

Espace Métier
TRANSPORT & LOGISTICS
Finance & Legal
Level: Intermediate

Calling credit control about an invoice

Source: Business English Skills Test – Transport & Logistics
Franco-British Chamber of Commerce & Industry

Words/expressions translated alongside the text

Ernie: **Credit Control**, Ernie Clapton.

Bill: Hello Ernie, **did we get payment through** for that **LCL shipment** to Busan?

Ernie: Do you have the **invoice** number, Bill?

Bill: Yes, it's 2007-10-314 D.

Ernie: Just let me check... yes, 523 euros last Tuesday.

Bill: OK – **we've got a slight problem** with that because **there's a complement to add on**. Charlene forgot **the waiting time spent by the haulier on collection**. Do you remember? It was **that business with the crane breakdown**.

Ernie: Oh yes, and **the driver spent all day sitting around** while the engineer worked on it.

Bill: That's right – **we normally allow two hours for loading** but, in this case, **we have five extra hours of demurrage to invoice**.

Ernie: OK. **Do you want me to issue the complement?**

Bill: **That would be a help Ernie**, thanks. **I'll email you the explanation and calculations**.

Ernie: Ok, I'll wait for your email.

Bill: Great. Thanks Ernie.



Credit Control - le département du contrôle de crédit

did we get payment through? - avons-nous reçu le règlement?

LCL shipment – envoi en groupage

invoice - facture

we've got a slight problem ... - nous avons un léger souci avec ...

there's a complement to add on
Il y a un complément à ajouter

the waiting time spent by the haulier on collection - le temps d'attente du transporteur je jour du ramassage

that business with the crane breakdown
- l'affaire de la panne de grue

the driver spent all day sitting around - le chauffeur a passé toute la journée à attendre

we normally allow two hours for loading
- d'habitude, nous prévoyons 2 heures pour le chargement

we have five extra hours of demurrage to invoice – nous avons 5 heures de surestaries à facturer

do you want me to issue the complement? - voulez-vous que j'émette la facture complémentaire?

that would be a help Ernie - cela m'aiderait Ernie

I'll email you the explanation and
calculations - je vous enverrai
l'explication et les calculs par mail

***Tip!**

To haul / haulage / haulier

To haul - *trainer, tirer (quelque chose de lourd)*

A haulage company / haulier - *entreprise de transport*

A road transport company - *entreprise de transport routier*



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Questions

Listen to the conversation between two colleagues and answer the questions.

Q1. What is the number and amount for the LCL shipment to Busan?

Q2. When was the invoice paid?

Q3. What did Bill's colleague forget to add to the invoice?

Q4. What does Ernie have to do regarding this invoice?

Q5. What is Bill going to do to help Ernie?



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Answers

Q1. What is the number and amount of the invoice for the LCL shipment to Busan?

2007-10-314 D

Q2. When was the invoice paid?

Last Tuesday

Q3. What did Bill's colleague forget to add to the invoice?

***The 5 hours of waiting time (demurrage) spent by the haulier on collection
There was a crane breakdown which caused delays***

Q4. What does Ernie have to do regarding this invoice?

Issue the complement

Q5. What is Bill going to do to help Ernie?

He's going to email him the explanation and calculations