
The quality of customer service in the company has markedly improved.	☐	☐
The company doesn't meet the delivery deadlines.	☐	☐

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Cost calculations of a transport and shipping service

The material presents an email from a representative of a shipping company to a client. It contains an offer of a transport and shipping service, as well as answers to the client's questions.

Materiał zawiera treść maila przedstawiciela firmy spedycyjnej do klienta. Zawiera on ofertę usług transportowo- spedycyjnych, a także odpowiedzi na pytania klienta.

Dear Mr. Oak,

In response to our telephone conversation, I would like to present an offer of a [shipping and transport service](#) for your company.

You asked about the possibility of transporting 1 tone of apples from Radom to Wuhan in China. I have prepared the [cost and transport time calculations](#).

The first option assumes the [collecting of the goods](#) from Radom and transporting them by car to the airport in Warsaw. From here, the goods will be transported by plane directly to the airport in Wuhan, China. From here, they will be transported by car to the chosen place in Wuhan. The [total cost](#) of the transport is \$ 9 450 and will last 3 days.

The second option assumes the collecting of the goods from Radom and transporting them by car to Lodz, from where they will be [transported](#) to Chengdu, China. The goods will be collected by the carrier in Chengdu and transported by car to the chosen place in Wuhan. The total cost of the transport is \$ 5 940 and will last 17 days.

In both cases, the [price includes the insurance](#) of the goods to up to \$ 5000 000, in the case of unfortunate collisions or thefts. The price does not, however, include the costs of [customs services](#) and the custom duties.

With your comfort in mind, we provide access to our online system thanks to which you can [monitor the shipment](#). You will receive [notification of the delivery](#) of the shipment to the [final recipient](#) via email.

Should you have any questions or doubts, please contact me via email or phone.

Regards,

Mick Trevors.

Exercise 11

After listening to the audio recording, entitled, "Transport costs", match the Polish phrases with their English equivalents. Po przeczytaniu tekstu „Kalkulacja kosztów usługi transportowo – spedycyjnej”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

collecting of the goods

notification of the delivery

transport and shipping services

cost calculations

customs services

total cost

final recipient

transport

monitor the shipment

price includes the insurance

koszt całkowity

odbiorca końcowy

monitorowanie przesyłki

cena zawiera ubezpieczenia

kalkulacja kosztów

obsługa celna

usługi transportowo-spedycyjne

odbiór towaru

powiadomienie o doręczeniu

przetransportować

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Transport costs



Film dostępny na portalu epodreczniki.pl

The material presents a conversation between employees of a shipping company. The conversation refers to the topic of calculating transport costs for an offer for a client.

The material presents a conversation between employees of a shipping company. The conversation refers to the topic of calculating transport costs for an offer for a client. Materiał przedstawia rozmowę pracowników firmy spedycyjnej na temat wyliczenia kosztów transportu w ramach oferty przygotowywanej dla klienta.

Exercise 12

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Exercises

Exercise 13

After listening to the audio recording, entitled, "Transport costs", fill in the gaps with correct words or phrases. Use the word bank. Po wysłuchaniu nagrania „Koszty transportu”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

I got new tasks concerned with .

When estimating transport costs, I have taken into account the weight of the goods, their volume, the distance of the relocation, and the .

I have also considered its .

The conditions of the market have a big influence on .

The and supply have a big influence on price levels, as well as the level of the competition.

Have you analyzed the .

When estimating transport costs, use the .

We have fixed for certain elements.

tariff system

competition

goods transportability

rates

value

price levels

level of demand

estimating transport costs

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Exercise 14

After listening to the audio recording, entitled, "Transport costs", match the Polish phrases with their English equivalents. Po wysłuchaniu nagrania „Koszty transportu”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

analysis of the competition

podatność transportowa towaru

level of demand

poziom popytu

estimating transport costs

poziom cen

goods transportability

odległość przemieszczania

tariffs

taryfikator

specifications of the transport

poziom podaży

distance of the relocation

rodzaj środka przewozowego

means of transport

charakter przewozu

price levels

oszacowanie kosztów transportu

level of supply

analiza konkurencji

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Exercise 15

After listening to the audio recording, entitled, "Transport costs", decide if the sentence is true or false. Po wysłuchaniu nagrania „Koszty transportu”, zdecyduj, czy dane twierdzenia są prawdziwe, czy nie.

	Prawda	Fałsz
Helen has received a new task concerned with monitoring the transport process.	☐	☐
When estimating transport costs, the goods transportability should be taken into account.	☐	☐
When estimating transport costs, Helen took into account the competitions' offers.	☐	☐
Tom suggests using the tariff system.	☐	☐
The rates are constantly negotiated in the tariff system.	☐	☐
When estimating the costs, Helen took into account the weight of the goods.	☐	☐
When estimating transport costs, the branch of transport isn't important.	☐	☐
Helen used the tariffs.	☐	☐

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Price list of shipping services

PRICE LIST OF SHIPPING SERVICES	
valid from 01.01.2017	
national service	
parcel shipments	
parcel up to 30 kg	75 PLN
ADDITIONAL SERVICES (depending on chosen service provider)	
return documents (A and B)	10 PLN
collecting receivables	
A. return within 2 working days	10 PLN + 1% receivables value
B. return within 10 working days	12 PLN
shipment insurance	
A. up to 50 000 PLN	free
B. up to 5 000 PLN	free
C. from 5 000 to 50 000 PLN	0.5% amount declared
Saturday delivery (does not apply to services with guaranteed delivery)	
A.	38 PLN
B.	price of the service + 50%
delivery guaranteed	
1. until 9 a.m.	surcharge 50 PLN
2. until 10 a.m.	surcharge 40 PLN
3. until 12 p.m.	surcharge 30 PLN
4. acceptance/delivery of the shipment from 5 p.m. to 7 p.m.	price of the service + 50%
5. acceptance/delivery of the shipment from 7 p.m. to 9 a.m.	price of the service + 100%
6. acceptance/delivery of the shipment on a Sunday and holidays	price of the service + 100%
ADDITIONAL CHARGES (depending on chosen service provider)	
storing the shipment in warehouse (A and B)	15 PLN for 10kg per day
courier awaiting the shipment (A and B)	15 PLN for every 10 min started
courier arrival without collecting the shipment (A and B)	for a package of up to 30 kg
extra charge for second and further delivery attempts (A)	30% price of the service
extra charge for busy period delivery (A)	price of the service + 7.5%
delivery to commercial addresses (A)	price of the service + 30%
second failed delivery attempt and further delivery attempts (B)	12 PLN
disclosure of an electronic copy of delivery confirmation (B)	0.5 PLN
sending scan paper or electronic copy of the label to client (B)	15 PLN/ per copy
general cargo shipments	
parcel up to 50 kg	75 PLN
parcel up to 99 kg	135 PLN
parcel up to 999 kg	265 PLN
parcel up to 1100 kg	243 PLN
ADDITIONAL SERVICES	
return documents	10 PLN
collecting receivables	20 PLN
return of pallets	5 PLN
shipment insurance (to the 2 000 000 PLN)	min. 70 PLN/ 0.3% valuation
packaging of shipment	100 PLN/ per pallet
goods reloading/handling	65 PLN/ per pallet
home delivery of goods	individual valuation
ADDITIONAL CHARGES	
courier arrival without collecting the shipment	according to the price list
storing the shipment in warehouse	30 PLN/ per day
sending scan paper or electronic copy of the letter	5 PLN/ per letter

Orders are accepted for customer service department Monday to Friday, from 8 a.m. to 5 p.m.
All hours in the price list are estimated delivery or service execution hours.
All prices indicated are net worth values and VAT is to be added.

The material presents an exemplary price list of shipping services.

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Exercise 16

After analyzing the "Price list of shipping services" document, match the Polish phrases with their English equivalents. Po zapoznaniu się z dokumentem „Cennik usług spedycyjnych”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

parcel shipments

próba doręczenia

price list of shipping services

opłaty dodatkowe

shipment delivery

doręczenie gwarantowane

additional charges

usługi dodatkowe

delivery attempt

dokumenty zwrotne

return documents

doręczenia przesyłki

delivery guaranteed

pobieranie należności

shipment insurance

przesyłki paczkowe

additional services

cennik usług spedycyjnych

collecting receivables

ubezpieczenie przesyłek

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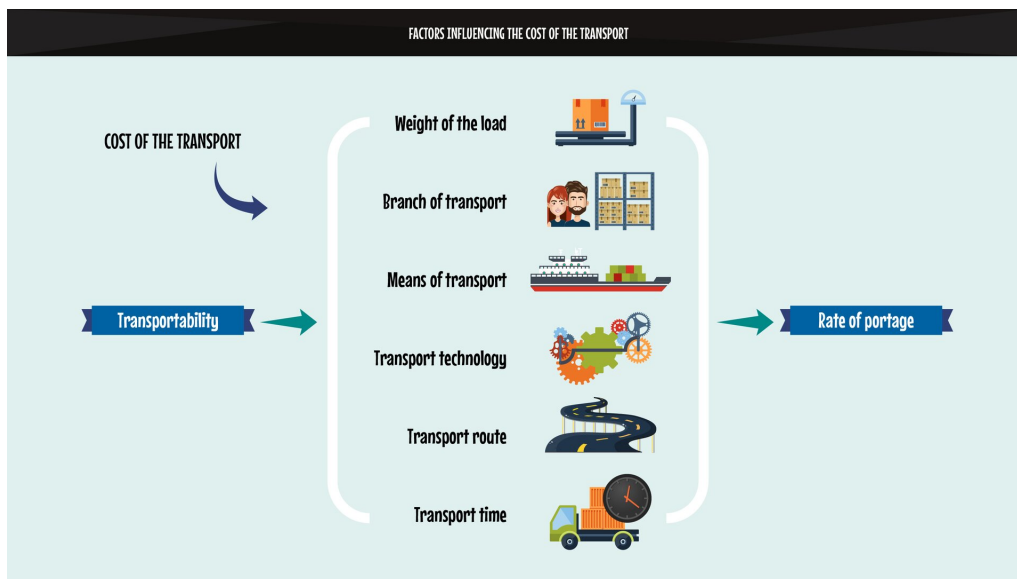
Gallery



The graphics present types of transport documents. The division is based on the means of transport.

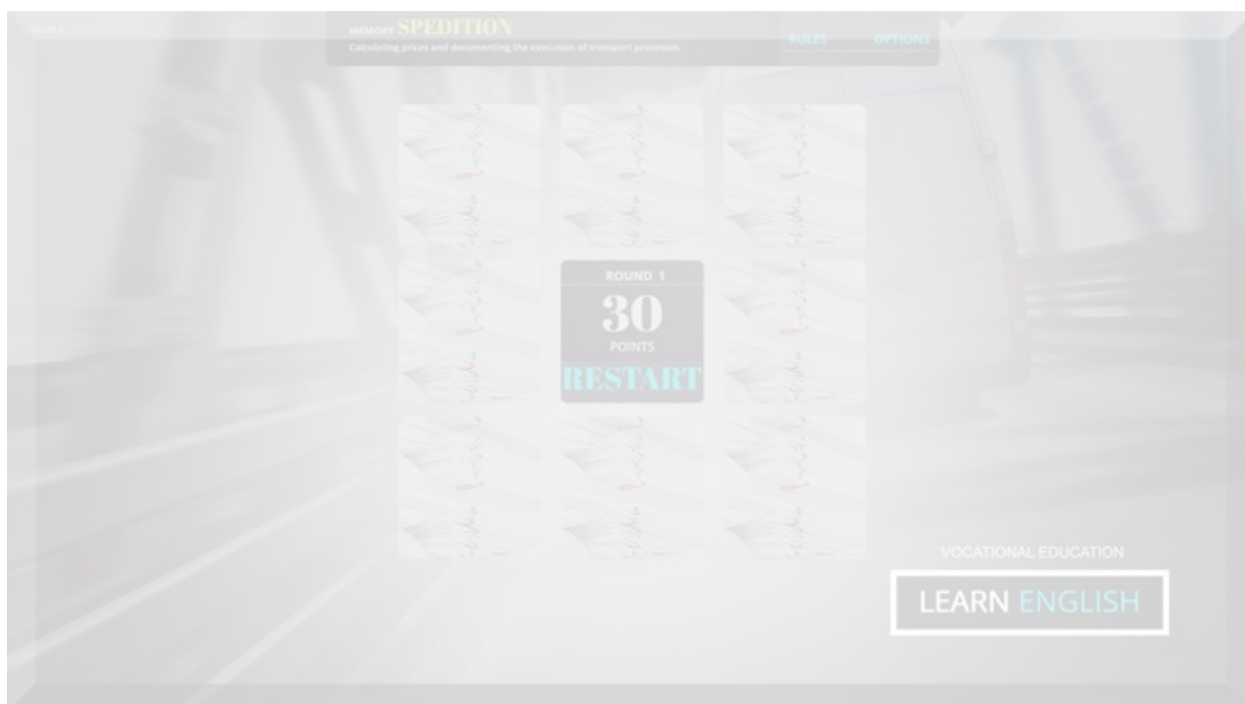


The graphics schematically present the method of setting prices for a transport service.



The graphics schematically show the factors influencing the portage.

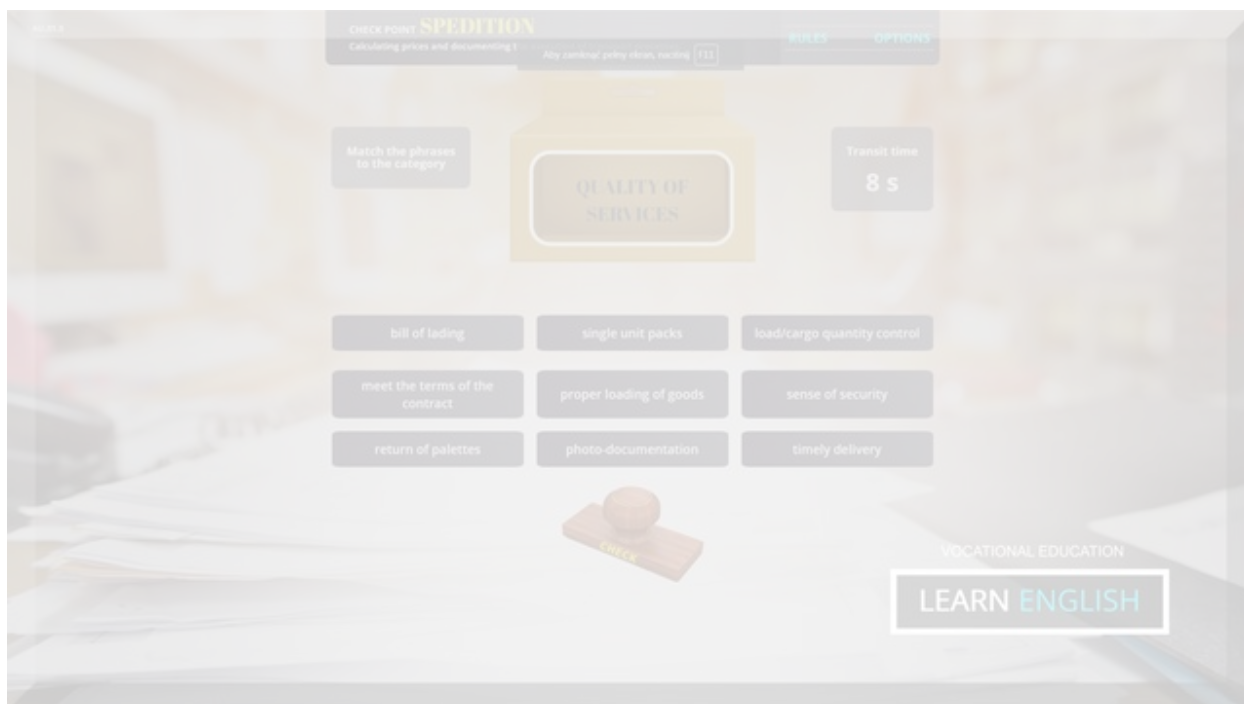
Memory



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/DpFeW41RV>

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Check



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/DpFeW41RV>

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Dictionary

acceptance of the price and executing the transport [æk'septəns ɒv ðə praɪs ænd 'eksɪkjʊːtɪŋ ðə 'trænsɒːrt]/[*singular, noun*]

akceptacja ceny i realizacja przewozu

accommodating rates [ə'kɒmədeɪtɪŋ reɪts]/[*phrase*]

różnicowanie stawek

additional charges [ə'dɪʃənl 'tʃɑ:dʒɪz] [*plural, noun*]

opłaty dodatkowe

additional services [ə'dɪʃənl 'sɜ:vɪsɪz] [*plural, noun*]

usługi dodatkowe

aircraft transport ['ækrɑ:ft træ'nspɔ:t] [*singular, noun*]

transport lotniczy

analysis of the competition [ə'næləsis ɔv ðə kɒmpə'tɪʃən] [*singular, noun*]

analiza konkurencji

annual report ['ænjuəl rɪ'pɔ:t] [*singular, noun*]

raport roczny

assessment of the quality of the delivered product [ə'sɛsmənt ɔv ðə 'kwɒlɪtɪ ɔv ðə dɪ'lɪvəd 'prɒdʌkt] [*singular, noun*]

ocena stanu dostarczonego towaru

bill of lading [bɪl ɔv 'leɪdɪŋ] [*singular, noun*]

konosament

booking note ['bʊkɪŋ nəʊt] [*singular, noun*]

nota bukingowa

branch of transport [brɑːntʃ ɔv 'trænsɹɔːrt] [*singular, noun*]

gałąź transportu

busy delivery period ['bɪzɪ dɪ'lɪvəri 'piəriəd] [*singular, noun*]

szczyt przewozowy

car transport [kɑː træn'spɔːt] [*singular, noun*]

transport samochodowy

cargo list ['kɑːgəʊ lɪst] [*singular, noun*]

lista ładunkowa

carrier ['kæriə(r)] [*singular, noun*]

przewoźnik

charter ['tʃɑːtə(r)] [*singular, noun*]

czarter

client complaints ['klaɪənt kəm'pleɪnts] [*plural, noun*]

skargi od klientów

collecting receivables [kə'lektɪŋ rɪ'siːvəbəlz] [*phrase*]

pobieranie należności

collecting the shipment [kə'lektiŋ ðə 'ʃɪpmənt] *[phrase]*

podjęcie przesyłki

collecting/acceptance/receipt of the goods [kə'lektiŋ/ æk'septəns/ rɪ'si:t ɒv ðə gudz] *[singular, noun]*

odbiór towaru

confirmation of the conclusion of the contract of carriage [kɒnfə'meɪʃən ɒv ðə kən'klu:ʒən ɒv ðə 'kɒntrækt ɒv 'kæərɪdʒ] *[phrase]*

potwierdzenie zawarcia umowy o przewóz

contract of carriage ['kɒntrækt ɒv 'kæərɪdʒ] *[singular, noun]*

umowa przewozu

cost calculations [kɒst kælkjəleɪʃənz] *[singular, noun]*

kalkulacja kosztów

cost of the transport/portage [kɒst ɒv ðə træn'spɔ:t/ pɔ: 'tɑ:ʒ] *[singular, noun]*

opłata za przewóz

current offer ['kʌrnt 'ɔfə(r)] *[singular, noun]*

aktualna oferta

customs document ['kʌstəmz 'dɒkjʊment]] [*singular, noun*]

dokument celny

customs services ['kʌstəmz 'sə:vɪsɪz] [*singular, noun*]

obsługa celna

delays in transport [dɪ'leɪz ɪn træ'nspɔ:t] [*plural, noun*]

opóźnienia w transporcie

delivery attempt [dɪ'livəri ə'tempt] [*singular, noun*]

próba doręczenia

delivery deadlines [dɪ'livəri 'dedlaɪnz] [*plural, noun*]

terminy dostaw

delivery guaranteed [dɪ'livəri ɡerən'ti:d] [*singular, noun*]

doręczenie gwarantowane

details of the sender ['di:teɪlz ɔv ðə 'sendə(r)] [*plural, noun*]

dane nadawcy

disclosure of an electronic copy of delivery confirmation [dɪs'kləʊʒə(r) ɔv ən ɪlek'trɒnɪk 'kɒpi ɔv dɪ'livəri confirmation] [*phrase*]

udostępnienie elektronicznej kopii potwierdzenia dostawy

distance of the relocation ['distəns ɔv ðə rɪ'ləukeɪʃən] [*singular, noun*]

odległość przemieszczania

estimated time ['estəmeɪtəd taɪm] [*singular, noun*]

przewidywany czas

estimating transport costs ['estəmeɪtɪŋ træns'pɔ:t kɒsts] [*phrase*]

oszacowanie kosztów transportu

file a complaint [faɪ ə kəm'pleɪnt] [*verb*]

zgłosić reklamację

final recipient ['faɪnl rə'sɪpiənt] [*singular, noun*]

odbiorca końcowy

financial report [faɪ'nænʃəl rɪ'pɔ:t] [*singular, noun*]

raport finansowy

general cargo shipments ['dʒenərəl 'kɑ:gəʊ 'ʃɪpmənts] [*plural, noun*]

przesyłki drobnicowe

goods reloading/handing [gudz reloading/'hændɪŋ] [*phrase*]

przepakowanie towaru

goods transportability [gudz tranˌspɔːtəˈbɪlɪti] [*singular, noun*]

podatność transportowa towaru

home delivery of goods [həʊm dɪˈlɪvəri ɔv gudz] [*singular, noun*]

dostawa towaru do drzwi

human resources [ˈhjuːmən ˈriːsɔːrsɪz] [*plural, noun*]

zasoby ludzkie

inland waterway [ɪnˈlænd ˈwɔːtərweɪ] [*singular, noun*]

żegluga śródlądowa

inland waterway bill of lading [ɪnˈlænd ˈwɔːtərweɪ bɪl ɔv ˈleɪdɪŋ] [*singular, noun*]

konosament żeglugi śródlądowej

inland waterway transport [ɪnˈlænd ˈwɔːtərweɪ trænˈspɔːt] [*singular, noun*]

transport śródlądowy

international documentation [ɪnəˈnæʃənəl dɒkjumenˈteɪʃən] [*singular, noun*]

dokumentacja międzynarodowa

international road transport [ɪnəˈnæʃənəl rəʊd trænˈspɔːt] [*singular, noun*]

międzynarodowy transport drogowy

level of demand ['lɛvl ɔv dɪ'mɑ:nd] *[singular, noun]*

poziom popytu

level of supply ['lɛvl ɔv sə'plaɪ] *[singular, noun]*

poziom podaży

loading of goods ['ləʊdɪŋ ɔv gudz] *[phrase]*

załadowanie towaru

loading paper ['ləʊdɪŋ 'peɪpə(r)] *[singular, noun]*

dokument załadunkowy

mate's receipt ['mater's rɪ'si:t] *[singular, noun]*

kwit sternika

means of transport [mi:nz ɔv 'trænsɜ:rt] *[plural, noun]*

rodzaj środka przewozowego, rodzaje transportu, środki transportu

meet the terms of the contract [mi:t ðə tə:mz ɔv ðə 'kɒntrækt] *[phrase]*

dotrzymanie warunków umowy

methods of setting prices [meθədz ɔv 'setɪŋ 'praɪsɪz] *[plural, noun]*

metody wyznaczania cen

monitor the shipment ['mɒnətə(r) ðə 'ʃɪpmənt] [*phrase*]

monitorowanie przesyłki

national documentation ['næʃənl dɒkjumen'teɪʃən] [*singular, noun*]

dokumentacja krajowa

national service ['næʃənl 'sɜːvɪs] [*singular, noun*]

serwis krajowy

notice of readiness ['nəʊtɪs ɒv 'redɪnəs] [*singular, noun*]

nota gotowości

notification of the delivery [nəʊtɪfɪ'keɪʃən ɒv ðə dɪ'lɪvəri] [*singular, noun*]

powiadomienie o doręczeniu

oral system ['ɔːrəl 'sɪstəm] [*singular, noun*]

system umowny

packaging/shipment boxes ['pækɪdʒɪŋ/ 'ʃɪpmənt 'bɒksɪz] [*plural, noun*]

opakowania

palletization/forming of shipment [ˌpalɪtɪ'zeɪʃn/ 'fɔːmɪŋ ɒv 'ʃɪpmənt] [*phrase*]

paletyzacja /formułowanie/ przesyłki

parcel shipments ['pɑ:sl 'ʃɪpmənts] [*plural, noun*]

przesyłki paczkowe

place and time of loading [pleɪs and taɪm ɔv 'ləʊdɪŋ] [*singular, noun*]

czas i miejsce załadunku

place and time of unloading [pleɪs and taɪm ɔv ən'ləʊdɪŋ] [*singular, noun*]

czas i miejsce rozładunku

price calculations [praɪs kælkjəleɪʃənz] [*plural, noun*]

kalkulacje cenowe

price for a transport service [praɪs fɔ:(r) ə 'trænsɜ:t 'sə:vɪs] [*singular, noun*]

cena za usługę przewozową

price includes the insurance [praɪs ɪn'klu:dz ðə ɪn'ʃʊərəns] [*phrase*]

cena zawiera ubezpieczenia

price levels [praɪs 'levəlz] [*singular, noun*]

poziom cen

price list of shipping services [praɪs lɪst ɔv 'ʃɪpɪŋ 'sə:vɪsɪz] [*singular, noun*]

cennik usług spedycyjnych

process of placing an order ['prəʊses ɒv 'pleɪsɪŋ ən 'ɔːdə(r)] *[singular, noun]*

proces zamawiania

quality of customer service ['kwɒlɪti ɒv 'kʌstəmə(r) 'sə:vɪs] *[singular, noun]*

jakość obsługi klienta

quality of services ['kwɒlɪti ɒv 'sə:vɪsɪz] *[singular, noun]*

jakość usług

quantitative and qualitative product status ['kwɒntɪtətɪv ænd 'kwɒlətətɪv 'prɒdʌkt 'steɪtəs] *[singular, noun]*

stan ilościowy i jakościowy towaru

rail transport [reɪl træ'n'spɔ:t] *[singular, noun]*

transport kolejowy

rate of portage [reɪt ɒv pɔː'tɑːʒ] *[singular, noun]*

wysokość stawki przewozowej

receiving notifications [rɪ'siːvɪŋ nəʊtɪfɪ'keɪʃns] *[phrase]*

otrzymywanie powiadomień

record a loss ['rɛkɔ:d ə lɒs] *[verb]*

zanotować stratę

return documents [rɪ'tɜ:n 'dɒkjumənts] *[plural, noun]*

dokumenty zwrotne

return of palletes [rɪ'tɜ:n ɔv 'pæləts] *[singular, noun]*

zwrot palet

route of transport [ru:t ɔv træ'nspɔ:t] *[singular, noun]*

trasa przewozu

sales goal [seɪlz gəʊl] *[singular, noun]*

cel sprzedażowy

sales of shipping services [seɪlz ɔv 'ʃɪpɪŋ 'sɜ:vɪsɪz] *[singular, noun]*

sprzedaż usług spedycyjnych

Saturday delivery ['sætədɪ dɪ'lɪvəri] *[singular, noun]*

doręczenie sobotnie

sea transport [si: træ'nspɔ:t] *[singular, noun]*

transport morski

sea waybill [si: 'weɪbɪl] [*singular, noun*]

morski list przewozowy

sending an electronic copy of the label to client ['sendɪŋ ən ɪlek'trɒnɪk 'kɒpi ɔv ðə 'leɪbl tu 'klaɪənt] [*phrase*]

przesłanie do klienta elektronicznej kopii etykiety

shipment insurance ['ʃɪpmənt ɪn'sʊərəns][*singular, noun*]

ubezpieczenie przesyłek

shipment/parcel delivery ['ʃɪpmənt/ 'pɑːsl dɪ'lɪvəri] [*singular, noun*]

doręczenie przesyłki

shipping company ['ʃɪpɪŋ 'kʌmpəni] [*singular, noun*]

firma spedycyjna

shipping manifest ['ʃɪpɪŋ 'mænəfɛst] [*singular, noun*]

manifest ładunkowy

shipping order ['ʃɪpɪŋ 'ɔːdə(r)] [*singular, noun*]

zlecenie spedycyjne

specifications of the transport [spesɪfɪ'keɪʃənz ɔv ðə 'trænsɒːrt] [*singular, noun*]

charakter przewozu

stages of the transport process ['steɪdʒəz ɔv ðə 'trænsɜ:t 'prəʊses] *[plural, noun]*

etapy procesu transportowego

storing the shipment in a warehouse ['stɔ:ɪŋ ðə 'ʃɪpmənt ɪn ə 'wærhaus] *[phrase]*

przechowanie przesyłki na magazynie

tariff ['tærəf] *[singular, noun]*

taryfikator

tariff system ['tærəf 'sɪstəm] *[singular, noun]*

system taryfowy

time and price factors [taɪm and praɪs 'fæktə(r)z] *[plural, noun]*

czynniki czasowe i kosztowe

time of transport [taɪm ɔv træns'pɜ:t] *[singular, noun]*

czas przewozu

TIR carnet [ti:-əj-ɑ: 'kɑ:neɪ] *[singular, noun]*

karnet TIR

total cost ['təʊtl kɔst] *[singular, noun]*

koszt całkowity

tracking the shipment ['trækɪŋ ðə 'ʃɪpmənt] [*phrase*]

