

# 第一屆貿易經營師

## 「國際貿易英文」測驗試題與參考答案

鈴響前請勿翻開試題！

請詳讀下列注意事項並聽從監試人員的指示後開始作答！

請先確認您的准考證、答案卷與座位標籤是否一致無誤。

### - 作答注意事項 -

考試時間：

- \* 測驗時間自 13:00 到 15:00，共 120 分鐘。

題型題數：

- \* 共計三大題，總分合計為 100 分。
- \* 採雙面印刷，共 7 頁。

注意事項：

- \* 作答開始與結束請聽從監試人員的指示。
- \* 應考人須持測驗准考證及貼有照片之身分證件入場應試。未攜帶測驗准考證者，應攜照片乙張先至試務中心申請補發。未攜帶身分證件者，須於測驗完畢後至試務中心辦理身分確認。
- \* 限用黑色或藍色原子筆或鋼筆作答，作答請書寫端正整潔以利評分，並請勿在答案卷上作任何與答題無關之註記，違者本科不予計分。
- \* 非應試用品尤其是英文電子辭典一律置於教室前後方地板上；行動電話必須關閉電源並去除鬧鈴或去除電池後亦置於教室前後方地板上。電話鈴或鬧鈴響者扣本科五分，電話震動者扣本科二分。
- \* 本試題不得以任何理由攜帶出場，違者本科不予計分。
- \* 本科測驗在 13:30 後方得繳卷離場。一經離場，概不得以任何理由再進入試場。不得在試場附近逗留、高聲喧譁或宣讀答案，違者扣減本科全部成績。

請於鈴（鐘）響後才翻頁作答

祝考試順利

# 國際貿易英文試題與參考答案

共三大題，總分計 100 分，請依序作答。

## Question One (30%)

### Case

Read the memo below. Then, from the box for the corresponding section, for each blank choose the item that best fits the structure and meaning of the memo, and write the letter of that item (a, b, c, etc.) in the blank. No word may be used more than once.

#### Items for **Section A:**

- (a) Shipments of FCL (Full Container Load) and LCL (Less than Container Load)
- (b) and arrange for a forwarder to contact vendors
- (c) Any
- (d) The following
- (e) In case of
- (f) Below please find
- (g) beginning at
- (h) regarding
- (i) as of
- (j) relevant
- (k) For all FCL (Full Container Load) and LCL (Less than Container Load) shipments
- (l) and a forwarder for contacting vendors

#### Items for **Section B:**

- (a) If defective items or incorrect quantities are found
- (b) breakage
- (c) from
- (d) of
- (e) lots of
- (f) broken
- (g) If found, such as defective items or shortages

#### Items for **Section C:**

- (a) Although
- (b) Needless to say
- (c) expect to
- (d) following
- (e) but also
- (f) below
- (g) but still

- |   |
|---|
| (h) look forward to<br>(i) sent by<br>(j) accompanied by<br>(k) however |
|---|

## MEMO

BIMA Marketing Int  
49049 Milmont Dr.  
Fremont, CA 94538  
USA

November 25, 2006

To: All Overseas Vendors  
Re: Shipping and Quality Control Instructions

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### (SECTION A)

1. \_\_\_\_\_ is BIMA's recently revised Shipping and Quality Control Instructions which are effective 2. \_\_\_\_\_ December 1, 1995. Our intention is to cut transit time, expedite customs clearance, reduce costs and improve inventory flow.

Please read these instructions carefully. 3. \_\_\_\_\_ questions 4. \_\_\_\_\_ them should be directed to BIMA Shipping & Receiving at 510-249-9623.

#### *Shipping Instruction*

5. \_\_\_\_\_, BIMA reserves the right to assign a forwarder (carrier) to contact vendors and coordinate the shipments. The following rules should be observed:

- (1) FCL shipments: 7 days' prior notice must be given before merchandise is ready for export.
- (2) LCL shipments: 10 days' prior notice must be given before merchandise is ready for export.

A Fax Packing List & Invoice with measurements, weight, and description of merchandise must be sent to BIMA's office. We will make sure the document is appropriate for customs clearance, ask vendors to make any necessary corrections, 6. \_\_\_\_\_.

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### (SECTION B)

***Quality Control Instruction***

**Package:**

All inner boxes used should be strong enough to protect merchandise 7. scratches and 8.. Master cartons should be reshipable. When merchandise arrives at our warehouse, our warehouse employees will check its quantity and inspect only those items in defective or broken cartons. 9., we will report the situation to vendors immediately. In such cases, appropriate credit should be applied to our account.

