

1. What is 3PL ?

2. Complete the sentences:

ON DEMAND TRANSPORT / CUSTOMER PROVIDER / STANDARD PROVIDER / SERVICE DEVELOPER

- _____ performs „pick and pack”, warehousing, distribution services
- _____ offers specialized services, including tracking and tracing or security
- _____ is FTL, hotshot, Next Flight Out and International Expedited shipping
- _____ performs very detailed tasks, also works with customers

3. Match the synonyms

1	plant	a	make notes
2	document	b	set goods in a warehouse
3	store	c	factory
4	deliver	d	transport

1..... 2 3..... 4.....

4. True or False

- credit card authorization takes place during the order processing
- outbound activities shouldn't be done in a timely manner
- delivering damaged products because of careless packing is unacceptable.
- orders don't have to be verified with customer