śledzenie przesyłki

transport [træn'spɔ:t] [*singular, noun*]

przetransportować

transport and shipping services [træn'spɔ:t ænd 'ʃɪpɪŋ 'sɜ:vɪsɪz] [*plural, noun*]

usługi transportowo-spedycyjne

transport documentation ['trænsɪspɔ:rt dɒkjumen'teɪʃən] [*singular, noun*]

dokumentacja transportowa

transport documents ['trænsɪspɔ:rt 'dɒkjumənts] [*plural, noun*]

dokumenty przewozowe

transport process ['trænsɪspɔ:rt 'prəʊses] [*singular, noun*]

proces transportowy

transport technology [træn'spɔ:t tek'nɒlədʒɪ] [*singular, noun*]

technologia transportu

type of cargo [taɪp ɒv 'kɑ:gəʊ] [*phrase*]

rodzaj ładunku

transportability [trənˌspɔːtəˈbɪlɪti] [*singular, noun*]

podatność transportowa

valid from... ['vælɪd frɒm] [*phrase*]

obowiązuje od dnia

water transport ['wɔːtə(r) trænˈspɔːt] [*singular, noun*]

transport wodny

waybill/consignment note [weɪbɪl/ kənˈsaɪnmənt nəʊt] [*singular, noun*]

list przewozowy

weight of the load [weɪt ɔv ðə læʊd] [*singular, noun*]

waga ładunku

AU.31.4 Carrying on correspondence and conducting negotiations

Correspondence and negotiations

1. Film in the standard version.



Film dostępny na portalu epodreczniki.pl

The film presents a conversation between two freight forwarding company employees about an urgent order and preparation of transport documentation for it.

The film presents a conversation between two freight forwarding company employees about an urgent order and preparation of transport documentation for it. Film przedstawia rozmowę dwóch pracowników firmy spedycyjnej na temat pilnego zlecenia i przygotowania dokumentacji spedycyjnej do realizacji otrzymanego zlecenia.

2. Film with subtitles.



Film dostępny na portalu epodreczniki.pl

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The film presents a conversation between two freight forwarding company employees about an urgent order and preparation of transport documentation for it. Film przedstawia rozmowę dwóch pracowników firmy spedycyjnej na temat pilnego zlecenia i przygotowania dokumentacji spedycyjnej do realizacji otrzymanego zlecenia.

3. Film with subtitles and pauses. Listen and repeat after the speaker.



Film dostępny na portalu epodreczniki.pl

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

The film presents a conversation between two freight forwarding company employees about an urgent order and preparation of transport documentation for it. Film przedstawia rozmowę dwóch pracowników firmy spedycyjnej na temat pilnego zlecenia i przygotowania dokumentacji spedycyjnej do realizacji otrzymanego zlecenia.

4. Film with subtitles and narration.



Film dostępny na portalu epodreczniki.pl

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

The film presents a conversation between two freight forwarding company employees about an urgent order and preparation of transport documentation for it. Film przedstawia rozmowę dwóch pracowników firmy spedycyjnej na temat pilnego zlecenia i przygotowania dokumentacji spedycyjnej do realizacji otrzymanego zlecenia.

Exercise 1

After watching the film, entitled, "Correspondence and negotiations", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu filmu „Korespondencja i negocjacje”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

The forwarder has received an .

The order refers to the .

The forwarder must quickly organize and .

The will involve a lot of work.

The documentation includes the .

The forwarder is waiting for the for the transport service.

The negotiations on the matter took several days, but there is no .

Confirmation of the placement of the shipping order is needed to fully process .

national and international transport and forwarding documents

estimated shipping costs

transport documentation

confirmation of the price

paper or electronic correspondence

shipping of valuable cargo

urgent order

complete the documentation

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Exercises

Exercise 2

After watching the film, entitled, "Correspondence and negotiations", match the Polish phrases with their English equivalents. Po obejrzeniu filmu „Korespondencja i negocjancie”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

cost documentation	potwierdzenie na piśmie
cargo records	partia towaru
cost calculation	dokumenty celne
customs documents	dokumentacja rozliczeniowa
shipping documentation	ewidencja ładunków
confirmation	kalkulacja kosztów
accounting record	dokumentacja kosztowa
consignment	korespondencja elektroniczna
written confirmation	potwierdzenie
electronic correspondence	dokumentacja wysyłki

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Exercise 3

After watching the film, entitled, "Correspondence and negotiations", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu filmu „Korespondencja i negocjacje”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

I have received an urgent order. It's the shipping of .

I must quickly gather, and complete the documentation.

We will have a lot of work with this .

All costs estimated and agreed upon are here.

I'm just waiting for the for this transport service.

I don't have paper or electronic correspondence. We fixed everything by .

I will prepare the and documents related to national and international insurance.

I hope we will receive a and a final cost calculation of the shipping today.

shipping

transport documentation

confirmation of the price

written confirmation

phone

customs documents

valuable cargo

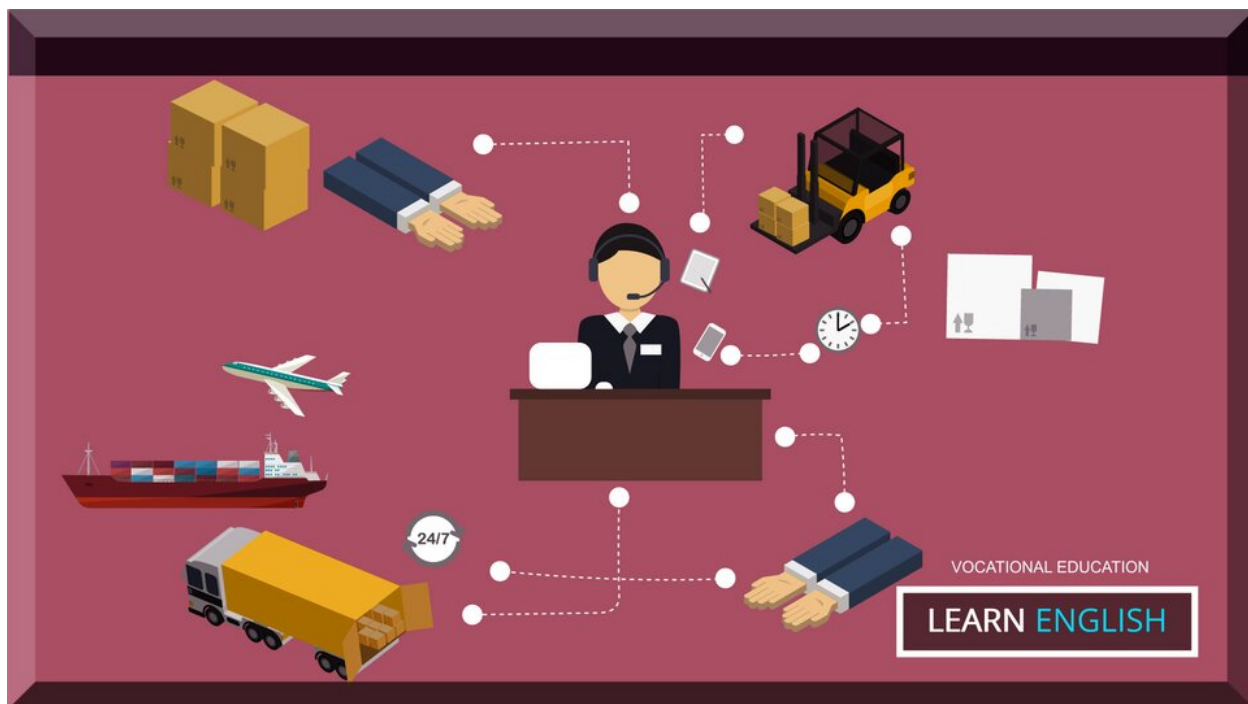
organize

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Exercise 4

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Negotiations in the shipping industry



Film dostępny na portalu epodreczniki.pl

The animation presents the general objectives of negotiations in the shipping industry.

The animation presents the general objectives of negotiations in the shipping industry. Animacja przedstawia ogólne założenia negocjacji w spedycji.

Exercise 5

After watching the animation, entitled, "Negotiations in the shipping industry", decide if the sentence is true or false. Po obejrzeniu animacji „Negocjacje w spedycji”, zdecyduj czy twierdzenie jest prawdziwe, czy nie.

	Prawda	Fałsz
Negotiations in the shipping industry can be concerned with the means of transport.	☐	☐
The talks with contractors might also refer to the organization of the transport, the distribution of costs and the responsibility for product insurance.	☐	☐
Negotiations don't require the familiarization with many aspects of the shipping process itself.	☐	☐
Before starting the negotiations, it is good to gather information about the partner and object of the negotiations.	☐	☐
It is important to decide what our maximum and minimal aims are that we wish to achieve.	☐	☐
The forwarder shouldn't analyze the specifications of the means and branch of transport, which are to be used in a given shipping order.	☐	☐
The forwarder's tasks also include the assessment of the condition of the carrier's rolling stock, its parameters, as well as the carrier's documents.	☐	☐
The selection of the means of transport is connected with the negotiations of rates with the carriers.	☐	☐

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Exercises

Exercise 6

After watching the animation, entitled, "Negotiations in the shipping industry", match the Polish phrases with their English equivalents. Po obejrzeniu animacji „Negocjacje w spedycji”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

organization of the transport

podział kosztów

methods of packing

organizacja transportu

means of transport

środki transportu

date of the delivery

sposoby pakowania

securing the product

metody przeładunku

distribution of costs

zabezpieczenie towaru

methods of reloading

metody załadunku

methods of loading

termin przewozu

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Exercise 7

After watching the animation, entitled, "Negotiations in the shipping industry", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu animacji „Negocjacje w spedycji”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

Negotiations can refer to, e.g., , the date of the delivery, or to the means of transport.

It is also worth to gather information about the partner and the .

The forwarder should analyze the , which are to be used in a given shipping order.

The forwarder's tasks include the , its parameters, as well as the carrier's documents.

The selection of the means of transport is connected with the negotiations of the with the carriers.

The forwarder should be familiar with the and the specifications of carrier services.

Issues concerned with load can be important elements of negotiations.

The is one of the most important elements of the cooperation between the shipping company and its client.

specifications of the means and branch of transport

optimization of costs

object of the negotiations

rates

prices

Insurance

assessment of the condition of the carrier's rolling stock

tariffs

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Exercise 8

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Filing a shipping service complaint

The text presents a telephone call between a client and a representative of a shipping company. It refers to a service complaint.

Tekst przedstawia rozmowę telefoniczną klienta z przedstawicielem firmy spedycyjnej w sprawie reklamacji usługi.

Client: Good morning. Martin Jung speaking. I would like to [file a complaint](#).

Employee: *Good morning. Mira Waters. Could you please give me your [shipping order number](#) or your [consignment note number](#)?*

Client: Of course. It's ZLO/2017/23.

Employee: *Thank you. Please tell me what happened?*

Client: I have received the parcel, but it's damaged!

Employee: *Have you read our [complaint handling procedure](#)***?****

Client: I don't know where to find it.

Employee: *I can send it you via email. I see that I have your contact details. You can also find it on our website.*

Client: Good, please send it. But what am I actually supposed to do?

Employee: *When did you realize that the [parcel is damaged](#)***?****

Client: When it was delivered. I examined it with the driver.

Employee: *Did you draw up a [damage protocol](#) with the driver?*

Client: Yes, but I signed the [acceptance protocol](#) afterwards.

Employee: *When was the parcel delivered?*

Client: Three hours ago.

Employee: *Any [damage should be reported](#) immediately, no later than 6 days after accepting the parcel. It's good that you have a signed damage protocol and that you contacted us so quickly.*

Client: OK, but what am I supposed to do now?

Employee: *You must fill in the [complaint form](#)*. You need additional documents to file the complaint, such as the confirmation of receipt, the packing list, the*** [commercial invoice](#)***, and the damaged goods protocol. It would be good if you could also attach a*** [photo-documentation](#)***.****

Client: Fortunately, I took some photos.

Employee: *The form must be filled in accurately and truthfully. We will check the entire documentation and send it to the insurer.*

Client: Great. In that case, I will fill in the complaint form.

Employee: *Should you have any questions, please contact me.*

Client: Thank you. Goodbye.

Employee: *Goodbye.*

Exercise 9

After reading the text, entitled, "Filing a shipping service complaint", decide if the sentence is true or false. Po przeczytaniu tekstu „Zgłoszenie reklamacji usługi spedycyjnej”, zdecyduj, czy podane twierdzenia są prawdziwe, czy nie.

TRUE

FALSE

The client took some photos.

The client has drawn up a damage protocol with the driver.

The complaint is concerned with an untimely delivery of a parcel.

The client has read the complaint handling procedure.

The employee of the company will send the complaint handling procedure via email to the client.

Damage should be reported no later than 6 days after accepting the parcel.

The client hasn't signed the acceptance protocol.

The client is asked to give his shipping order number or his consignment note number.

A shipping service

The document is an email from a shipping company to a potential client interested in the shipping services of the company. The representative of the company explains the elements concerned with the process of entering an agreement.

Tekst stanowi treść maila od firmy spedycyjnej do klienta zainteresowanego usługami tego podmiotu. Przedstawiciel firmy wyjaśnia elementy związane z procesem podjęcia współpracy w oferowanym zakresie.

Ms. Helen,

In response to your questions regarding the use of our shipping services, I am sending you information which will help us organize the process.

First, please analyze the documents that I am sending.

In the attachment, you will find our [shipping tariffs](#).

From what I understand, you want to [dispatch the load](#) from Warsaw to Hong Kong. The reloading would probably take place in Hamburg. As part of our shipping services, we take care of [customs clearance](#), the entire documentation, as well as matters concerned with [load insurance](#). We also select appropriate carriers to execute the carriage. We also sign the [contract of carriage](#) in your name.