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**(SECTION C)**

**Defective Goods:**

BIMA merchandise is packed by experienced packers using above-standard packing methods and materials approved by UPS Packaging Lab at all times.

10., we trust in your ability on quality control of merchandise overseas; 11., defective items are reported to BIMA's Customer Service by customers occasionally. Defective items not only erode BIMA's image, 12. decrease the opportunities for sales. That's the reason why it is necessary for you to share responsibility with us to take care of our valued customers.

Defective items will be reported to vendors quarterly, and a BIMA's Customer Service Form clearly explaining reasons will be 13. a quarterly report. The 14. credit rule should be applied to BIMA's account.

For example:

Defective item: XYZ123Qty.: 1 pc

Reason: Parts Missing

Cost: \$4.00                      Our Price: \$10.00

Credit applied: \$4.00 x 2 = \$8.00

$\$8.00 + \$2.75 = \$10.75$ \*\*\*\*\* final credit \*\*\*\*\*

(The cost doubles to cover duties, ocean freight, and In-bound & Out-bound inland freight; \$2.75 is the UPS charge for picking up this item at customer site)

Finally, thanks for your cooperation. We 15. maintaining a long-term partnership with valued overseas vendors like you, and to expanding our business in the future!

Respectfully,

John Wang  
Logistics Manager

## **Answers**

Question One (30%--each answer is worth 2%)

### **Section A**

1.   d      2.   i      3.   c      4.   h      5.   k    
6.   b

### **Section B**

7.   c      8.   b      9.   a

### **Section C**

10.   b      11.   k      12.   e      13.   j      14.   d    
15.   h

## Question Two ( 30% )

### Case

According to the following Purchase Order No. B2200, Innovation Stationery Supplier has arranged a shipment to the buyer Toronto Promotional Products Inc. via flight No. CX-231. ETD Shanghai is 16-11-2007, and ETA Toronto is 18-11-2007 under L/C No. TP-4602. The Master Air Waybill number is 160-2134000.

### Toronto Promotional Products Inc.

310 Meadowvale Blvd. ,Toronto, Canada

Date: 10 October, 2007

### Purchase Order

P.O. No. B2200

<b>Vendor:</b> Innovation Stationery Supplier 805, Bau-Men Road, Shanghai, China		<b>Shipped To:</b> Toronto Promotional Products Inc. 310 Meadowvale Blvd., Toronto, Canada		<b>Shipping Mark</b> <u>TPP</u> Toronto C/No.1-up Made in China	
P/No.	Description	Unit Price	Quantity	Total Amount	Latest Shipping Date
AA-01	3-in-1 Pens	US\$3.50/pc	10,000pcs.	<u>FCA Shanghai</u> US\$ 35,000	15-11-2007

Term of Delivery: FCA Shanghai, China

Payment Terms: By irrevocable, transferable, and confirmed Letter of Credit at sight in favor of Innovation Stationery Supplier, 100 Tun Hwa S. Rd., Taipei, Taiwan.

Shipment : via air freight from Shanghai, China to Toronto, Canada

Packing Method: 100pcs/inner box; 10 boxes/export carton (total 10 cartons)

N.W. 10kgs/carton; G.W. 12kgs/carton; Measurement: 3.50cuft/carton

Country of Origin: China

#### The Buyer

Toronto Promotional Products Inc.

***Nova Roscoe***

\_\_\_\_\_  
Authorized Signature

#### The Seller

Innovation Stationery Supplier

***David Lin***

\_\_\_\_\_  
Authorized Signature

Below are some of the important conditions shown on the L/C:

20 : Letter of Credit Number: TP-4602

31D: Date and Place of Expiry: November 25, 2007 Taiwan

44C: Latest Date of Shipment: November 15, 2007

47A: Additional Condition:

If documents presented do not comply with the terms and conditions of this Letter of Credit, a discrepancy fee of USD69.00 for each incorrect set of documents must be deducted from any payment made to the beneficiary under this Letter of Credit.

## Questions

- 2-1. Make a **Commercial Invoice** according to the above information and the form given. (5%)
- 2-2. Make a **Packing/Weight List** according to the above information and the form given. (5%)
- 2-3. Write a **Shipping Advice** to the buyer, **Toronto Promotional Products Inc.**, according to the above shipping information. (10%)
- 2-4. Please explain what problem the seller is likely to face when presenting the documents for negotiation under the L/C and how it can be dealt with. (10%)

### Question Two (30%)

## Answers

2-1.

