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Match the definitions (a–h) with the vocabulary (1–8).

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| 1. an exception | a) proof that a delivery has been made |
| 2. payment terms | b) the conditions of when a customer should make payment |
| 3. an invoice | c) when more time is allowed for something |
| 4. an extension | d) an official or organizational rule |
| 5. delivery confirmation | e) a document which shows how much a customer has to pay, for what and by when |
| 6. cashflow | f) when something doesn't follow the usual rule |
| 7. a regulation | g) to show someone you are grateful for something they have done |
| 8. to appreciate | h) the timing and amount of money coming in and going out of a company |

II. Are the sentences true or false?

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|---|------|-------|
| 1. The delivery hasn't arrived yet. | True | False |
| 2. Andrea is having cash flow issues and needs a payment extension. | True | False |
| 3. Andrea usually asks for an extension of the payment terms. | True | False |
| 4. Andrea has a new order to place, even bigger than the last one. | True | False |
| 5. Junko can extend the payment terms on the last order to 60 days. | True | False |
| 6. Junko will send Andrea an email confirmation. | True | False |

III. Write the sentences in the correct group.

Let me see what I can do. I'm happy to help you. You'll really be helping us. I need a favour.	I promise this won't become the norm. I'm not sure if I can do that. I appreciate your help. I think we can make an exception this time
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The customer says:	The supplier says: