MINISTRY OF INDUSTRY AND TRADE
COLLEGE OF COMMERCE
DEPARTMENT OF ENGLISH

INTERNSHIP REPORT

USING ENGLISH IN IMPORT–EXPORT ACTIVITIES AT DUNG QUAT PORT LOGISTICS AND MARITIME SERVICE ONE-MEMBER LIMITED LIABILITY COMPANY

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Class : **17TM6.1**

Da Nang, December 2025

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ACKNOWLEDGMENT

During my internship at Dung Quat Port Logistics and Maritime Services Company Limited in Dung Quat Economic Zone, I learned many useful things that I could not fully imagine when I was in class. This is not a very long period of time, but it is enough for me to understand a real working environment, especially the field of Import-Export - Logistics that I am studying.

I would like to thank the Board of Directors of the company and especially the staff of the Import-Export Department for their enthusiastic guidance and instruction from small tasks such as writing emails in English, reviewing documents, tracking containers, to big tasks such as checking shipments, coordinating with customs... I would also like to thank Ms. Tran Ngoc Du for her guidance and support during the process of completing this internship report.

Yours sincerely,

Da Nang, December 2025

Student

Luong Tran Hong Thao

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CHAPTER I: OVERVIEW OF DUNG QUAT PORT LOGISTICS AND MARITIME SERVICE ONE-MEMBER LIMITED LIABILITY COMPANY

1.1. Overview of the Company

1.1.1. General information about the company:

Dung Quat Port Logistics and Maritime Services Company Limited was established and operates in Dung Quat Economic Zone - Quang Ngai. This is one of the largest economic zones in the Central region, where many heavy factories are concentrated such as: Hoa Phat Dung Quat, Doosan Vina, Dung Quat Oil Refinery, seaport, mechanical, electricity and logistics companies. Therefore, the demand for machinery, industrial equipment, technical materials and import-export services is very large. My company practices in the field of supplying industrial machinery and equipment and always carries out import activities for the products that the company trades. In fact, most industrial equipment is imported from foreign countries such as Japan, Korea, China, Germany... so the company must have its own Import-Export department to handle: documents, ship booking, international payment, checking Invoice - Packing List - B/L, contacting forwarders and customs. This is also the reason I was assigned to do an internship in this department.

During my time working at Dung Quat, I felt that the environment here is quite special compared to other places. The company is located near the industrial park, near the port, near the warehouses, so everything happens very quickly, urgently, and there are many unexpected real-life factors. This helps me have many experiences that cannot be learned from books.

1.1.2. History and development:

Dung Quat Port Logistics and Maritime Services Company Limited was established on December 27, 2023, and is a relatively new enterprise in Dung Quat Economic Zone - Quang Ngai. Although it has not been in operation for long, the company was established based on the actual market demand for machinery, industrial equipment and material import services for factories in the area.

Right from the beginning, the company has oriented its operations according to the import-export trade - service model, focusing on importing industrial equipment from many Asian markets such as China, Korea and Japan to supply to businesses operating in the Dung Quat area. This is an area with many large industrial projects, so the demand for materials and equipment is always stable and increases steadily every quarter.

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Formation phase (late 2023 – early 2024):

Since it has just been established, the company focuses on completing:

- Legal documents
- Registering tax code
- Opening a bank account
- Completing the initial human resource structure
- Setting up warehouses and offices

At the same time, the company begins to approach foreign suppliers to build a portfolio of key imported products such as: motors, industrial pumps, electrical equipment, mechanical supplies and spare parts.

Operational stabilization phase (2024)

2024 is an important year, marking the company:

- Implementing the first import shipments
- Signing contracts to supply materials to customers in industrial parks
- Establishing an Import-Export department to directly process documents and work with forwarders
- Establishing relationships with shipping lines and shipping agents in Vietnam
- Starting to book, send SI, check draft B/L and handle customs procedures.

Although it is a new business, thanks to operating in a market with high demand, the company quickly approached customers and received a stable number of orders.

Development stage (late 2024 - 2025):

By the time of my internship, the company had:

- Had a stable network of foreign suppliers
- Familiar with the import - customs clearance - delivery process
- Built a document control system (Invoice - PL - B/L - C/O)
- Long-term cooperation with forwarders to ensure ship slots and stable schedules
- Improve internal workflow, especially English email processing and document storage

Although the scale is still small, the company develops in a safe - secure - service quality-focused direction, helping customers feel completely secure when ordering imported equipment through the company.

