



Espace Métier
TRANSPORT & LOGISTICS
Finance & Legal
Level: Advanced

Checking a freight invoice

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



Words/expressions translated alongside the text

Bobby: Good afternoon, Universal Freight. Bobby speaking.

Nancy: Hi Bobby, this is Nancy from Biloxi Engineering in Atlanta. I've just received your **freight invoice** for that shipment we sent to Malaysia and there are some **items** I don't understand on it.

Bobby: Certainly. Do you have a reference?

Nancy: Yes, it's invoice number 092-00512-0086.

Bobby: Just a minute.... okay here we are. What's the problem then?

Nancy: Well, second line, what is this **congestion surcharge**?

Bobby: Oh that's a charge from the port operator when there are delays due to the volume of freight moving through the terminal. We don't take any margin on that; it's **invoiced at cost**. Would you like a copy of their invoice to us?

Nancy: Yes, please. That would help me justify it to my supervisor. Erm, next line – **waiting time on loading**: 1 hour. I thought we had free time for loading the container.

Bobby: You do, but only two hours, and this took three in total. That's why you have a copy of **the haulier's time sheet** with the invoice. The timings were **signed off by** your despatch team, so **we charged you for the third hour**.

Nancy: I see. Yes, er .. I can see that on the time sheet now. Okay, Bobby, fine, thanks. **I'll sign it off** and **payment should be on its way** by the end of the week.

Bobby: Okay, well, if you have any other questions, just call.

Nancy: Thanks. Have a nice day!

Bobby: Thanks Nancy, you too. Bye now.

Nancy: Bye.

freight invoice – *facture de fret*

items - *éléments*

congestion surcharge – *surcharge de congestion*

invoiced at cost - *facturé au coût réel*

waiting time on loading – *le temps d'attente pendant le chargement*

the haulier's time sheet – *la feuille de temps du transporteur*

signed off by – *signés par*

we charged you for the third hour – *nous vous avons facturé la troisième heure*

I'll sign it off – *je le validerai*

payment should be on its way ... – *le règlement devrait être effectué/vous parvenir ...*

***Tip!**

To charge / invoice / pay for something

Remarquez l'emploi de la préposition 'for' après les verbes **pay** (payer), **charge** (faire payer, facturer) et **invoice** (facturer) lorsqu'ils sont suivis d'un complément d'objet direct :

How much did you pay for this service?

Combien avez-vous payé se service?

We didn't charge you for the extra waiting time.

Nous ne vous avons pas facturé le temps d'attente supplémentaire.

We forgot to invoice them for their last shipment to Manilla.

Nous avons oublié de leur facturer leur dernière expédition pour Manille.



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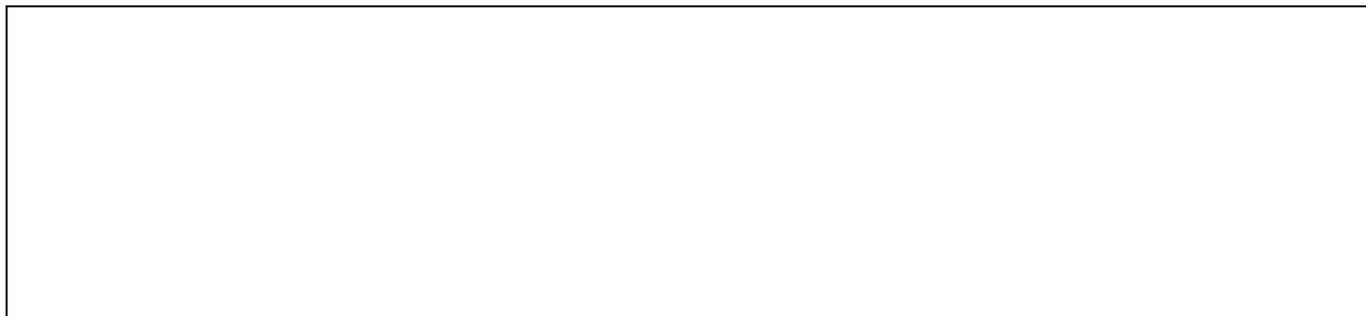
Questions

1. What is the first element that Nancy questions on the invoice?

2. What is Bobby's explanation?

3. Why is Nancy surprised that Universal Freight has invoiced her firm for waiting time on loading?

4. What is Bobby's explanation for this?

A large, empty rectangular box with a thin black border, intended for the student to write their answer to the question above.



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Answers

1. What is the first element that Nancy questions on the invoice?

- ***the congestion surcharge***

2. What is Bobby's explanation for this?

- ***it's a charge from the port operator when there are delays due to the volume of freight moving through the terminal***

3. Why is Nancy surprised that Universal Freight has invoiced her firm for waiting time on loading?

- ***because she thought they had free time for loading***

4. What is Bobby's explanation for this?

- ***Nancy's firm only has 2 hours of free time***
- ***and the loading operation took 3 hours***