I am also sending you the [shipping order form](#). We will need detailed [information about the load](#) from you, e.g., the weight of the load, its dimensions. I will send you everything in a separate email, once we sign the contract.

As part of our shipping services, we also help fill in the [transport documents](#). Should you have any problems, please call me.

The last issue is concerned with your question about invoices. We issue invoices differentiating between [shipping charges](#) and [carriage charges](#).

Best regards,

KS.

Exercise 10

After reading the text, entitled, "A shipping service", match the Polish phrases with their English equivalents. Po przeczytaniu tekstu „Usługa spedycyjna” połącz w pary polskie terminy z ich angielskimi odpowiednikami.

transport documents	opłaty spedycyjne
shipping tariffs	nadać ładunek
carriage charges	umowa przewozu
information about the load	informacje na temat ładunku
customs clearance	opłaty przewozowe
shipping order form	taryfy opłat spedycyjnych
contract of carriage	opłaty celne
dispatch the load	dokumenty przewozowe
shipping charges	formularz zlecenia spedycyjnego
load insurance	ubezpieczenie ładunku

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Load insurance

The text presents a conversation between two employees of a shipping company. They are talking about the preparation of an offer for a new client. The dialogue refers to issues such as adding load insurance to the offer.

Tekst przedstawia rozmowę dwóch pracowników firmy spedycyjnej na temat oferty przygotowywanej dla nowego klienta. Dialog porusza między innymi kwestię rozszerzania przygotowywanej propozycji dla klienta o ubezpieczenia ładunku.

Paula: Iren, could you please help me?

Iren: Yes. What's going on?

Paula: I'm preparing an offer for the new client. We have already been through the [loading and unloading requirements](#). We have agreed on the costs of the particular stages of the service. All that is left is the insurance. How do we deal with insurance matters? I've never dealt with them before.

Iren: We insure the load against damage, theft, etc., upon the request of the client. What is the object of the order?

Paula: [Extensive carriage service](#) of three large loads. It will include both land transport and sea transport. The load will be sent from Poland to Nankeen.

Iren: Are we executing any additional services?*

Paula: Yes. I suggested loading and unloading in ports, [control operations](#), transport of the loads to and from the port. In addition, as part of the contract, we will provide [shipping consultations](#) and we will deal with the [handling of documentation](#).

Iren: Super. This is going to be a huge contract.

Paula: I was also able to show the client the advantages of full service on our part. In addition, the fact that we collaborate with the best and most renowned ship owners was to our benefit during the negotiations.

Iren: OK. So... after discussing the issue of [load insurance](#) you'll be able to wrap up the negotiations?

Paula: Exactly. That's all I need to finish the negotiations.

Iren: You should suggest a CARGO insurance in the case of such an order.

Paula: Could you tell me something about it?

Iren: It guarantees the [protection of the transported load](#) from its departure from the dispatch point, until it is delivered to the point of destination. It includes loading, unloading and storing as well.

Paula: How does this differ from our liability insurance the carrier's liability insurance?

Iren: They don't cover against all of the risks resulting from [fortuitous events](#), the*** [natural features of the product](#)***, thefts, etc.******

Paula: Super. Could you please send me some additional information about this kind of insurance?

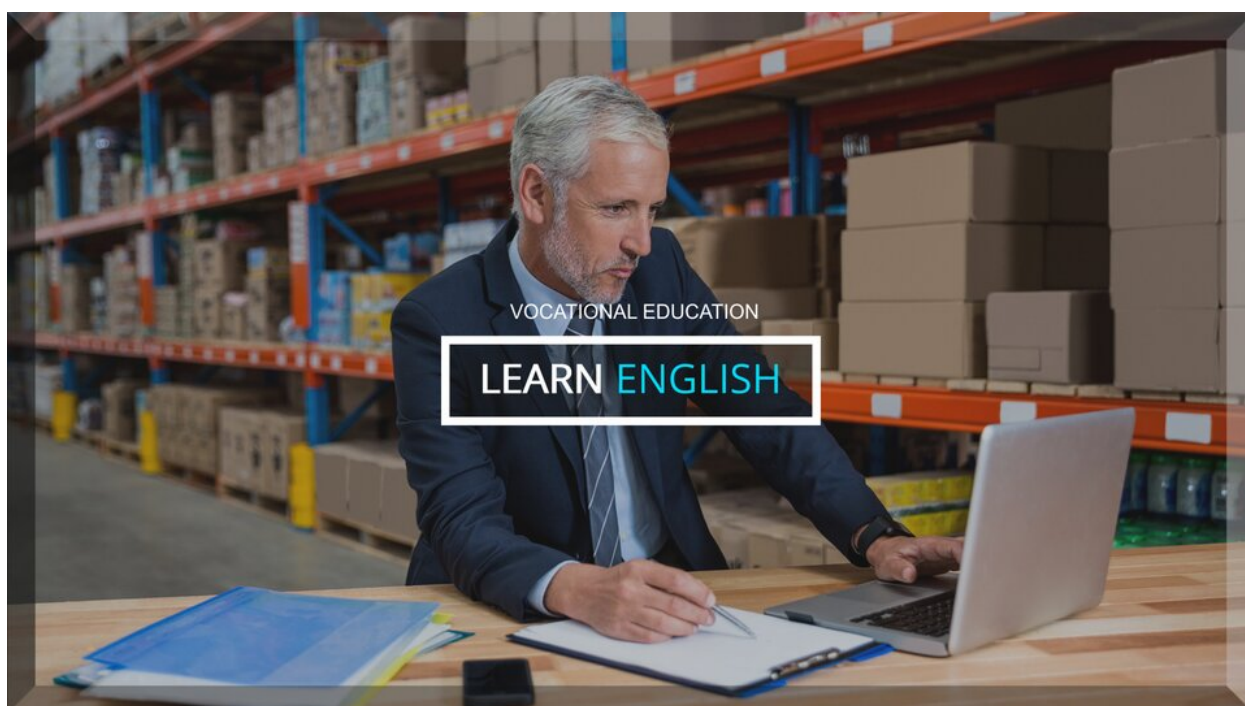
Iren: Sure. I'll send it in a moment.

Paula: Thanks for your help!

Exercise 11

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Choosing the forwarder and the carrier



[Film dostępny na portalu epodreczniki.pl](https://epodreczniki.pl)

The conversation is between a potential client and an employee of a shipping company. The client is asking about the details concerned with licenses, and the selection of the carrier and insurance.

The conversation is between a potential client and an employee of a shipping company. The client is asking about the details concerned with licenses, and the selection of the carrier and insurance. Rozmowa odbywa się pomiędzy potencjalnym klientem, a pracownikiem firmy spedycyjnej. Klient dopytuje o szczegóły związane z wyborem przewoźnika, ubezpieczenia, a także licencje.

Exercise 12

After listening to the audio recording, entitled, "Choosing the forwarder and the carrier", match the Polish phrases with their English equivalents. Po wysłuchaniu nagrania „Wybór spedytora i przewoźnika” połącz polskie terminy z ich angielskim odpowiednikiem.

contract with the carrier	umowa z przewoźnikiem
liability of the carrier	ubezpieczenie przesyłki
registration documents	uprawnienia
parcel insurance	licencja na spedycję
freight exchange	tabor
forwarding license	odpowiedzialność przewoźnika
means of transport	giełda transportowa
certifications	dokumenty rejestrowe
verifying operations	środki transportu
rolling stock	czynności sprawdzające

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Exercises

Exercise 13

After listening to the audio recording, entitled, "Choosing the forwarder and the carrier", put the dialogue in the correct order. Po wysłuchaniu nagrania „Wybór spedytora i przewoźnika”, ułóż dialog w odpowiedniej kolejności.

Good morning.



Yes, please do send it. I will send you an email in a moment. Thank you. Goodbye.



We can do it in your name. It will be included in the invoice.



What exactly would you like to know?



Good Morning. How can I help you?



Who signs the contract with the carriers?



First, I would like to ask a few questions about the carriage.



Thank you as well. Goodbye.



Of course, we also take care of load insurance. Should you be interested, I will send you the necessary documents and the description of the entire process.



What about parcel insurance?



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Exercise 14

After listening to the audio recording, entitled, "Choosing the forwarder and the carrier", decide if the sentence is true or false. Po wysłuchaniu nagrania „Wybór spedytora i przewoźnika”, zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

	Prawda	Fałsz
The client is mainly asking about issues concerned with cargo loading.	☐	☐
The shipping company can sign the contract with the carrier in the client's name.	☐	☐
Verification of the carriers is based mainly on information from freight exchanges.	☐	☐
When choosing the carrier, the shipping company verifies the carrier's registration documents, certifications and licenses.	☐	☐
The condition of the carrier's rolling stock and his credibility is taken into account during the verification process.	☐	☐
Liability for the transport lies with the forwarder only.	☐	☐
The shipping company deals with load insurance as well.	☐	☐
The shipping company has shipping authority to transport goods.	☐	☐

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Exercise 15

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Filing a national road transport complaint



SHIPPING
logistics & transport
www.shipping-easy.eu

FILING A COMPLAINT
NATIONAL ROAD TRANSPORT

recipient:			
correspondence address:		waybill no./consignment note no.	

Name and address of complainant:		Contact person of complainant:	
		name and surname	
		position	
		telephone contact no.	
		fax	
NIP		e-mail	

Complaint refers to:		Documents attached to complaint form:	
please tick appropriate box	damaged parcel	bill of lading/consignment note – recipient's copy received from carrier	
	seriously delivery	damage protocol signed by recipient and driver	
	lost parcel	copy of commercial invoice and cost invoice, attached to parcel	
	partially lost parcel	other documents concerned with the damage and the claim amount and type	
	other events	photo-documentation	

Net claim amount

In case of acknowledging the complaint, transfer receivables to bank account:

customer name: _____ name of bank: _____

bank account no: _____

Content of letter of complaint with client's arguments and expectations:

submission date

signature of complainant

stamp

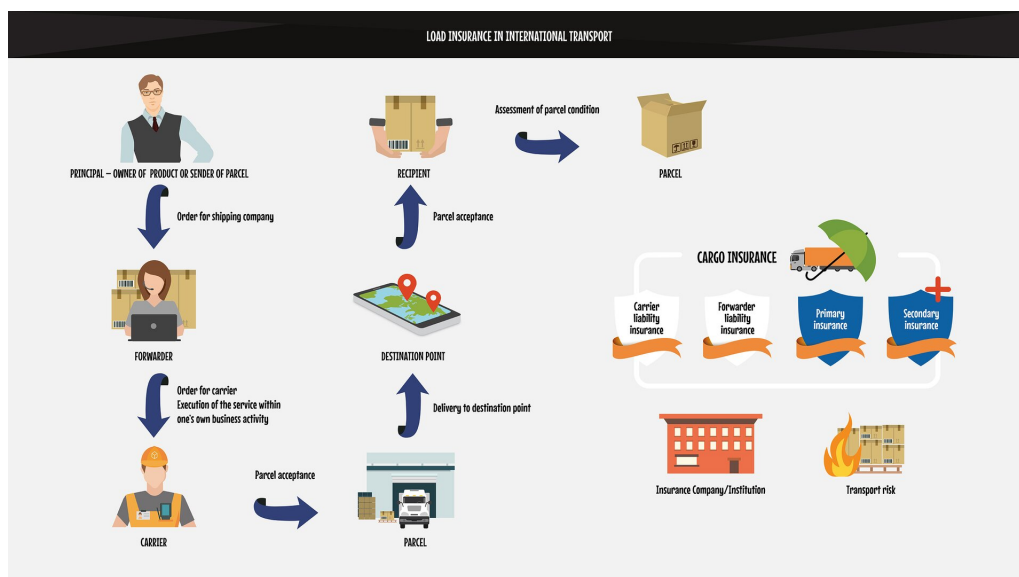
The material presents a template of a national road transport complaint form.

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Exercise 16

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Gallery



The graphics present an exemplary diagram of the shipping process with different types of insurances taken into account.

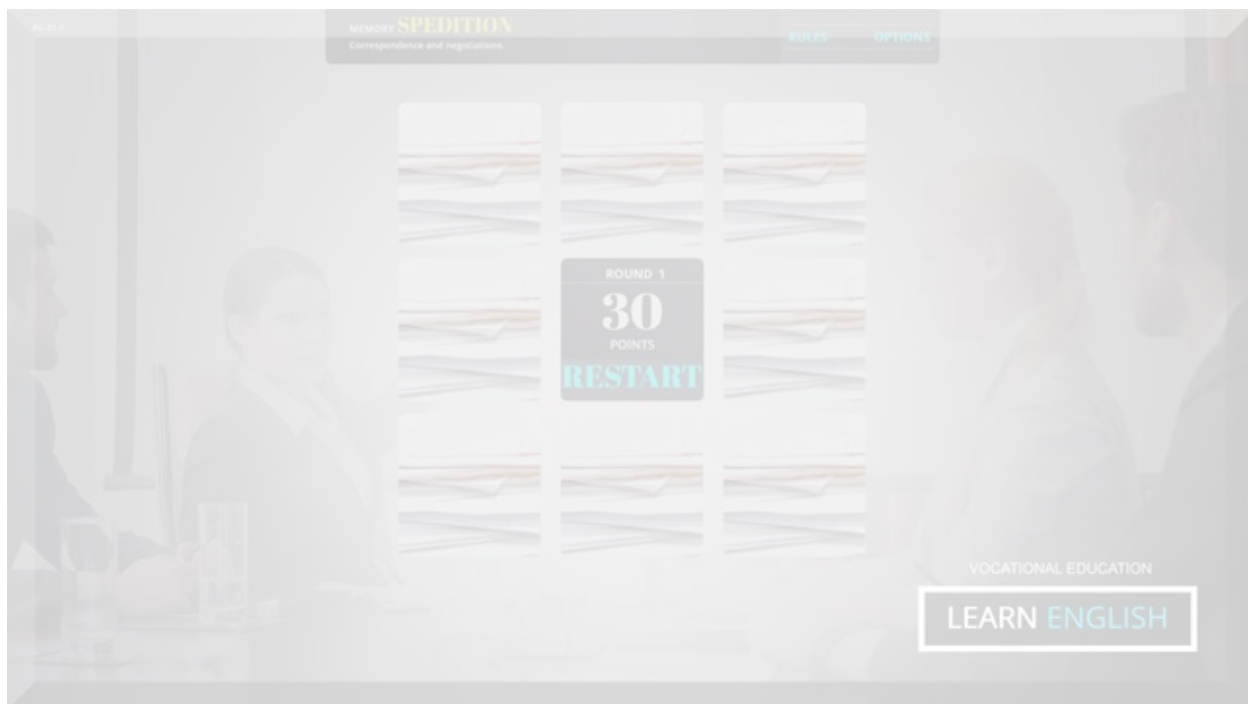


The graphics present a diagram illustrating the distribution of liabilities for product delivery between the supplier of the goods and their recipient. The material is concerned with tips that can be found in Incoterms®.