### Innovation Stationery Supplier

100 Tun Hwa S. Rd., Taipei, Taiwan

### Commercial Invoice

Invoice No. ISS-072

Invoice Date: Nov. 16, 2007

Your P.O.No. B2200

Sailing Date: Nov. 16, 2007

Shipment by air via flight no. CX-231

from Shanghai, China to Toronto, Canada

for account and risk of Messrs. Toronto Promotional Products Inc., 310 Meadowvale Blvd., Toronto, Canada

Shipping Mark	P/N	Description	Quantity	Unit Price	Amount
<u>TPP</u> Toronto C/No.1-up Made in China	AA-01	3-in-1 Pens	10,000pcs	US\$3.50/pc	<u>FCA</u> <u>Shanghai</u> US\$ 35,000

Total : US\$35,000

Say Total Amount: U.S. Dollars Thirty-Five Thousand Only.

Under Letter of Credit Number: TP-4602

**Innovation Stationery Supplier**

*David Lin*

\_\_\_\_\_  
Authorized Signature

2-2.

## Innovation Stationery Supplier

100 Tun Hwa S. Rd., Taipei, Taiwan

### Packing/Weight List

Invoice No. ISS-072

Invoice Date: Nov. 16, 2007

Your P.O.No. B2200

Sailing Date: Nov. 16, 2007

Shipment by air via flight no. CX-231

from Shanghai, China to Toronto, Canada

for account and risk of Messrs. Toronto Promotional Products Inc., 310 Meadowvale Blvd., Toronto, Canada

C/ No.	Description	Quantity	N.W.	G.W.	Measurement
1-10	AA-01 3-in-1 pens	@1,000pcs 10,000pcs.	@10 kgs 100 kgs	@12 kgs. 120 kgs.	@3.5 cuft 35 cuft.

SAY TOTAL TEN (10) CARTONS.

COUNTRY OF ORIGIN: CHINA.

Under Letter of Credit Number: TP-4602

SHIPPING MARK:

TPP

Toronto

C/No.1-up

Made in China

**Innovation Stationery Supplier**

*David Lin*

\_\_\_\_\_  
Authorized Signature

2-3.

Dear Nova,

November 17, 2007

**Subject: Shipping Advice**

We are pleased to inform you that we have shipped the following goods to you:

P/O No. B2200

L/C No. TP-4602

Invoice No. ISS-072

Description of Goods: 10,000pcs of AA-01 3-in-1 pens.

Total Amount: US\$35,000

Total G. W.: 120 kgs. (10 cartons) , Measurement: 35 cuft.

Shipped via flight no. CX-231

ETD Shanghai on 16-11-2007

ETA Toronto on 18-11-2007

MAWB No: 160-2134000

We hope the above goods will arrive in good condition, and we are sorry for any delays. In the meantime, we would appreciate it if you would kindly amend the L/C by SWIFT to extend the latest shipping date to November 20, 2007 and the expiry date to November 30, 2007.

Best regards,

David Lin

2-4.

(1) Due to the delay in shipment, the seller (the beneficiary of the L/C) faces the possibility that the issuing bank refuses to pay against the discrepant documents eventually, or, if it accepts the negotiation, the seller will have to pay a discrepancy fee for the incorrect documents.

**<Another answer>**

Due to the delay in shipment, the bank might not pay or will deduct a discrepancy fee from the beneficiary's account for the incorrect documents.

(2) For the sake of safety, the seller (the beneficiary of the L/C) had better ask the buyer (the applicant of the L/C) to amend the L/C by SWIFT to extend the latest shipping date and the expiry date according to the actual shipping date.

## Question Three (40%)

### Case

Saint Ye Industrial Co., Ltd. is a manufacturer of DC motors in Taiwan. Saint Ye has exported over 20,000 pcs to a Hong Kong OEM maker called New Creation, who in turn exported them to a UK company called Remote Controlled Lighting Co., Ltd.

Recently, Saint Ye received the following e-mail message from the UK company. Meanwhile, the Hong Kong maker also returned 100 allegedly defective motors to Saint Ye.

Dear Mr. Wang:

I am the Managing Director of Remote Controlled Lighting Ltd. Our manufacturing partner in Hong Kong, New Creation Technology, Ltd., has purchased 20,000 motors from Saint Ye for use in our remote-controlled lights. They are of Ra-02 type with a ratio of 360:1.

We now need to purchase 10,000 motors for future production and we would like to order from Saint Ye but we have been forced to consider other suppliers for four reasons:

#### **1. Poor Quality**

Approximately 1,200 motors from the original batch of 20,000 have failed our QC tests. The failures relate to the gearbox.

In some motors the gearbox was OK but the screws holding it onto the motor were loose. These we can repair.

