



The French radio station that speaks English!

Espace Métiers  
TRANSPORT & LOGISTICS  
International Logistics

Level: Easy

**A Consignment Held Up At Customs**

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



**Words/expressions translated alongside the text**

Brian: GOULD & SONS, Brian Smith speaking.

Jane: Ah good morning Mr Smith. Jane Rogers of Horizon Shipping. I'm phoning **to let you know** that the **have held up** your **consignment** because **the import documents weren't in order**. **A certified translation was missing**. They have now sent us a **bill** to cover **the cost of processing the documents**. We will therefore be sending you a copy of the invoice and will ask you for **reimbursement**.

Brian: Oh, okay. Well, I'm very sorry. **We must have missed that detail**. We'll send you a cheque **as soon as we receive** your invoice.

**to let you know** – *pour vous informer*

**customs authorities** – *autorités douanières*

**have held up** – *ont retardé*

**consignment** – *envoi, expédition*

**the import documents weren't in order** - *les documents douaniers d'importation n'étaient pas en règle*

**a certified translation was missing** – *la traduction certifiée conforme manquait*

**bill** - *facture*

**the cost of processing the documents** – *le coût du traitement de la documentation*

**reimbursement** - *remboursement*

**we must have missed that detail** – *ce detail a dû nous échapper*

**as soon as we receive** – *dès que nous recevrons*

**\*Tip!**

## **Import / Export**

Remarquez les prépositions utilisées après les verbes **import** et **export** :

We **export to** more than 20 countries – *nous exportons vers plus de 20 pays*

We **import** spare parts **from** China – *nous importons des pièces détachées de Chine*

Attention !

**Exports** = *les exportations*

**Export trade** = *l'exportation*

**Imports** = *les importations*

**Import trade** = *l'importation*

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Questions

Listen to the conversation between Brian Smith and Jane Rogers and answer the questions.

Q1. Why has Mr Smith's consignment been delayed?

Q2. What will Jane Rogers be sending Mr Smith and for what reason?

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Answers

Listen to the conversation between Brian Smith and Jane Rogers and answer the questions.

Q1. Why has Mr Smith's consignment been delayed?

- *The import documents weren't in order*
- *A certified translation was missing*

Q2. What will Jane Rogers be sending Mr Smith and for what reason?

- *A copy of the invoice she received from the Moroccan Customs*
- *She is asking Mr Smith to reimburse the costs of processing the documents*