The graphics present exemplary elements that can serve as shipping negotiation objects between both forwarders and their clients, and forwarders and other partners of the transport process.

Memory



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/DC8lkrzsj>

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Check



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/DC8lkrzsj>

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Dictionary

acceptance point [æk'septəns pɔɪnt] *[singular, noun]*

punkt odbiorczy

acceptance protocol [æk'septəns 'prəʊtəkɒl] *[singular, noun]*

protokół odbioru

accounting record [ə'kaʊntɪŋ 'rekɔ:d] *[singular, noun]*

assessment of parcel condition [ə'sɛsmənt ɒv 'pɑ:sl kən'dɪʃən] *[singular, noun]*

sprawdzenie stanu przesyłki

border capacity ['bɔ:də(r) kə'pæsɪtɪ] *[singular, noun]*

przepustowość węzłów granicznych

CARGO insurance ['kɑ:gəʊ ɪn'ʃʊərəns] *[singular, noun]*

ubezpieczenie CARGO

cargo records ['kɑ:gəʊ rɪ'kɔ:dz] *[plural, noun]*

ewidencja ładunków

carriage charges ['kæriɪdʒ 'tʃɑːdʒɪz] *[plural, noun]*

opłaty przewozowe

carrier liability insurance ['kæriə(r) laɪə'bɪlɪtɪ ɪn'ʃʊərəns] *[singular, noun]*

ubezpieczenie OC przewoźnika

certifications [sɜːtɪfɪ'keɪʃəns] *[plural, noun]*

uprawnienia

claim amount [kleɪm ə'maʊnt] *[singular, noun]*

kwota roszczenia

client's arguments and expectations ['klaɪənt's 'ɑːɡjʊmənts ænd ɛkspek'teɪʃənz] *[plural, noun]*

uzasadnienie i oczekiwania klienta

commercial invoice [kə'mɜːʃəl 'ɪnvɔɪs] *[singular, noun]*

faktura handlowa

complaint form [kəm'pleɪnt fɔːm] *[singular, noun]*

zgłoszenie reklamacyjne

complaint handling procedure [kəm'pleɪnt 'hændlɪŋ prə'si:dʒə(r)] [*singular, noun*]

procedura reklamacyjna

complete the documentation [kəm'pli:t ðə dɒkjumen'teɪʃən] [*verb*]

uzupełnić dokumentację

condition of the rolling stock [kən'dɪʃən ɔv ðə 'rəʊlɪŋ stɒk] [*singular, noun*]

stan taboru

confirmation [kɒnfə'meɪʃən] [*singular, noun*]

potwierdzenie

consignment [kən'saɪnmənt] [*singular, noun*]

partia towaru

content of the letter of complaint ['kɒntent ɔv ðə 'letə(r) ɔv kəm'pleɪnt] [*singular, noun*]

treść pisma reklamacyjnego

contract of carriage ['kɒntrækt ɔv 'kæərɪdʒ] [*singular, noun*]

umowa przewozu

contract with the carrier ['kɒntrækt wɪð ðə 'kæərɪə(r)] [*singular, noun*]

umowa z przewoźnikiem

contractor ['kɒntræktə(r)] *[singular, noun]*

kontrahent

cost calculation [kɒst kælkjʊ'leɪʃən] *[singular, noun]*

kalkulacja kosztów

cost documentation [kɒst dɒkjumen'teɪʃən] *[singular, noun]*

dokumentacja kosztowa

customs clearance ['kʌstəmz 'kliərəns] *[singular, noun]*

odprawa celna

customs documents ['kʌstəmz 'dɒkjumənts] *[plural, noun]*

dokumenty celne

damage protocol ['dæmədʒ 'prəʊtəkol] *[singular, noun]*

protokół uszkodzenia, protokół szkody

damaged parcel ['dæmədʒd 'pɑːsl] *[singular, noun]*

uszkodzenie przesyłki

date of delivery [deɪt ɒv dɪ'livəri] *[singular, noun]*

termin przewozu

delivered to the carrier [dɪ'livərd 'tu ðə 'kæriə(r)] *[adjective]*

dostarczony do przewoźnika

delivered to the destination point [dɪ'livərd 'tu ðə dəsti'neɪʃən pɔɪnt] *[phrase]*

dostarczenie na miejsce docelowe

destination point [dəsti'neɪʃən pɔɪnt] *[singular, noun]*

miejsce przeznaczenia

destination port [dəsti'neɪʃən pɔ:t] *[singular, noun]*

port przeznaczenia

dispatch point [dɪs'pætʃ pɔɪnt] *[singular, noun]*

punkt nadawczy

dispatch the load [dɪs'pætʃ ðə ləʊd] *[verb]*

nadać ładunek

distribution of costs [dɪstri'bju:ʃən ɒv kɒsts] *[singular, noun]*

podział kosztów

documents of the carrier ['dɒkjumənts ɒv ðə 'kæriə(r)] *[plural, noun]*

dokumenty przewoźnika

documents related to national and international insurance ['dɒkjumənts rɪ'leɪtɪd tu 'næʃənəl ænd ɪnə'næʃən ɪn'ʃʊərəns] *[plural, noun]*

dokumenty związane z ubezpieczeniem krajowym i międzynarodowym

electronic correspondence [ɪlek'trɒnɪk kɔrɪs'pɒndəns] *[singular, noun]*

korespondencja elektroniczna

field conditions [fɪ:ld kən'dɪʃənz] *[plural, noun]*

uwarunkowania terenowe

file a complaint [faɪ ə kəm'pleɪnt] *[verb]*

zgłosić reklamację

forwarder liability insurance ['fɔ:rwəd laɪə'bɪlɪtɪ ɪn'ʃʊərəns] *[singular, noun]*

ubezpieczenie OC spedytora

forwarding license ['fɔ:wərdɪŋ 'laɪsɪns] *[singular, noun]*

licencja na spedycję

freight exchange [freɪt ɪks'tʃeɪndʒ] *[singular, noun]*

giełda transportowa

incoming accounting documents ['ɪŋkʌmɪŋ ə'kaʊntɪŋ 'dɒkjumənts] *[plural, noun]*

dowody obce

information about the load [ɪnfə'meɪʃən ə'baut ðə ləʊd] [*singular, noun*]

informacje na temat ładunku

information about the object of negotiations [ɪnfə'meɪʃən ə'baut ðə 'ɔbdʒɪkt ɔv nəɡəʊʃi'eɪʃənz] [*singular, noun*]

informacje o przedmiocie negocjacji

information about the partner [ɪnfə'meɪʃən ə'baut ðə 'pɑ:tənə(r)] [*singular, noun*]

informacje o partnerach

Insurance Company/Institution [ɪn'ʃʊərəns 'kʌmpənɪ/ɪnstɪ'tju:ʃən] [*singular, noun*]

Zakład Ubezpieczeń

insurance rates [ɪn'ʃʊərəns reɪts] [*plural, noun*]

stawki ubezpieczeniowe

international transport and forwarding documents [ɪnə'næʃənl 'trænsɜːrt ænd 'fɔ:wərdɪŋ 'dɒkjumənts] [*plural, noun*]

dokumenty transportowo- spedycyjne międzynarodowe

liability of the carrier [laɪə'bɪlɪtɪ ɔv ðə 'kæriə(r)] [*singular, noun*]

odpowiedzialność przewoźnika

load carriage [ləʊd 'kærɪdʒ]/[singular, noun]

przewóz ładunku

load insurance [ləʊd ɪn'sʊərəns]/[singular, noun]

ubezpieczenie ładunku

load protection [ləʊd prə'tekʃən]/[singular, noun]

zabezpieczenie ładunku

load quality control [ləʊd 'kwɒlɪtɪ kən'trəʊl]/[singular, noun]

kontrola ilości ładunku

load relocation [ləʊd rɪ'ləʊkeɪʃən]/[singular, noun]

przemieszczanie ładunku

loading port ['ləʊdɪŋ pɔ:t]/[singular, noun]

port załadunku

lost parcel [lɒst 'pɑ:sl]/[singular, noun]

całkowity brak przesyłki

means of transport [mi:nz ɒv træn'spɔ:t]/[plural, noun]

środki transportu

methods of loading [meθədz ɔv 'ləʊdɪŋ] [*plural, noun*]

metody załadunku

methods of packing [meθədz ɔv 'pækɪŋ] [*plural, noun*]

sposoby pakowania

methods of reloading [meθədz ɔv rɪləʊdɪŋ] [*plural, noun*]

metody przeładunku

national transport and forwarding documents ['næʃənəl 'trænsɜːrt ænd 'fɔːwərdɪŋ 'dɒkjumənts] [*plural, noun*]

dokumenty transportowo- spedycyjne krajowe

negotiating rates [nɪ'gəʊʃieɪtɪŋ reɪts] [*singular, noun*]

negocjowanie stawek

optimization of costs [ɒptəmə'zeɪʃən ɔv kɒsts] [*singular, noun*]

optymalizacja kosztów

organization of the transport [ɔːrgənə'zeɪʃən ɔv ðə 'trænsɜːrt] [*singular, noun*]

organizacja transportu

outgoing documents ['aʊtɡəʊɪŋ 'dɒkjumənts] [*plural, noun*]

dowody własne

paper correspondence ['peɪpə(r) kɔːrɪs'pɒndəns] *[singular, noun]*

korespondencja papierowa

parameters [pə'ræmətərz] *[plural, noun]*

parametry

parcel acceptance ['pɑːsl æk'septəns] *[singular, noun]*

odbiór przesyłki

parcel insurance ['pɑːsl ɪn'ʃʊərəns] *[singular, noun]*

ubezpieczenie przesyłki

partially lost parcel ['pɑːʃəli lɒst 'pɑːsl] *[singular, noun]*

częściowy brak przesyłki

photo-documentation ['fəʊtəʊ- dɒkjumen'teɪʃən] *[singular, noun]*

fotodokumentacja

place of loading [pleɪs ɒv 'ləʊdɪŋ] *[singular, noun]*

miejsce załadunku

port capacity [pɔːt kə'pæsɪtɪ] *[singular, noun]*

przepustowość węzłów portowych

price confirmation [praɪs kɒnfə'meɪʃən] *[singular, noun]*

potwierdzenie ceny

primary insurance ['praɪməɪ in'ʃʊərəns] *[singular, noun]*

podstawowy zakres ubezpieczenia

primary means of transport ['praɪməɪ mi:nz ɒv 'trænsɹɔ:t] *[plural, noun]*

główny środek transportu

product insurance ['prɒdʌkt in'ʃʊərəns] *[singular, noun]*

ubezpieczenie towaru

product loading ['prɒdʌkt 'ləʊdɪŋ] *[singular, noun]*

załadunek towaru

product unloading ['prɒdʌk ən'ləʊdɪŋ] *[singular, noun]*

rozładunek towaru

quality of the services ['kwɒlətɪ ɒv ðə 'sɜ:vɪsɪz] *[singular, noun]*

jakość usług

rate per/for [reɪt pə:/ fɔ:(r)] *[singular, noun]*

stawka za

reaching destination point ['ri:tʃɪŋ dɛstɪ'neɪʃən pɔɪnt] [*singular, noun*]

dojazd do miejsca przeznaczenia

reaching dispatch point ['ri:tʃɪŋ dɪs'pætʃ pɔɪnt] [*singular, noun*]

dojazd do punktu nadania

registration documents [rɛdʒɪs'treɪʃən 'dɒkjumənts] [*plural, noun*]

dokumenty rejestrowe

report damage [rəpɔrt 'dæmədʒ] [*verb*]

zgłoszenie szkody

road capacity [rəʊd kə'pæsɪtɪ] [*singular, noun*]

przepustowość dróg

road tolls [rəʊd təʊlz] [*plural, noun*]

opłaty drogowe

rolling stock ['rəʊlɪŋ stɒk] [*singular, noun*]

tabor

secondary insurance ['sekəndəri ɪn'ʃʊərəns] [*singular, noun*]

rozszerzony zakres ubezpieczenia

selection of the carrier [sɪˈlɛkʃən ɔv ðə ˈkæriə(r)] *[singular, noun]*

wybór przewoźnika

sense of security [sɛns ɔv sɪˈkjuərɪti] *[singular, noun]*

poczucie bezpieczeństwa

shipping agency authority to transport goods [ˈʃɪpɪŋ ˈeɪdʒənsɪ ɔːˈθɔrɪti tu trænsˈspɔ:t gudz] *[singular, noun]*

uprawnienia na pośrednictwo przy przewożeniu rzeczy

shipping charges [ˈʃɪpɪŋ ˈtʃɑːdʒɪz] *[plural, noun]*

opłaty spedycyjne

shipping costs estimated [ˈʃɪpɪŋ kɒsts ˈɛstəmeɪtəd] *[phrase]*

oszacowanie kosztów wysyłki ładunku

shipping documentation [ˈʃɪpɪŋ dɒkjumenˈteɪʃən] *[singular, noun]*

dokumentacja wysyłki

shipping of valuable cargo [ˈʃɪpɪŋ ɔv ˌvæljuəbəl ˈkɑːgəʊ] *[singular, noun]*

wysyłka wartościowego towaru

shipping order ['ʃɪpɪŋ 'ɔːdə(r)] [*singular, noun*]

zlecenie spedycyjne

shipping order form ['ʃɪpɪŋ 'ɔːdəər fɔːm] [*singular, noun*]

formularz zlecenia spedycyjnego

shipping tariffs ['ʃɪpɪŋ 'tarɪfs] [*plural, noun*]

taryfy opłat spedycyjnych

storing ['stɔːɪŋ] [*singular, noun*]

magazynowanie

tariffs ['tarɪfs] [*plural, noun*]

taryfikatory

technical office equipment ['tɛknɪkl 'ɔːfɪs ɪ'kwɪpmənt] [*singular, noun*]

techniczne urządzenia biurowe

transport documentation ['trænsɒːrt dɒkjumənt'eɪʃən] [*singular, noun*]

dokumentacja transportowa

transport documents ['trænsɒːrt 'dɒkjumənts] [*plural, noun*]

dokumenty przewozowe

transport risk [træn'spɔ:t risk] *[singular, noun]*

ryzyko transportowe

untimely delivery [ən'taɪmlɪ dɪ'lɪvəri] *[singular, noun]*

nieterminowa dostawa

urgent order ['ə:dʒənt 'ɔ:də(r)] *[singular, noun]*

pilne zlecenie

verifying operations ['verɪfə ɪŋ əpər'eɪʃənz] *[plural, noun]*

czynności sprawdzające

waybill/consignment note ['weɪbɪl / kən'saɪnmənt nəʊt] *[singular, noun]*

list przewozowy

written confirmation ['rɪtɪn kɒnfə'meɪʃən] *[singular, noun]*

potwierdzenie na piśmie

AU.31.5 Organising the loading and unloading process

Job interview

1. Film in the standard version.



Film dostępny na portalu epodreczniki.pl

Job interview between the manager and the candidate for the job.