The quality of the gearbox, especially the final steel gear wheel, was very poor. I have sent samples to New Creation for you to see. This defect has two effects on our products: it makes them noisy and the motion is jerky. In extreme cases the gearbox will rotate only in one direction.

This is our most important complaint. It will be impossible for us to continue to use your motors if you cannot improve your QC.

#### **2. Refusal To Pay Shipping Costs For Returns/ Replacements**

If you ship us defective motors and we need you to replace them, you must agree to pay the shipping costs.

#### **3. Refusal to replace/ repair defective motors and durability issues**

Eric Tang at New Creation, who is dealing with our purchases from you, has told me that Saint Ye has refused to repair/ replace some of the motors that we have shipped back (at our expense) because they have been used.

In fact, most of these motors are unused, and those that have been installed in lights have been run only for our QC tests before the motors were found to be defective.

My biggest worry about this is that you seem to think that any motor that has been installed and used for a short time will show the same symptoms as one that has been badly made.

What is the anticipated mean time before failure (MTBF) for your motors?

#### **4. Communication**

Eric Tang has told me that your staff do not communicate effectively with him. He needs to know whom he can call/ email for effective communication with your company.

### **The Future**

Our company is growing. We will need 10,000 motors this year and probably 20,000 next year. We need to find a motor manufacturer who can supply us with reliable motors. We don't want to move to another manufacturer but we will do so if you cannot reassure us on the points listed in this email.

With best wishes,

Andrew Ruston

Managing Director

Remote-Controlled Lighting, Ltd.

Saint Ye's QA Manager inspected and tested the returned motors, finding only 10 motors that were really defective. Of the rest of the motors, 60 were acceptable in terms of noise, while 20 had been used for a substantial period of time under heavy loads; 10 had problems caused by the use of screws that were too short.

Saint Ye has documented the inspection of the 100 motors and issued a report of its findings.

Mr. Wang at Saint Ye has been transferred to the engineering department. Miss Yeh will take his place. Meanwhile, Mr. Jim Chiu, the Sales Manager, has promised that Saint Ye will replace the defective motors. In addition, a full inspection will be made before shipping, and the shipment will be accompanied by a Certificate of Inspection. Based on engineering tests, the average life of geared motors is over 300 hours.

### **Question**

3-1. Please reply for Mr. Jim Chiu to the above claim e-mail in response to each of the four reasons for the claim and the buyer's comments on the future business. (40%)

### **Question Three (40%)**

#### **Answer**

3-1.

Dear Mr. Ruston,

As the Sales Manager of Saint Ye, I would like to thank you for your e-mail concerning the quality of our geared motor Ra-02 type ratio 360:1, and assure you that I will do my best to address your concerns, which I list and discuss below.

#### **1. Poor Quality**

As to quality issue of the geared motors, I acknowledge receipt of the 100 geared motors from

New Creation. We have finished inspecting them all. Our laboratory reports that only 10 are actually defective. Of the 100 motors returned, 60 were reported to have an acceptable level of noise. Therefore, I must ask what dBa you deem unacceptable. Usually we set 60 dBa as our upper limit of unacceptable noise.

We regret to say that 20 motors were found to have been used for a period of time, and their malfunctioning was a result of being run at a prohibitively high level of torque. As you are aware, our upper limit is 5 kg-cm, so we assume that your tests must have required higher torque. As for the remaining 10 motors, we have sent geared motor samples to New Creation with longer screws for their approval, which we have received. Consequently, you will not have a problem with loosening in the future.

We can assure you of our improved quality in future shipments. Full quality inspections will be made, and in future shipments we shall enclose the necessary Certificate of Inspection with a data sheet for you.

## 2. Payment of shipping costs/replacement

It is our duty to replace defective goods. We would never avoid our obligations to our customers. If there has been any misunderstanding between Eric and Joe, please accept my sincere apologies.

## 3. Repair and durability issues

As I have stressed above, we shall take full responsibility for repairs and replacements if we are responsible for defects.

However, the geared motors must be operated under the working conditions set forth in our catalog, or malfunctions will be inevitable.

## 4. Communication

Once more please accept my hearty apologies for any miscommunication with Eric Tang. We have decided to appoint Miss Yeh as your new contact. In the future she will be glad to furnish you with the best service. Of course, you can also have me informed of important developments.

## The Future

We see the success and growth of our customers as integral to our own, so we will make every effort to offer Remote Control top-notch products and service. Our firm has a strong interest in close cooperation with you and New Creation in penetrating the growing market.

Yours respectfully,

Jim Chiu  
Saint Ye Industrial Co., Ltd.