Orientation in the coming time

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The company sets goals:

- Expand the imported equipment portfolio
- Increase the number of imported shipments per quarter
- Build a more professional import-export team
- Apply additional software to manage warehouses and documents
- Create long-term relationships with many shipping lines on the Asian route

Although the company is still young, it has created a good foundation and promises to develop more strongly in the coming years.

1.1.3. Main business activities and services:

Although the company was established at the end of 2023, its orientation from the beginning was to operate in the field of trade - technical services - import and export of industrial equipment. The company provides many product groups and services directly serving factories in Dung Quat Economic Zone. Main activities include:

1. Import of industrial machinery and equipment:

This is the core business area. The company imports equipment such as:

- Electric motors, industrial pumps, air compressors
- Mechanical - hydraulic - pneumatic equipment
- Industrial electrical equipment (MCB, MCCB, contactor, relay ...)
- Spare parts for production lines
- Equipment used in steel, chemical, mechanical, oil and gas factories

Most of the goods come from China, Japan, Korea and some European manufacturers.

2. Distribution and wholesale of equipment for industrial zones:

The company supplies equipment for:

- Steel mills
- Mechanical workshops
- Processing plants
- Refinery and petrochemical systems
- Construction companies – EPC
- Port service companies

Thanks to its location near the economic zone, the company is able to respond quickly to demand with low transportation costs.

3. Logistics services – import-related documents:

Because customers in industrial zones often require fast delivery, the company also supports:

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- Making ship bookings
- Sending Shipping Instructions (SI)
- Checking and editing Draft B/L
- Preparing customs declaration documents
- Contacting forwarders, shipping lines and depots
- Receiving and delivering goods at ports/warehouses

Although not a pure logistics company, the company still provides internal services to help the import process run smoothly.

4. Technical advice - equipment selection support:

The company not only sells equipment but also:

- Advice on suitable motor types
- Support in selecting pumps according to flow/pressure
- Instructions for reading datasheets
- Advice on replacing imported spare parts for old production lines

Therefore, customers save time searching and make purchasing decisions easily.

5. After-sales support:

Including:

- Equipment warranty and maintenance
- Support for error checking
- Return if the product does not meet specifications
- Rapid technical support if the production line has problems.

Figure 1. Overview of Dung Quat Port and vessel operation area.



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1.1.4. Business Performance and Contributions to the Port/Industrial Area:

Although it was only established at the end of 2023, the company has achieved quite positive results in its first year of operation and has made certain contributions to the development of the Dung Quat region.

1. Business Performance:

Stable order growth

2024 is the first year the company is fully operational, but the number of orders for imported equipment and spare parts has increased steadily each quarter. This comes from:

- High demand from factories in the region
- Faster delivery times because the company closely follows the import schedule
- Equipment quality meets technical requirements

The company has successfully handled many of the first imported shipments such as motors, pumps, electrical equipment and spare parts.

Import process is increasingly improved

During operation, the company:

- Standardize document checking process (Invoice – PL – B/L)
- Shorten order – customs clearance time
- Build internal import-export process manual
- Establish relationships with many forwarders to ensure ship slots

This helps reduce risks and limit delays in delivery.

Expand the number of international suppliers

The company is currently working with:

- Chinese Suppliers (main)
- Korean Manufacturers
- Some small manufacturers in Japan and EU.

Diversifying supply sources helps the company be more flexible and better meet customer needs

2. Contributions to the Port and Industrial Zone:

Supporting the equipment supply chain for factories

The company helps to quickly provide equipment and materials for:

- Heavy factories
- Steel factories
- Oil refineries
- Mechanical manufacturing systems

- Construction projects in economic zones

The imported equipment that the company provides helps to ensure:

- Uninterrupted production processes
- Stable operation of production lines
- Construction and repair projects are carried out on schedule

Creating demand for transportation and port services

Although not a logistics company, the company's import activities have:

- Created more demand for Dung Quat port
- Increased cargo volume through forwarders in the region
- Increased demand for domestic transportation (trucking)
- Indirectly supported warehousing and container depot services

Contributed to tax revenue

Through each imported shipment Import, the company performs:

- Import tax
- VAT
- Port fees and charges

→ These are all sources of revenue for the Dung Quat Economic Zone budget.