Job interview between the manager and the candidate for the job. Rozmowa rekrutacyjna pomiędzy kierownikiem, a kandydatem do pracy.

2. Film with subtitles.



Film dostępny na portalu epodreczniki.pl

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Job interview between the manager and the candidate for the job. Rozmowa rekrutacyjna pomiędzy kierownikiem, a kandydatem do pracy.

3. Film with subtitles and pauses. Listen and repeat after the speaker.



Film dostępny na portalu epodreczniki.pl

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Job interview between the manager and the candidate for the job. Rozmowa rekrutacyjna pomiędzy kierownikiem, a kandydatem do pracy.

4. Film with subtitles and narration.



Film dostępny na portalu epodreczniki.pl

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Job interview between the manager and the candidate for the job. Rozmowa rekrutacyjna pomiędzy kierownikiem, a kandydatem do pracy.

Exercise 1

After watching the film, entitled, "Job interview", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu filmu „Rozmowa rekrutacyjna”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

I worked as a .

I also did basic tasks related to .

I can draw up a , accept and issue goods from a warehouse.

I can also control the quantity and quality of .

The delivery schedule is a document containing the required quantities agreed upon and the at a specified time.

What is the course of the and the process of unloading of goods?

What are the basic levels of the process?

The warehousing process includes goods receipt and acceptance, storage, and goods issue.

date of delivery

delivery schedule

process of loading

picking

warehousing

goods

goods logistics

warehouse employee

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Exercises

Exercise 2

After watching the film, entitled, "Job interview", match the Polish phrases with their English equivalents. Po obejrzeniu filmu „Rozmowa rekrutacyjna”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

goods issue	proces magazynowy
delivery schedule	logistyka towarów
supply chain	data dostawy
date of delivery	harmonogram dostaw
picking	łańcuch dostaw
goods logistics	proces rozładunku
warehousing process	pracownik magazynu
warehouse employee	kompletacja
process of unloading	wydanie towaru
process of loading	proces załadunku

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Exercise 3

After watching the film, entitled, "Job interview", decide if the sentence is true or false. Po obejrzeniu filmu „Rozmowa rekrutacyjna”, zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

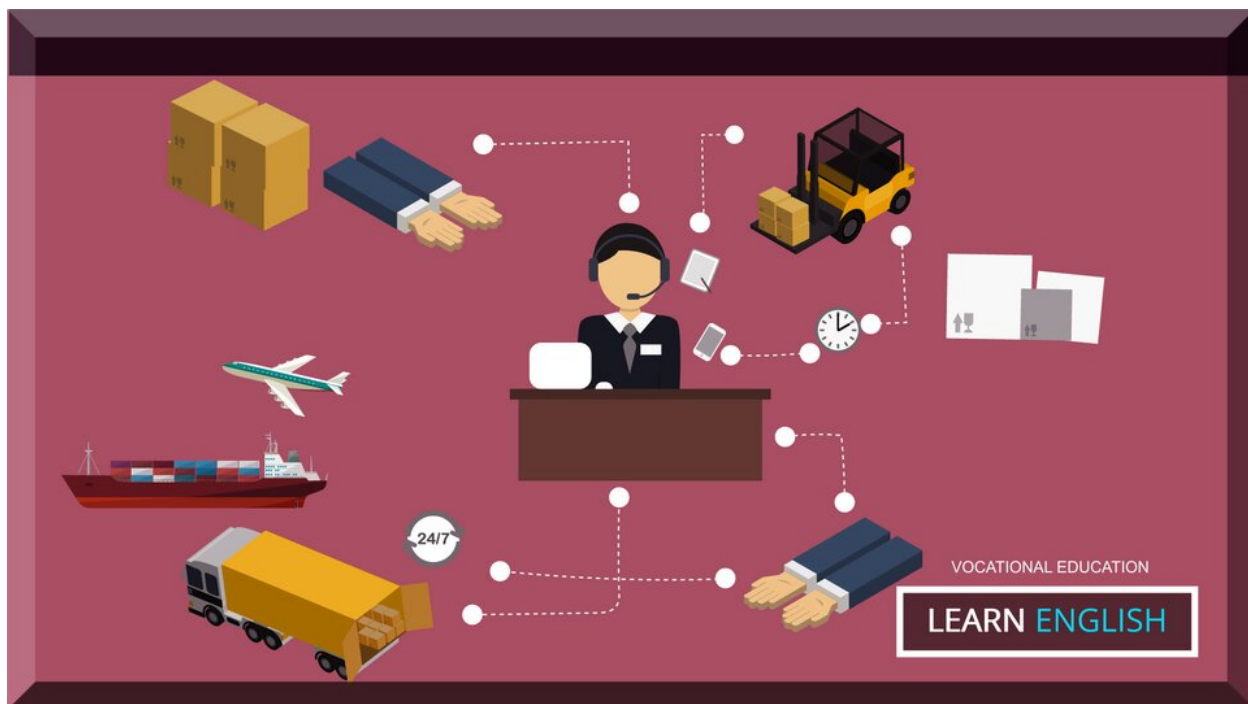
	Prawda	Fałsz
The warehouse process is concerned with goods acceptance and issue only.	☐	☐
The film refers to a job interview.	☐	☐
A candidate for the position of a fashion promotion specialist is being looked for.	☐	☐
The candidate has worked in a warehouse.	☐	☐
The candidate isn't familiar with the topic of supply chain.	☐	☐
The candidate can control the quantity and quality of goods.	☐	☐
During the interview, a question about the process of loading and unloading of goods is asked.	☐	☐
The candidate has been accepted.	☐	☐

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Exercise 4

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Monitoring the progress of the transport process



[Film dostępny na portalu epodreczniki.pl](http://epodreczniki.pl)

The material schematically provides information about the monitoring of the transport process, both about the means of transport and about loads. It also shows the international standards for cargo identification and data exchange.

The material schematically provides information about the monitoring of the transport process, both about the means of transport and about loads. It also shows the international standards for cargo identification and data exchange. Materiał przedstawia w sposób schematyczny informacje na temat monitorowania przebiegu procesu transportowego, zarówno środków transportu, jak i ładunków. Pokazuje także międzynarodowe standardy identyfikacji ładunków i wymiany danych.

Exercise 5

After watching the animation, entitled, "Monitoring the progress of the transport process", decide if the sentence is true or false. Po obejrzeniu animacji „Monitorowanie przebiegu procesu transportowego”, zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

	Prawda	Fałsz
Logistics and transport don't play a key role in today's supply chains.	☐	☐
At every stage of the transport process, it is possible to control the load.	☐	☐
The global GS1 system doesn't maintain a good communication flow and collaboration in the supply chain.	☐	☐
The identification of logistic units helps control the process from collecting the load from the sender, to delivering it to the final recipient.	☐	☐
The GS1 includes the global shipping and dispatch identifier.	☐	☐
Global GS1 identifiers identify, among others, documents.	☐	☐
The Serial Shipping Unit Code is used to identify logistic units, such as pallets.	☐	☐
The Global Location Number isn't used to identify an economic entity or its part.	☐	☐

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Exercises

Exercise 6

After watching the animation, entitled, "Monitoring the progress of the transport process", match the Polish phrases with their English equivalents. Po obejrzeniu animacji „Monitorowanie przebiegu procesu transportowego”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

radio tags	globalny identyfikator przesyłki i wysyłki
cargo tracking	znaczniki radiowe
standard barcodes	śledzenie ładunków
control of the transport process	etykieta logistyczna
location identification	identyfikacja jednostek logistycznych
supply chain	identyfikacja lokalizacji
global shipping and dispatch Identifier	kontrola procesu transportowego
logistic unit identification	standardowe kody kreskowe
logistic label	łańcuch dostaw
identification of trade items	identyfikacja jednostek handlowych

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Exercise 7

After watching the animation, entitled, "Monitoring the progress of the transport process", fill in the gaps with correct words or phrases. Use the word bank. Po obejrzeniu animacji „Monitorowanie przebiegu procesu transportowego”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

Transport and logistics play a key role in today's .

At every stage of the transport process, it is possible to .

The GS1 includes tools such as the .

Global GS1 identifiers identify, among others, .

The Serial Shipping Unit Code is used to identify logistic units, such as .

The Global Trade Item Number is a .

Cargo can also be tracked via systems such as .

The Global Location Number, in short GLN, can be used for .

pallets

supply chains

documents

unique trade item code

physical locations

track & trace

control the load

global shipping and dispatch identifier

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Exercise 8

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A new employee of a reloading warehouse

The text is an email to a new employee about the organization of the storage space in a warehouse and its management system.

Tekst stanowi treść maila z informacją dla nowego pracownika odnośnie organizacji przestrzeni w magazynie oraz systemu do zarządzania dokumentacją.

Good morning,

I'm glad you joined our team. I will be responsible for familiarizing you with the functioning of our company.

The offer of our company includes both transport, shipping and warehousing services.

At the moment, we have eight reloading warehouses. You will join the team that deals with their administration.

We use the WMS system, which is the [Warehouse Management System](#). The system enables [storage process services](#). It also has features that allow to create [logical stores](#). This means that virtual sections for [load units](#), arranged according to different criteria, are created.

The system divides the warehouses according to their hierarchy: the [warehouse area](#), a row, a column, a level, the [storage space](#)/a rack.

The basic types of transport orders we deal with are: delivery, shipping, [completion of goods in the picking area](#) and internal mixing.

Within our warehouses, we often carry out operations such as [moving logistic units](#). This is done by generating [transport orders](#) in the WMS system. All of the activities are, of course, thoroughly recorded. As a result, we always know where and at what time a logistic unit in the storage space is.

The system also carries out the planning and implementation of transport tasks, related to the assignment of particular means of transport according to the completed shipping directions.

In the shipping module, you will find the following files:

- contractors,
- recipients,
- means of transport,
- products,
- drivers,
- road class,
- route,
- [types of storage media](#),
- towns and road access

In three days you will receive training in the system and will learn about all of its key functions.

Should you have any questions, please contact me directly.

Regards,

E.K.

Exercise 9

After reading the text, entitled, "A new employee of a reloading warehouse", fill in the gaps with correct words or phrases. Use the word bank. Po przeczytaniu tekstu „Nowy pracownik w magazynie przeładunkowym”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

The new worker has joined the team which .

The company offers both transport, shipping and services.

At the moment, the company has eight .

The WMS Warehouse Management System enables .

This systems allow to create .

This means that virtual sections for , arranged according to different criteria, are created.

The basic types of transport orders the company deals with are: delivery, shipping, and internal mixing.

Within the warehouses, operations are carried out.

load units

logical stores

completion of goods in the picking area

warehousing

reloading warehouses

storage process services

logistic unit moving

administers the warehouses

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Entering a goods received note into the WMS system

The text shows a new employee's phone conversation with the supervisor. The dialogue is concerned with the entering of a PZ document of acceptance into the system.

Tekst przedstawia rozmowę telefoniczną nowego pracownik z przełożonym. Dialog dotyczy wprowadzenia do systemu dokumentu przyjęcia PZ.

Jan: Hi, I'm calling you with an urgent matter.

Helen: Hi, how can I help you?

Jan: I don't understand everything yet. I'm a bit lost in this whole WMS system.

Helen: What exactly do you want to do?

Jan: I have a [goods received note](#). I opened the PZ acceptance documents. I have already entered the [index and the name of the product](#), the name of the contractor as well. I can't find the [GTIN code](#) anywhere.

Helen: GTIN is the collective name of the identifier. You will find it under the [barcode](#)*. It is an element of the GS1 identification.*****

Jan: OK. I think I get it now. This code has 13 digits.

Helen: You should know that this number is an EAN, JAN, or ISBN.

Jan: What is the difference between them?

Helen: EAN is the European [Commodity Code](#)*, JAN is used in Japan, and the ISBN is used, e.g., in books.*****

Jan: Thanks. Getting back to the system. Now I need to [relocate](#) the assortment.

Helen: Wait. You've just accepted the goods. First, determine where to deliver the product.

Jan: Thanks. I'm entering the warehouse structure. There are stop signs everywhere!

Helen: Relax. Just enter [availability for a single file](#)*.*****

Jan: OK, I've got it. I can see [quantity by place of storage](#), [part number](#), and deadlines.

Helen: OK. Listen, there's going to be a training in this system today. I'm in charge of it. We will go through the whole process again. Apart from that, I can give you some additional materials.

Jan: Thanks. I'm still a bit lost in all this. See you later then.

Helen: See you.

Exercise 10

After reading the text, entitled, "Entering a goods received note into the WMS system", match the Polish phrases with their English equivalents. Po przeczytaniu tekstu „Wprowadzenie przyjęcia zewnętrznego do systemu WMS”, połącz w pary polskie terminy z ich angielskimi odpowiednikami.

barcode	kod kreskowy
goods received note	numer partii
relocate	stan magazynowy
part number	indeks i nazwa artykułu
availability for a single file	przyjęcie zewnętrzne
quantity by place of storage	kod GTIN
storage state	stany ilościowe według miejsc składowania
Commodity Code	kod towarowy
index and name of product	zmiana lokalizacji
GTIN code /Global Trade Item Number	struktura magazynu

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Problems with the warehouse

The following text is a conversation between two shipping company employees. The conversation is about the place of unloading goods. The warehouse indicated by the client does not meet the requirements of the load given to the forwarder.

Tekst jest rozmową dwóch pracowników firmy spedycyjnej. Dotyczy problemów z punktem rozładunku towarów. Magazyn wskazany przez klienta nie spełnia wymogów ładunku, który powierzył spedytorowi.

Marc: Hi. It's good to see you.

