

王传见 编著

# 国际货代物流 实务英语手册

A HANDBOOK FOR

*Practical Logistics  
English*



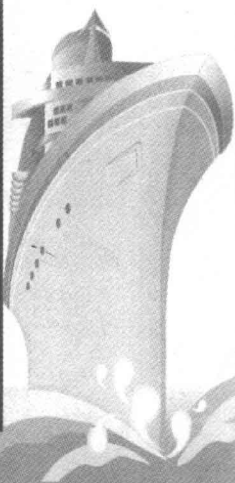
华东理工大学出版社

EAST CHINA UNIVERSITY OF SCIENCE AND TECHNOLOGY PRESS



*A Handbook  
For Practical Logistics English*

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### 国际货代物流实务英语手册

### A Handbook for Practical Logistics English

王传见 编著

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Since Shanghai is becoming an international logistics hub, there will be a greater demand for logistics professionals. In addition to having industry knowledge, experience, vision, and passion, logistics professionals require strong verbal and written communication skills in English. Operational professionals who have these skills will be more effective, accurate, and efficient with their daily communication with overseas agents.

Our training course "*Practical Logistics English*" is just designed for those in the freight forwarding & logistics industry seeking to improve their English communication skills. The course covers various areas including: air, sea, and multimodal freight operation, rate inquiries and quotation, cargo sales and marketing, agency agreement, and freight accounting etc. The course is customized and flexible to each organization needs and requirements and includes practical real world training. Course instructors possess a wealth of industry experience in addition to their strong academic background.

The Shanghai freight forwarding & logistics industry has embraced this training course, provided positive feedback, and the success of the course has exceeded our expectation. Many students and company employees in other regions are requesting our training materials. We are particularly impressed by one of our clients, who currently resides in Wenzhou but manages to come to Shanghai every weekend for this course. In order to reach a wider audience in Shanghai and satisfy the logistics industry in other regions with our training materials, we are planning to publish a training kit...

For a clearer picture of what you are going to learn through this course, please move to the next page *Contents*. Before you start reading, We strongly suggest you have a concrete idea about your learning goals, which most probably relate to your current position plus your interest. To illustrate, if you currently work in operation but think about moving to sales & marketing, you need to focus more attention upon Chapter 2, 7 & 8. Needless to say that it helps to read through the whole book. What we stress here is that you should be aware of your objective and know clearly where you are heading... For more information, please feel free to contact us via [airseatraining @ yahoo.com.cn](mailto:airseatraining@yahoo.com.cn) Now enjoy your reading!

# PREFACE

Wang Chuanjian

# 前言

上海将建成国际航运中心之一,急需大批不仅通业务又精专业英语的人才。而目前各种物流/货代培训或以考证为目的,或比较注重理论讲解,而对国际货代物流实务操作中的通用语言——英语却涉及甚少,从而使学员就业前景大打折扣。曾经碰到过有位学员考出了物流证书,但却不知“B/L”“PCL”“FORWARDING”这些最基本的术语为何意。鉴于此,我们在今年年初开发了国际货代代理/物流实务英语培训课程。内容涉及海/空运代理,物流运输中的询报价、单证、客户服务、操作到市场销售、国内外代理协议、货运财务、货运管理等内容。材料以英文为主,大多基于国内外货代物流企业业务函电,易学易懂,而且可操作性很强,这样学员在提高专业英语水平的同时,又能够进一步熟悉物流业务流程,从而提高综合素质。

培训自去年开办以来,以其实用性而受到了相关企业和学员,特别是货代业在职人员的热烈好评。更有不少外地学员纷纷来信来电询问能否购买相关培训材料,也有机构愿意与我们合作共同开设货代物流实务英语专业课程。鉴于此,我们决定整理并推广此培训材料,希望能有更多的人,特别是外地学员受益。

请读者注意:为了便于学习,我们除了在每章后列出重难点词汇外,在本书后另附了**货代物流词汇总表**,此表不仅包含本书所有的重点词汇及缩略语,也收录了不少本材料中未出现但却是常用的专业术语,以便大家在学习或工作时随时查阅。

本书的读者对象主要是从事物流货运、国际贸易的在职人员,高校相关专业学生及其他有志于加入此行业的人员,尤其是目前报考了物流、货代、报关资格考试的学员。但需要指出的是:自学本材料的读者除了应具备至少三级以上的英语水平外,还应该了解国际物流运输的基本知识。为此,我们特意在本书后收录了相关中文资料,诸如集装箱、海空运物流、单证流转等等,以供尚无实际操作经验的学员自学时参考对照。