Create job opportunities

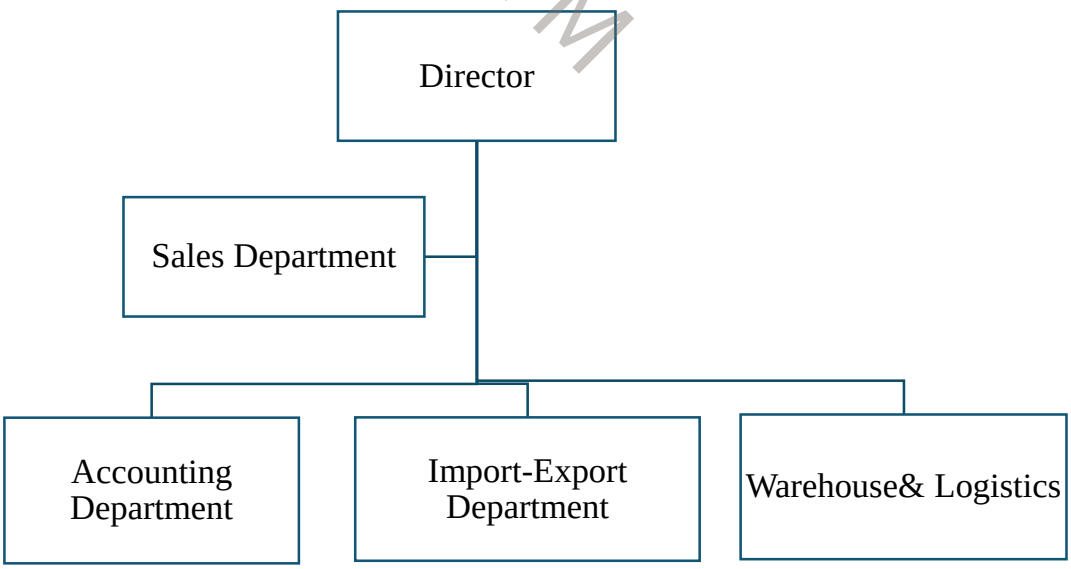
Although the scale is not large, the company has:

- Recruited import-export staff
- Recruited interns (like me and many others)
- Created a learning and practical environment for students in the region

1.1.5. Organizational structure of the Import-Export Department.

1.1.5.1. Organizational chart.

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1.1.5.2. Duties and functions of each position:

Although the company's Import-Export Department is not too large, it is scientifically organized, each position undertakes specific tasks. Because the company is newly established, the number of employees is not large, so the positions often support each other in some stages of the import process. Below is a detailed description of the duties of each position:

1. Import-Export Manager:

Functions:

- In charge of all import-export activities of the company.
- Coordinate personnel, divide work for each employee.
- Be the final decision maker when handling documents or arising incidents.

Duties:

- Check and approve all Invoices - Packing Lists - B/Ls before sending.
- Work with foreign suppliers when it is necessary to confirm contract terms.
- Resolve arising problems: incorrect documents, delayed ships, arising fees, disputed goods.
- Monitor the progress of large shipments and support staff when encountering difficulties.
- Be the focal point for working with Customs in cases requiring clarification or red lines.

2. Import–Export Executive (Import–Export staff – documents):

This is the main position in the Import–Export department, in charge of both documents and work related to international transactions.

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Functions:

- Manage commercial documents.
- Communicate in English with suppliers – shipping lines – forwarders.
- Coordinate logistics and customs.

Duties:

- Email suppliers to receive quotes, confirm orders, request technical documents.
- Prepare and send Shipping Instructions (SI).
- Check Draft B/L, request corrections if there are errors.
- Monitor ship progress: ETD, ETA, transshipment.
- Prepare customs declaration documents (Invoice, PL, B/L, goods description…).
- Contact forwarder to receive D/O and related transport documents.
- Store documents in the company's internal file system.
- Support Sales department on delivery time and logistics costs.

