

L/C		<p>specified offers</p> <p>follow-up offers inf. on increase in price counter offers</p>	<p>catalogues, price lists discounts, terms of payment, references, general terms and conditions, samples, quantities, means of transport, period for delivery, quotation and offer, tender notice</p>
orders	SAD	orders	<p>quality, price, period for delivery, packing, marking, means of transport, terms of payment, means of payment, credit lines, references, insurance, import licence, court</p>
business trip	personal letters	<p>agencies, demonstrations, calls references</p> <p>hotel accommodation hotel confirmation refusals letters to travel agency letters of travel agencies corr. hotel – travel agency fairs fairs</p>	<p>giving reference explaining the purpose ask for support reciprocate the favour</p> <p>application for stands correspondence with fair organisers</p>
		<p>receiving letters reference to letters request for confirmation apology offer to ...</p> <p>memos</p> <p>telexes</p>	<p>visit of service engineer sending of copies holiday closure invitation to fair stand subscribe to a newspaper acknowledge receipt of letter</p> <p>internal memos</p> <p>usual abbreviations</p>
	despatch advice	shipping documents	<p>commercial invoice, consular invoice, insurance policy, B/L, waybill, customs declaration, certificate</p>

		packaging types of containers	of origin, etc. fragile, glass, etc., seaworthy packing boxes, crates, tins, flasks, cartons, barrels, drums, sacks, container
	payment	B/E terms of payment means of payment L/C	draft and acceptance refusal endorsement domiciled bills discounting a bill prolongation cashing and honouring protesting a bill cash discount and discount CWO, COD, credit line net prices D/P D/A VAT debit note, credit note cash (coins, notes) cheque, uncrossed cheque, crossed cheque, money order, B/E remittances credit cards revocable, irrevocable, confirmed
	confirmation of receipt of payment		part payment, balancing complaints (unearned discount etc.)
	delays in payment	hidden reminder balancing the remainder reminder urgent reminder final reminder letter to solicitor	terms of payment, balancing the difference
	banking	letters to banks	opening and closing an account (wire/cable/telegraphic) transfers, remittance, standing orders, direct

		<p>letters of banks</p> <p>banking</p> <p>bank service</p>	<p>debit, stop a cheque, give a proxy, application for loans statements of account opening an L/C shipping documents securities (shares etc.) loans</p> <p>central banks bank services currencies devaluation, evaluation convertible, unconvertible</p> <p>money exchange accounts credit enquiries</p> <p>loans leasing factoring</p>
balance of payments		<p>elements aktive and passive GDP balance of current transactions (Leistungsbilanz)</p>	<p>surplus and adverse balance of trade</p> <p>balance of trade balance of servicing balance of current transactions</p> <p>visible and invisible trade</p>
stock exchange		<p>stocks and commodities boom and recession</p>	<p>bonds, shares, obligations</p>
	credit inquiries	<p>sources</p>	<p>reasons, details, no responsibility, discretion details: type of company, financial standing, turnover, creditworthiness, payment record</p> <p>business friends banks credit agencies chamber of commerce consulates</p>
	complaints and adjustments	<p>reasons for complaints</p>	<p>inferior quality, not according to sample, wrong goods, discrepancies, d. in price, damages, late</p>

		adjustments	delivery compensation, reduction, change, refusal investigations letters of apology compromise, granting, refusing
	replies to reminders	reasons for delay in payment request for respite answers to above	
	forwarding	letters to forwarders letters of forwarders duties of the forwarders liabilities of forwarders	voyage charter, time charter, freight rates, terms, orders, despatch advice, complaints see above group / consolidate provide containers seaworthy packing
	import – export	agency import – export licences, joint ventures, co- operations	contacts, facilities, experience, market situation, references, commission orders, indents sales, consignment goods
	market research		purposes means and mediums parts
agency and distribution		sectors of industry distribution service sector export business industrialised countries, developing countries	primary, secondary and tertiary sector import, export, transit, wholesalers, retailers forwarding, banking, insurance, marketing chamber of commerce consulates DIHT EU IMF GATT International Chamber

			<p>of Commerce Paris</p> <p>supervisory board strike lockout wage negotiations worker participation workers' associations</p> <p>agents commission agents distributors consignment agents broker del credere agents</p>
co-operation joint-ventures licensing			franchising licensing
foreign branches and subsidiaries			
insurance	insurance	<p>letters to insurance companies letters from insurance companies</p> <p>types</p>	<p>inquiries, policy, damage reports see above</p> <p>theft export fire transport liability of manufacturer health accident pension</p> <p>Lloyds</p> <p>marine insurance</p>
	taxes		<p>direct/indirect</p> <p>corporal tax</p> <p>VAT levies (import, customs)</p>
	letters of recommendation		<p>recommending a person purpose of visits offer reciprocate favours</p>