由于国内目前尚无涉及物流运输实务英语的书籍,因此在编写本材料时可供参考的文献很少,加之编者水平有限,因此个中疏漏在所难免,尚希读者批评指正。另外:本书正文中出现的公司及人名、电话、邮件等多为虚构,请读者切勿对号入座。

在此感谢曾在上海海事大学执教的 Richard H. Brown 先生及英特尔公司高级经理 Wayne Tran 帮助审阅了部分稿件并提出了宝贵建议。同时感谢申庆兰、戴鹏程、耿业红、孙晏等好友和航运界人士在本书材料收集、整理和编写过程中提供的支持和帮助。

如有任何疑问或要求,请发送邮件至: [airseatraining@yahoo.com.cn](mailto:airseatraining@yahoo.com.cn)

王传见  
上海对外贸易学院  
2004年6月

## Evaluation Test

### 国际货代物流英语学前自我测试

If you get: 85 good (良好)

75 fair (一般)

#### PART ONE Translate into Chinese (3 × 20)

- |                             |                                |
|-----------------------------|--------------------------------|
| 1. FCL _____                | 2. FOB _____                   |
| 3. L/C _____                | 4. shipping order _____        |
| 5. war surcharges _____     | 6. transshipment _____         |
| 7. consolidation _____      | 8. consignee _____             |
| 9. CFS _____                | 10. commodity inspection _____ |
| 11. NVOCC _____             | 12. HAWB _____                 |
| 13. volume weight _____     | 14. pre-alert _____            |
| 15. inventory control _____ | 16. feeder vessel _____        |
| 17. debit note _____        | 18. ATL (name of a city) _____ |
| 19. prepaid shipment _____  | 20. ocean freight _____        |

#### PART TWO Translate into Chinese (8 × 5)

1. COSCO Airfreight Forwarding Co., Ltd has a worldwide agency network.
2. I need both ocean and air rates from major Chinese ports to Miami, FL, USA.  
Pls quote ASAP.
3. Plan to ship LCL via APL direct vessel sailing SHA on 7/22 ETA LGB 8/7.
4. Pls work closely with vendors to ensure collection of documents as soon as vessels depart.
5. Please keep us advised should there be any problems with customs clearance.



## 参考答案

### Part One

- |          |           |           |          |
|----------|-----------|-----------|----------|
| 1. 整箱    | 6. 转运     | 11. 无船承运人 | 16. 支线船  |
| 2. 船上交货  | 7. 合并运输   | 12. 航空分单  | 17. 借记通知 |
| 3. 信用证   | 8. 收货人    | 13. 体积重量  | 18. 亚特兰大 |
| 4. 装货单   | 9. 集装箱货运站 | 14. 预报    | 19. 预付货  |
| 5. 战争附加费 | 10. 商检    | 15. 库存管理  | 20. 海运   |

### Part Two

1. 中远空运代理公司有一个全球性代理网络。
2. 我需要从中国主要港口到美国佛罗里达州迈阿密的海运及空运价,请速报价。
3. 计划装拼箱,走 APL(总统轮船)直达船,7月22日上海起运,预计8月7日到达长滩。
4. 船开后,请与售货方协作,以保证单证的交接。
5. 如果报关有什么问题,请及时告知。

## Industry Overview

### Freight Forwarding & Logistics Business

#### 货代物流业展望

本节为行业背景材料, 阅读后可了解货运代理业的定义、服务范围, 传统货代公司向物流业发展的趋势, 我国货代市场(尤其是上海)的现状 & 未来。

#### Range of Services 服务范围

Addressed as *the designer of international cargo transport*, freight forwarders act on behalf of importers and exporters, arranging the collection and delivery of their clients' goods to and from countries of the world. They are the link between the seller and the buyer, utilizing their expertise in various methods of transport to move cargo efficiently according to their customers' requirements. Responding to changing customer demands, many freight forwarders also provide more value-added services such as warehousing, distribution and total logistic solutions.