Julia: Hi. What's up?

Marc: I have a small problem. Can you help me?

Julia: Sure.

Marc: I have the documents from the client referring to one of the loads we are currently transporting for him. I see that the load is extremely fragile. In the documentation, I can also see information about the warehouse in which the goods are going to be placed and something just isn't right.

Julia: OK. Please, show me the documents.

Marc: One moment, the system is loading, it may take a while.

Julia: Hmm. There's something wrong indeed. The cargo is supposed to be delivered to an **open warehouse*****. Call the client immediately. We should redirect this cargo to a*** **closed warehouse*****.***

Marc: Look at the **cargo label**. The warehouse must meet certain requirements.

Julia: I see. We have specific requirements for the temperature, humidity, as well as sun exposure. It needs to be a **multi-compartment ***warehouse and there has to be air-conditioning. You should look for a warehouse near the unloading area that will meet these requirements. It's supposed to be a *****ground warehouse.*** **Maneuvering forklift trucks must be possible.****

Marc: No problem. Should it be a **delivery** or distribution warehouse?

Julia: A **distribution warehouse***. I think it's worth narrowing your search to*** **lower medium bay warehouses*****.*****

Marc: OK. I will exclude **high bay warehouses** from the search. Maybe I'll also add that it should be a **flow-through warehouse**.

Julia: OK. Once you have set everything up, call and inform the client that the warehouse indicated as the **unloading location does not meet the requirements. Suggest two new locations.**

Marc: OK.

Julia: At what stage is the cargo transport now?

Marc: We've just received it. It should reach its **destination** in three days.

Julia: You'll have to complete the documentation and add the information about the change of the storage location.

Marc: I will inform the client and confirm all of the details. I will make sure that the new information enters the system.

Julia: Let me know how the conversation with the client goes.

Marc: OK. Thanks.

Julia: Good luck.

Exercise 11

After reading the text, entitled, "Problems with the warehouse", decide if the sentence is true or false. Po przeczytaniu tekstu „Problemy z magazynem”, zdecyduj, czy twierdzenie jest prawdziwe, czy nie.

TRUE

The client's load isn't sensitive to weather conditions.

Marc has a problem with a client and asks Julia for help.

FALSE

The load should reach its destination in three weeks.

The warehouse should be an underground warehouse.

Maneuvering forklift trucks in the warehouse must be possible.

The warehouse should be a high bay warehouse.

The client doesn't want to change the warehouse.

The warehouse for the client's load must meet certain requirements.

Equipment for the new warehouse



[Film dostępny na portalu epodreczniki.pl](http://epodreczniki.pl)

The audio material is a voicemail message. It is concerned with equipping a new warehouse with cargo handling mechanization equipment, as well as the infrastructure of the warehouse itself.

The audio material is a voicemail message. It is concerned with equipping a new warehouse with cargo handling mechanization equipment, as well as the infrastructure of the warehouse itself. Materiał przedstawia nagranie na automatycznej sekretarce.

Wypowiedź dotyczy wyposażenia nowego magazynu w urządzenia do mechanizacji prac ładunkowych i samej infrastruktury przestrzeni.

Exercise 12

After listening to the audio recording, entitled, "Equipment for the new warehouse", match the Polish phrases with their English equivalents. Po odsłuchaniu nagrania „Urządzenia do nowego magazynu”, połącz polskie terminy z ich angielskimi odpowiednikami.

fork reach range

wyszukiwanie produktów

display shelves

wózki widłowe boczne

side forklift trucks

przenośne terminale

front forklift trucks

zasięg wideł wózka

portable terminals

wózek paletowy

pallet truck

wózki widłowe czołowe

forklift trucks

wózki widłowe

searching for products

przygotowanie do wysyłki

preparing for shipping

kompletowanie

order picking

wyświetlacze regałowe

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Exercises

Exercise 13

After listening to the audio recording, entitled, "Equipment for the new warehouse", fill in the gaps with correct words or phrases. Use the word bank. Po odsłuchaniu nagrania „Urządzenia do nowego magazynu”, uzupełnij zdania odpowiednimi wyrazami lub frazami. Skorzystaj z banku słów.

We are opening a in four months.

I have the list of the for the warehouse.

A manual and preparing them for shipping can be very time-consuming.

In the M3 warehouse we already have scanners and .

We also use in the warehouse.

The order also includes side and forklift trucks.

On the that I'm going to send you, you will see the application of the roller and tape conveyors.

Is there anything else that we should order for the new warehouse to .

display shelves

portable terminals

plan of the warehouse

streamline the process

front

equipment

new warehouse

searching for products

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Exercise 14

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Exercise 15

After listening to the audio recording, entitled, "Equipment for the new warehouse", decide if the sentence is true or false. Po odsłuchaniu nagrania „Urządzenia do nowego magazynu”, zdecyduj, czy twierdzenie jest fałszywe, czy nie.

	Prawda	Fałsz
The audio recording refers to the equipment for a new warehouse.	☐	☐
The new warehouse is to be opened in half a year.	☐	☐
Streamlining the process of order picking is an extremely significant matter.	☐	☐
A manual searching for products and preparing them for shipping is very time-consuming.	☐	☐
The M3 warehouse lacks scanners and portable terminals	☐	☐
There are display shelves in the M3 warehouse.	☐	☐
The system uses the Rack-Runner system.	☐	☐
Side and front forklift trucks won't be ordered for the new warehouse.	☐	☐

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Reception of goods to the warehouse

		supplier		INCOMING SHIPMENTS acceptance of external materials		current no.		specimen		
						warehouse no.		date		
order no.	means of transport	destination point		date of shipment		date of acceptance		date and invoice no.		
material index no.	material name	quantity			price		value		synthetic material account	stock quantity/availability
		required	unit	accepted	zl	gr	zl	gr		
					value of total goods					
issued		confirmed		delivered		accepted		record		
						date				

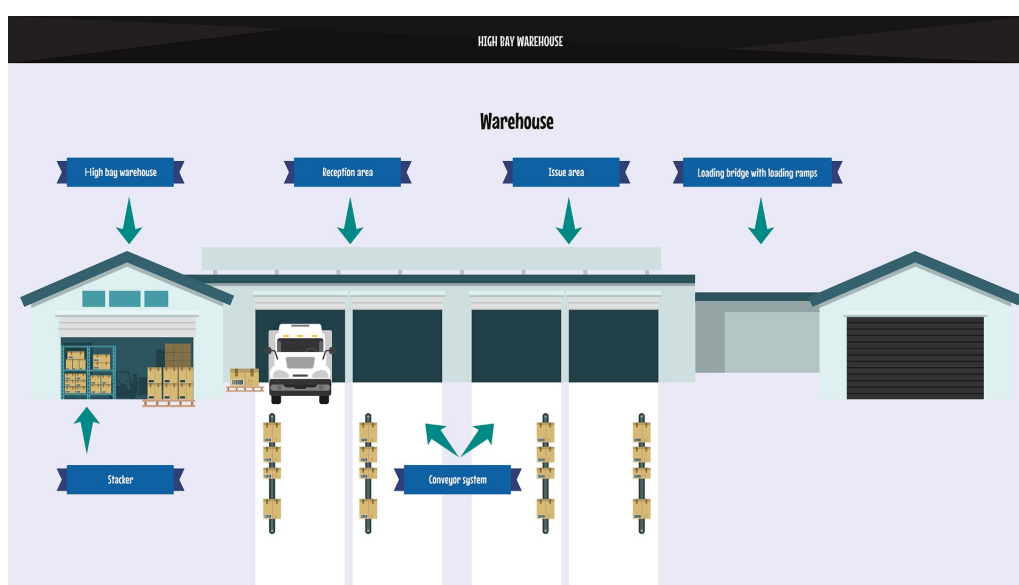
The material contains a sample document for the acceptance of external goods to a warehouse.

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

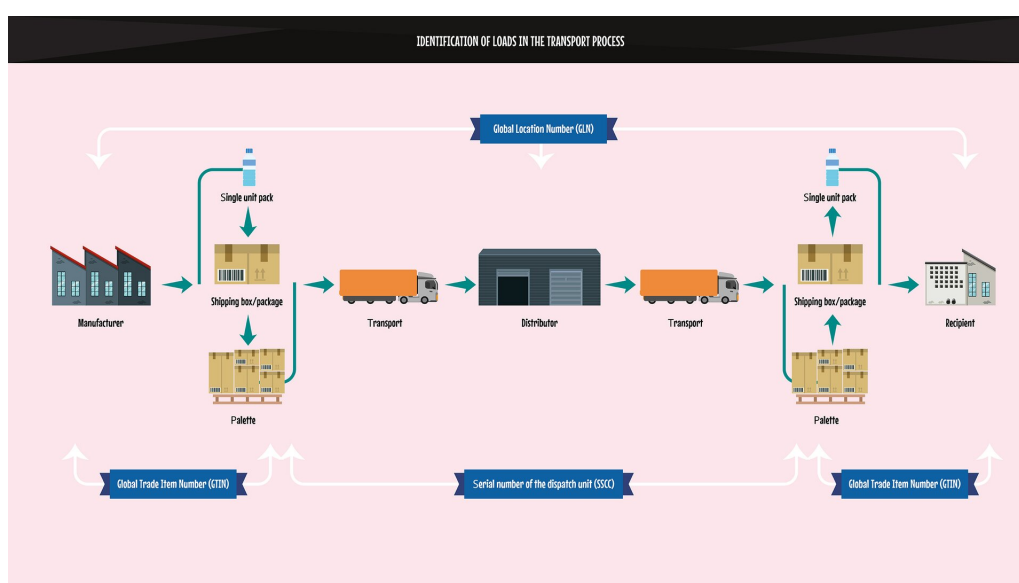
Exercise 16

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

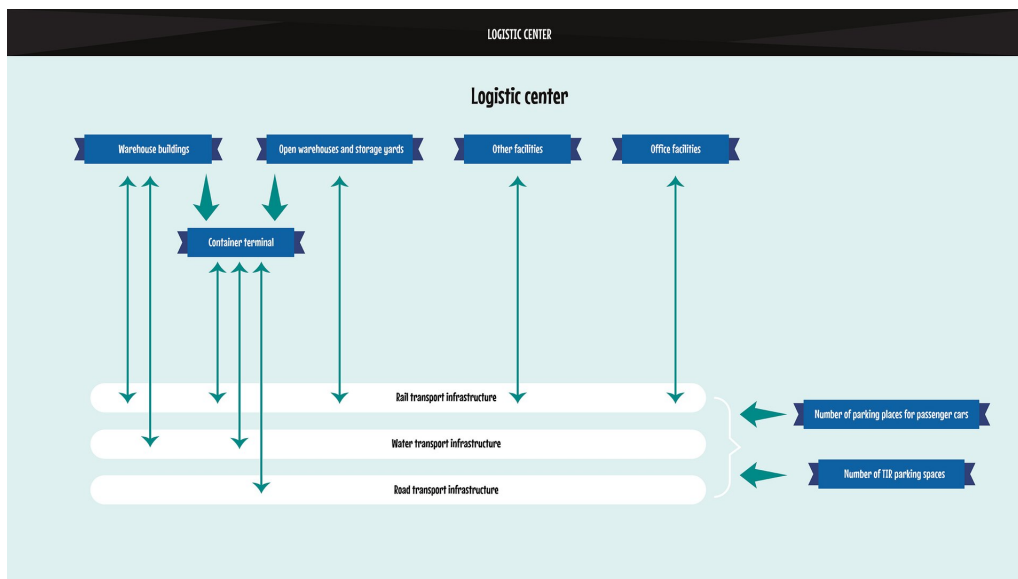
Gallery



The picture shows a high bay warehouse. It is supported by automatic stackers.

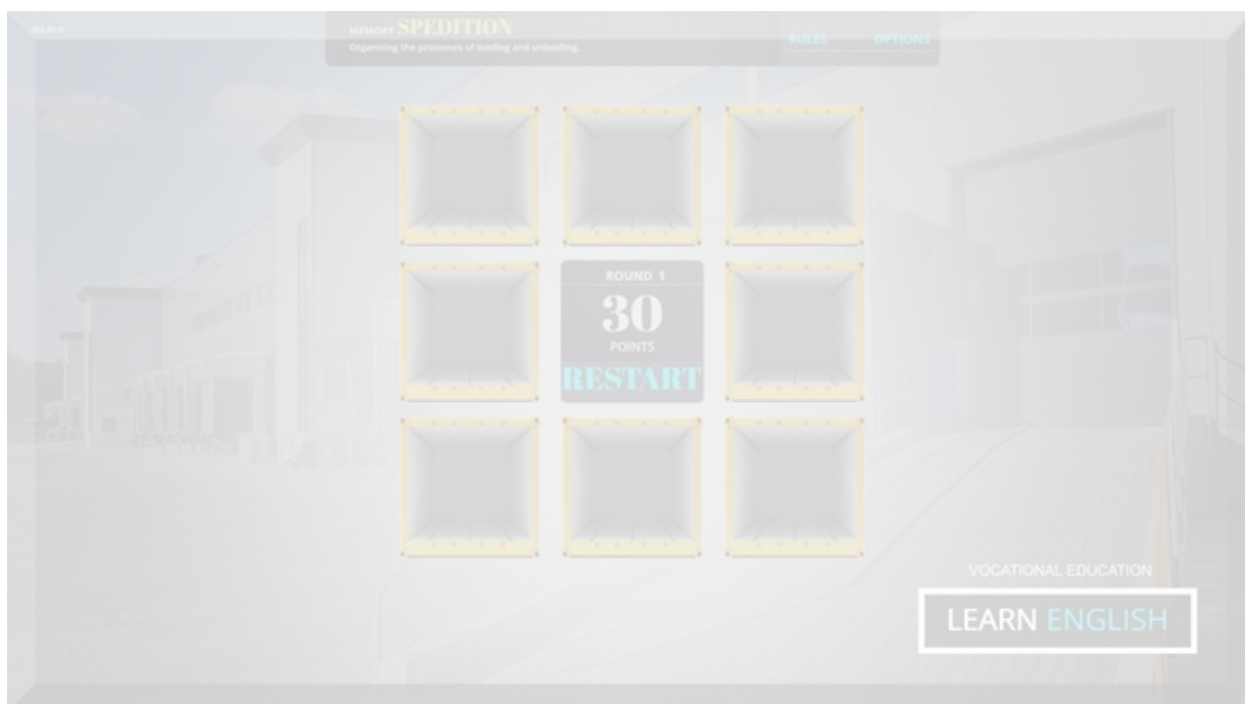


The graphics represent elements of identification in the transport process according to the global GS1 standard.



