

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

1. .... an exception
2. .... payment terms
3. .... an invoice
4. .... an extension
5. .... delivery confirmation
6. .... cashflow
7. .... a regulation
8. .... to appreciate

- a) proof that a delivery has been made
- b) the conditions of when a customer should make payment
- c) when more time is allowed for something
- d) an official or organizational rule
- e) a document which shows how much a customer has to pay, for what and by when
- f) when something doesn't follow the usual rule
- g) to show someone you are grateful for something they have done
- h) the timing and amount of money coming in and going out of a company

II. Are the sentences true or false?

|   |      |       |
|---|------|-------|
| 1. The delivery hasn't arrived yet.                                 | True | False |
| 2. Andrea is having cashflow 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 promise this won't become the norm.

I'm happy to help you.

I'm not sure if I can do that.

You'll really be helping us.

I appreciate your help.

I need a favour.

I think we can make an exception this time

**The customer says:**

**The supplier says:**