The following is a list of services that a freight forwarder performs on behalf of the consignor/exporter and the consignee/importer:

*On behalf of the consignor( exporter)* 代表发货人

- 1) choose the route, mode of transport and a suitable carrier
- 2) book space with the selected carrier
- 3) take delivery of the goods and issue relevant documents such as the Forwarders' Certificate of Receipt etc
- 4) study L/C provisions and all government regulations applicable to the shipment of goods in the country of export and import; prepare all the






necessary documents

- 5) pack the goods in the proper way
- 6) arrange warehousing, if necessary
- 7) weigh and measure the goods
- 8) remind the consignor of the need of cargo insurance
- 9) transport the goods to the port, arrange for customs clearance, related documentation formalities and deliver the goods to the carrier
- 10) arrange for transshipment if necessary
- 11) monitor the movement of goods all the way to the consignee through contacts with the carrier and the forwarders' agents abroad
- 12) note damages or losses, if any, to the goods
- 13) assist the consignor in pursuing claims, if any, against the carrier for loss of the goods or for damage to them

*On behalf of the consignee (importer)* 代表收货人

- 1) monitor the movement of the cargo
- 2) receive and check all relevant documents concerning the movement of the goods
- 3) take delivery of the goods from the carrier and, if necessary, pay the freight costs
- 4) arrange customs clearance and pay duties, fees and other charges to the customs and other public authorities
- 5) arrange transit warehousing, if necessary
- 6) deliver the cleared goods to the consignee
- 7) assist the consignee in pursuing claims, if any, against the carrier for loss of the goods or for damage to them
- 8) assist the consignee in warehousing and distribution, under request

Generally speaking, the services offered by the industry vary according to the sophistication of the freight forwarder. The larger and more comprehensive freight forwarders, which have worldwide networks, offer a full range of transportation and logistics services including warehousing, consolidation, air express, trucking, distribution and customs clearance, tracking and monitoring of freight being transported, applying electronic data interchange (EDI) technology to facilitate just-in-time based supply chain management. In general, the smaller



freight forwarders provide more basic and economical services. Related services involved in the import/export process such as the preparation of shipping documents, customs clearance and logistics may be undertaken by the import and export traders or their agents. However, the smaller firms do provide more flexibility and more personal services. In addition they have lower overheads, and therefore can provide lower rates.

## Industry Development 行业发展趋势

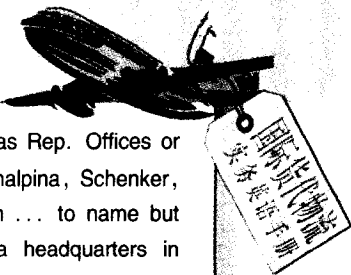
### *Third-party Logistics (3PL)* 第三方物流

A number of global trends are affecting the freight forwarding industry, including the globalization of the supply chain, mass customization, shortening of product lifecycles, low inventory, and quick response requirements. Under these new environments, managing supply chain effectively is complex and challenging. In order to concentrate on the core business, most of manufacturers would prefer to dedicate a third party to take care of their logistic needs. Thus, 3PL is expected to grow further in the coming years.

3PL providers not only provide the traditional transportation services, warehouse management and shipment consolidation, but also carry out light assembly and package, order fulfillment, inventory management, and door-to-door service by using multi-modal transportation. At present, many traditional freight forwarding companies address themselves as logistics companies and have positioned themselves to become integrated logistics service providers, providing supply chain management solutions to cater for the market trends. In China, 3PL providers are emerging but still at an infant stage. However, the idea of using 3PL providers is gradually accepted by local Chinese enterprises.

## Market Outlook 市场前景

The destinations of freight forwarding services mirror the trade routes. The main markets for international freight forwarders are thus North America, Europe and Japan. China is on the way of becoming the most important source of cargo. The freight market is huge, as a result, most of the biggest freight forwarders and

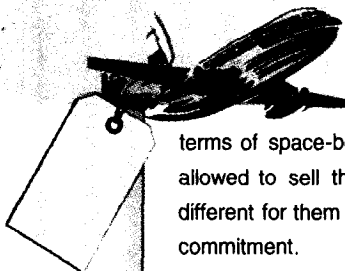


logistics providers have entered the Chinese market ( either as Rep. Offices or co-invest with local partners ), such as Kuehne & Nagel, Panalpina, Schenker, Sagawa, Bax Global, Fritz, Danzas AEI, Expeditors, Yusen ... to name but above ( please note that most of them base their China headquarters in Shanghai ). In addition, most Hong Kong freight forwarders conduct international freight forwarding business in the mainland.

At present, out of the 3,900 international freight forwarding enterprises ( including headquarters and branches of the same companies ) operating in China, over 500 are Sino-foreign joint ventures. Around 100 foreign-invested forwarders are from Hong Kong. Joint-venture is the most common form of investment in this sector. Sinotrans remains the largest local forwarder and its experience and networks have made it an attractive candidate for foreign investors looking for joint-venture partners. However some of the most famous freight forwarders are still waiting until the Chinese market is fully open so that they can establish their own WFOE. Wholly foreign-owned freight forwarding ventures will be allowed four years after WTO accession.

China's WTO commitments related to logistics are made on an individual industry basis ( freight forwarding, warehousing, etc. ). There was no commitment on "integrated" logistics services. In June 2002, the Ministry of Foreign Trade and Economic Cooperation ( MOFTEC ) issued a notice introducing a new pilot scheme which allowed foreign companies to set up joint-venture logistics service companies in eight provinces and cities ( Guangdong, Jiangsu, Zhejiang, Shenzhen, Beijing, Tianjin, Chongqing and Shanghai ) to provide a wider range of integrated logistics activities such as international logistics services, 3PL services including transport, warehousing, packaging, and delivery of goods by road as well as domestic freight forwarding of goods.

In Shanghai, freight forwarding business is very competitive with around 400 licensed freight forwarders ( Class A type ) hiring over 100,000 employees, along with several hundred foreign liaison offices ( Class B type ) and those without licenses operating in the name of those registered companies. ... please note that in China the so-called Class B forwarders have to rely on Class A forwarders in



terms of space-booking, customs clearance, opening invoices as they are not allowed to sell their services and generate income here. Things will be very different for them in two years when this sector is fully open to them, as per WTO commitment.

### Questions :

- 1) What services does a freight forwarder provide on behalf of the exporter/importer?
- 2) What functions does a 3PL provider perform?
- 3) Name some of the most famous freight forwarding companies in the world.
- 4) How differentiates so-called Class A forwarders from Class B forwarders in China?
- 5) What is your understanding on Chinese freight forwarding and logistics market?

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内容 货代/物流公司业务介绍。	
目标 学过本章后,应熟悉本行业业务背景及基本英语词汇。可用英语介绍公司业务。	
<b>第二章 货运询价报价</b>	<b>15</b>
内容 货代物流业务报价、询价、制作运价表,包含空运、陆运、海运拼箱/整箱、危险品;多式联运、物流仓储等业务询盘。	
目标 学员应掌握货代物流业务询/报价中的基本英语词汇,以正确格式询盘。	
<b>第三章 每日操作信息传递</b>	<b>40</b>
内容 海/空运进出口操作;以实际操作案例讲述如何与国外代理/分公司联络协调,如一票出口货包括从接受出口工厂出运委托、订舱、报关、发预报给国外、寄单证、跟踪货物进程,到货至目的港、清关、仓储或托运,最后至货交收货人等各物流环节。	
目标 学员在熟悉操作流程的同时,应该学会如何用英语与国外代理联络。熟悉操作中的专用语及简写。	
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目标 要求学员进一步熟悉操作及函电中的一些典型句型及货运物流常用语的运用。	
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目标 要求学员体会本节语言的严谨及规范性,学习中个遣词用语。同时希望本节的研习有助于学习第七章:代理协议。	

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目标	学员至少应读懂各协议内容, 优秀学员可用英文起草协议/合同。	
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<b>第九章 货代物流英语自我测试</b>		<b>166</b>
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<b>附录一 物流单证</b>		<b>197</b>
内容	本节汇集本行业常见的各种货运单证、商业单证及官方单证, 其中包括: 海运提单、航空主单、航空分单、空/海运委托书、装货单、收货单、联运提单、订舱单、商业发票、装箱单、运费发票、保险单、报关单、信用证等等。同时收录单证制作及流转相关知识。	
目标	掌握各单证内容、用途及流转, 熟悉其中英语词汇, 可正确制单。	
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目标	本节主要为初学者参考。	
<b>附录三 代码/简称</b>		<b>251</b>
内容	主要航空/船公司代码, 主要城市代码及 INCOTERMS 简写。	
目标	供工作学习时查阅。	
<b>附录四 货代物流词汇总表</b>		<b>262</b>
内容	收录了本书中一千多个货代物流业常用词汇, 也收录了不少本材料中未出现但却是常用的专业术语。	
目标	应该掌握表中所列的所有词汇。	

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# Unit One

Introduction to Logistics Companies

## 货代物流公司业务介绍

学过本章节,你应该在进一步熟悉本行业具体业务范围的同时,掌握此行业的相关英语词汇。可用英语向外商介绍公司业务。之后,请认真做练习。研习时可随时参阅本节后所列词汇,或查阅本书附录——货代物流词汇总表。