The following picture depicts a simplified diagram of a logistics center.

Memory

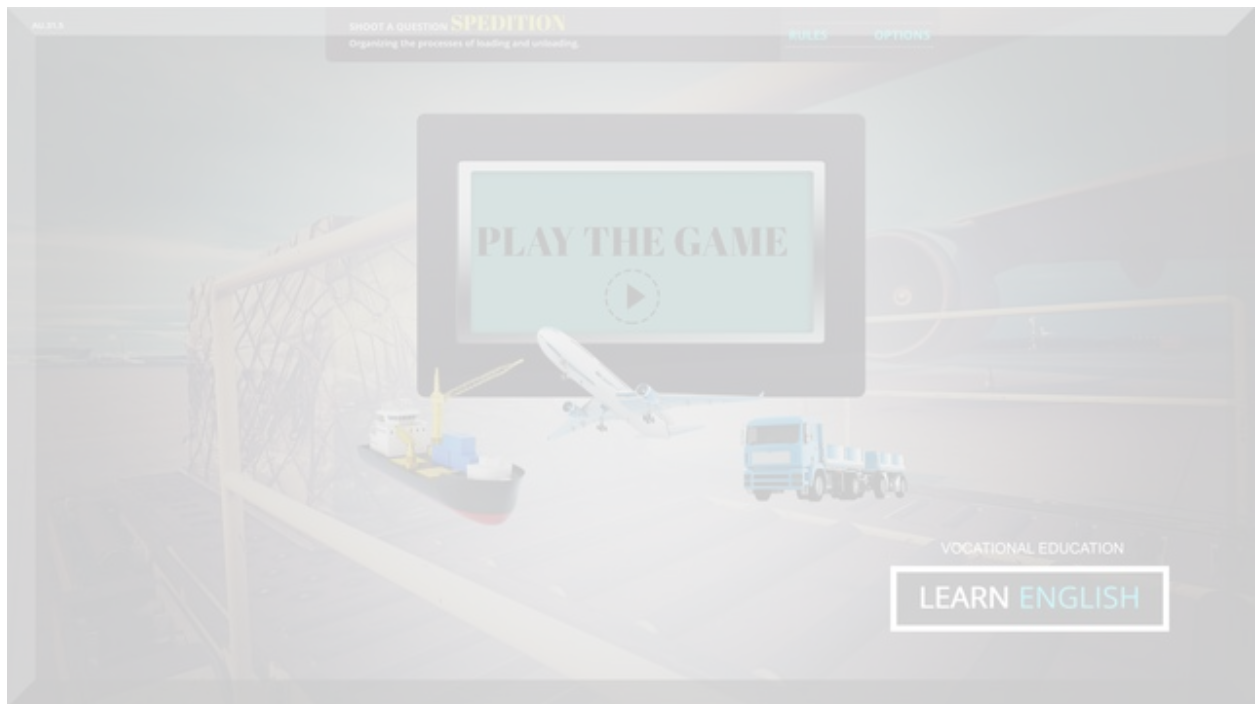


Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/D133BWrCj>

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Shoot

Shoot



Zasób interaktywny dostępny pod adresem <https://zpe.gov.pl/a/D133BWrCj>

Source: Instytut Technologii Eksploatacji / Eduexpert Sp. z o.o., licencja: CC BY 3.0.

Dictionary

accept [æk'sept]/[verb]

przyjąć

acceptance of external materials [æk'septəns ɔv ɛks'tə:nl mə'tɪriəlz]/[phrase]

przyjęcie materiałów zewnętrznych

automatic identification [ˌɔ:tə'mætɪk aɪˌdentɪfɪ'keɪʃən] *[singular, noun]*

automatyczna identyfikacja

availability for a single file [əˌveɪlə'bɪləti fɔː(r) ə 'sɪŋɡl faɪl] *[phrase]*

stan magazynowy

barcode ['bɑːkəʊd] *[singular, noun]*

kod kreskowy

cargo status control ['kɑːɡəʊ 'steɪtəs kən'trəʊl] *[singular, noun]*

kontrola stanu ładunków

cargo tracking ['kɑːɡəʊ 'trækɪŋ] *[singular, noun]*

śledzenie ładunków

closed warehouse [kləʊzd 'weəhaʊs] *[singular, noun]*

magazyn zamknięty

Commodity Code [kə'mɒdəti kəʊd] *[singular, noun]*

kod towarowy

completion of goods in the picking area [kəm'pliːʃən ɒv ɡʊdz ɪn ðə 'pɪkɪŋ 'eəriə] *[phrase]*

uzupełnianie towarów w strefie kompletacji

confirm [kən'fɜ:m] *[verb]*

zatwierdzić

control of the transport process [kən'trəʊl ɒv ðə 'trænsɜ:t 'prəʊses] *[singular, noun]*

kontrola procesu transportowego

cranes [kreɪnz] *[plural, noun]*

dźwignice

current no ['kʌrənt 'nʌmbə] *[singular, noun]*

numer bieżący

date and invoice no. [deɪt ænd 'ɪnvɔɪs 'nʌmbə] *[phrase]*

numer i data faktury

date of acceptance [deɪt ɒv æk'septəns] *[singular, noun]*

data otrzymania

date of delivery [deɪt ɒv dɪ'lɪvəri] *[singular, noun]*

data dostarczenia

date of shipment [deɪt ɒv 'ʃɪpmənt] *[singular, noun]*

data wysyłki

deliver [di'livə]/*verb*

dostarczyć

delivery schedule [di'livəri 'fedju:l]/*singular, noun*

harmonogram dostaw

delivery warehouse [di'livəri 'weəhaʊs]/*singular, noun*

magazyn dostawczy

destination point [dəsti'neiʃən pɔɪnt]/*singular, noun*

przeznaczenie, punkt docelowy

display shelves [di'spleɪ ʃelvz]/*plural, noun*

wyświetlacze regałowe

distribution warehouse [ˌdɪstrə'bjuːʃən 'weəhaʊs]/*singular, noun*

magazyn rozdzielczy

electronic messages for information and data exchange [elɪk'trɒnɪk 'mesɪdʒ fɔː(r) ɪnfə'meɪʃən ænd 'deɪtə ɪks'tʃeɪndʒ] *[phrase]*

elektroniczne komunikaty do wymiany informacji i danych

flow-through warehouse [fləʊ θru: 'weəhaʊs][*singular, noun*]

magazyn przepływowy

fork reach range [fɔ:k ri:tʃ 'reɪndʒ][*singular, noun*]

zasięg wideł wózka

forklift trucks [ˌfɔ:klift 'trʌks][*plural, noun*]

wózki widłowe

front forklift trucks [frʌnt ˌfɔ:klift 'trʌks][*plural, noun*]

wózki widłowe czołowe

gantries ['gæntɪs][*plural, noun*]

suwnice

global shipping and dispatch Identifier ['glɒbəəl 'ʃɪpɪŋ ən dɪ'spætʃ aɪ'dentɪfaɪə-ər][*phrase*]

globalny identyfikator przesyłki i wysyłki

goods issue [gʊdz 'ɪʃu:] [*singular, noun*]

wydanie towaru

goods logistics [gʊdz lə'dʒɪstɪks][*singular, noun*]

logistyka towarów

goods receipt and acceptance [gʊdz rɪ'si:t ənd ək'septəns]/[phrase]

odbiór i przyjęcie towaru

goods received note [gʊdz rɪ'si:vd nəʊt]/[singular, noun]

przyjęcie zewnętrzne

ground warehouse [graʊnd 'weəhaʊs]/[singular, noun]

magazyn naziemny

GTIN code (Global Trade Item Number) [dʒi: ti: i: ɪn kəʊd] ([ˈɡləʊbl treɪd ˈaɪtəm ˈnʌmbə(r)]
[singular, noun]

kod GTIN (Global Trade Item Number)

high bay warehouse [haɪ beɪ 'weəhaʊs]/[singular, noun]

magazyny wysokiego załadowania

identification of trade items [aɪˌdentɪfɪˈkeɪʃən əv treɪd ˈaɪtəmz]/[singular, noun]

identyfikacja jednostek handlowych

index and name of product ['ɪndeks ənd neɪm ɒv ˈprɒdʌkt]/[phrase]

indeks i nazwa artykułu

issue ['ɪʃuː]/[verb]

wystawić

issue the goods from the warehouse ['ɪʃuː ðə ɡʊdz frɒm ðə 'weəhaʊs] *[verb]*

wydać towar z magazynu

load labels [ləʊd 'leɪbəlz] *[plural, noun]*

oznaczenia ładunku

load units ['ləʊd 'juːnɪts] *[plural, noun]*

jednostki ładunkowe

location identification [ləʊ'keɪʃən aɪˌdentɪfɪ'keɪʃən] *[singular, noun]*

identyfikacja lokalizacji

logical label ['lɒdʒɪkl 'leɪbəl] *[singular, noun]*

etykieta logistyczna

logical stores ['lɒdʒɪkəl stɔːz] *[plural, noun]*

magazyny logiczne

logistic unit identification [lə'dʒɪstɪk 'juːnɪt aɪˌdentɪfɪ'keɪʃən] *[singular, noun]*

identyfikacji jednostek logistycznych

low bay warehouse [ləʊ beɪ 'weəhaʊs] *[singular, noun]*

magazyn niskiego załadowania

material index no. [mə'tɪəriəl 'ɪndeks 'nʌmbə][*singular, noun*]

numer indeksu materiałowego

material name [mə'tɪəriəl 'neɪm][*singular, noun*]

nazwa materiału

means of transport [mi:nz ɔv 'trænsɜːrt][*plural, noun*]

środek transportu

medium bay warehouse ['miːdiəm beɪ 'weəhaʊs] [*singular, noun*]

magazyn średniego załadowania

moving logistic units ['muːvɪŋ lə'dʒɪstɪk 'juːnɪts][*phrase*]

przesuwanie jednostek logistycznych

multi-compartment [mʌlti kəm'pɑːtmənt][*adjective*]

wielokomorowy

open warehouse ['əʊpən 'weəhaʊs][*singular, noun*]

magazyn otwarty

order no. ['ɔːdə 'nʌmbə][*singular, noun*]

numer zamówienia

order picking ['ɔ:də(r) 'pɪkɪŋ]/[singular, noun]

kompletowanie

pallet truck ['pælit 'trʌk]/[singular, noun]

wózek paletowy

part number [pɑ:t 'nʌmbə]/[singular, noun]

numer partii

picking ['pɪkɪŋ]/[singular, noun]

kompletacja

portable terminals ['pɔ:təbəl 'tɜ:mɪnəlz]/[plural, noun]

przenośne terminale

preparing for shipping [prɪ'peɪrɪŋ fɔ:(r) 'ʃɪpɪŋ]/[singular, noun]

przygotowanie do wysyłki

process of loading ['prəʊses ɔv 'ləʊdɪŋ]/[singular, noun]

proces załadunku

process of unloading ['prəʊses ɔv ʌn'ləʊdɪŋ]/[singular, noun]

proces rozładunku

quantity by place of storage ['kwɒntəti baɪ pleɪs ɒv 'stɔːrɪdʒ] [*phrase*]

stany ilościowe według miejsc składowania

Rack-Runner system [ræk 'rʌnə 'sɪstɪm] [*singular, noun*]

system Rack-Runner

radio tags ['reɪdiəʊ tægz] [*plural, noun*]

znaczniki radiowe

record ['rekɔːd] [*singular, noun*]

ewidencja

relocate [rɪ'ləukeɪt] [*verb*]

zmiana lokalizacji

roller conveyors ['rɒlɪlə kən'veɪəz] [*plural, noun*]

przenośniki rolkowe, przenośniki wałkowe

searching for products ['səːtʃɪŋ fɔː(r) 'prɒdækts] [*singular, noun*]

wyszukiwanie produktów

sender of cargo ['sendə ev 'kɑːgəʊ] [*singular, noun*]

nadawca ładunku

side forklift trucks [saɪd ˌfɔːklɪft ˈtrʌks] *[plural, noun]*

wózki widłowe boczne

specimen ['spesɪmɪn] *[singular, noun]*

egzemplarz

stackers [sˈtækəz] *[plural, noun]*

układnice

standard barcodes ['stændəd ˈbɑːkəʊdɪz] *[plural, noun]*

standardowe kody kreskowe

storage ['stɔːrɪdʒ] *[singular, noun]*

składowanie

storage place ['stɔːrɪdʒ pleɪs] *[singular, noun]*

miejsce magazynowe

storage process services ['stɔːrɪdʒ ˈprəʊses ˈsɜːvɪsɪz] *[plural, noun]*

obsługa procesów magazynowania

supplier [sɪpˈlaɪə(r)] *[singular, noun]*

dostawca

supply chain [sə'plai tʃeɪn]/[singular, noun]

łańcuch dostaw

synthetic material account [sɪ'nθetɪk mə'tɪriəl ə'kaunt]/[singular, noun]

konto syntetyczne materiału

tape conveyors [teɪp kən'veɪəz] [plural, noun]

przenośniki taśmowe

transport order ['trænsɜ:t 'ɔ:də]/[singular, noun]

zlecenie transportowe

type of storage media [taɪp ev 'stɔ:ɹɪdʒ 'mi:diə]/[singular, noun]

typ nośnika magazynowego

unloading location [ʌn'ləʊdɪŋ lə'keɪʃən]/[singular, noun]

miejsce rozładunku

warehouse area ['weəhaʊs 'eəriə]/[singular, noun]

obszar magazynowy

warehouse employee ['weəhaʊs emplɔɪ'i:] [singular, noun]

pracownik magazynu

warehouse management system ['weəhaʊs 'mænɪdʒmənt 'sɪstɪm] *[singular, noun]*

system zarządzania magazynem

warehouse no. ['weəhaʊs 'nʌmbə] *[singular, noun]*

numer magazynu

warehouse structure ['weəhaʊs 'strʌktʃə] *[singular, noun]*

struktura magazynu

warehousing process ['weəhaʊs 'prəʊses] *[singular, noun]*

proces magazynowy

warehousing/storing goods ['weəhaʊzɪŋ / 'stɔːɪŋ ɡʊdz] *[singular, noun]*

magazynowanie towarów

waybill/consignment note ['weɪbɪl / kən'saɪnmənt nəʊt] *[singular, noun]*

list przewozowy

winches [wɪn(t)ʃz] *[plural, noun]*

wciągarki