3. Logistics Coordinator (Logistics staff – transportation coordination):

Functions:

- Coordinate containers/trucks and manage receiving and delivery activities.

Duties:

- Contact depot/port to inquire about empty container status.
- Arrange trucks to pick up goods at the port.
- Monitor the process of receiving goods, storage, free DEM/DET time.
- Support checking goods when goods arrive at the warehouse.
- Report delivery status to the Import-Export and Sales departments.

4. Customs Clearance Assistant (Customs declaration support):

Functions:

- Support preparing customs clearance documents.

Duties:

- Scan - check documents before submitting the declaration.
- Send the set of documents to the customs declaration unit.
- Monitor the declaration flow: green - yellow - red.
- Provide additional documents when requested by customs.
- Coordinate with the warehouse when there is a physical inspection of goods.

5. Warehouse & Delivery Staff

Functions:

- Receiving – counting – storing imported goods.

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Duties:

- Receiving goods from the port or from the transport vehicle.
- Checking quantity with Packing List.
- Storing and arranging the location of imported goods.
- Preparing goods for delivery to customers according to the coordination order.
- Supporting taking photos of packages to keep documents.

6. Intern (intern - my position):

Functions:

- Supporting basic tasks and learning practical import-export procedures.

Duties:

- Compose simple English emails according to instructions.
- Checking and comparing Invoice – PL – B/L.
- Tracking ship schedules, updating progress to the staff in charge.
- Scanning – saving – naming files according to the department's system.
- Supporting the preparation of customs documents.
- Supporting the warehouse when counting imported goods.

1.2. Internship objectives:

During my internship at the company's Import-Export department, I set many specific goals to improve my professional knowledge, English skills and practical working ability. Because I used to study theory in class, being able to directly prepare documents, write emails, communicate with suppliers and track shipments is an important opportunity for me to improve myself.

Below are the main internship goals that I am aiming for:

1.2.1. Applying English in daily import-export communication:

My first goal is to use English more at work. Import-Export work involves frequent contact with foreign suppliers, shipping lines and forwarders, so English is required very highly. I want to:

- Practice writing concise, clear emails according to business standards.
- Get familiar with specialized terms such as ETD, ETA, cargo readiness, draft B/L, amendment...
- Understand and answer basic technical questions from suppliers.
- Communicate more confidently when discussing documents and shipping schedules.

Thereby, I hope to improve my English reflexes in a real-life environment, not just in the classroom.

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1.2.2. Using English to exchange information with partners and shipping companies:

My next goal is to know how to work with international partners via email. The content I want to practice includes:

- Asking and confirming quotes.
- Discussing technical specifications of goods.
- Asking about booking status, cut-off time, empty containers.
- Sending Shipping Instructions according to the shipping line's requirements.
- Working with forwarders when needing to correct Draft B/L or supplement documents.

Communicating in English with many parties helps me better understand the actual import process and improve my professional communication skills.

1.2.3. Practicing document translation and handling import-export files:

One of my important goals is to master the types of import-export documents. I want to:

- Know how to translate product descriptions in Invoice and Packing List.
- Translate technical specifications in catalogs and datasheets.
- Check the consistency between Invoice – PL – B/L.
- Understand the structure of Bill of Lading to detect errors.
- Practice handling common errors such as: wrong seal, wrong weight, wrong product description, wrong consignee name.

This goal helps me get familiar with the document stage - the most important part of import-export work.

1.2.4. Enhancing understanding of customs procedures and declaration systems:

Because this is practical knowledge that is difficult to grasp if only studying theory, I set the following goals:

-Understand the customs declaration process in Vietnam.
- Know the documents needed to clear an imported shipment.
- Understand the difference between green - yellow - red lanes.
- Understand the Customs document checking mechanism.
- Know how to read basic HS codes to understand import tax rates.
- Observe and support your colleagues in explaining when the declaration is requested to supplement documents.

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This goal helps me have a realistic view of the customs clearance process - a mandatory part when working in the import-export profession.

1.2.5. Strengthening communication and negotiation skills:

During my internship, I want to improve my soft skills, especially:

- Communicating with many stakeholders (supplier, forwarder, sales, warehouse…).
- Negotiating amendment fees or local charges when necessary.
- Presenting problems clearly and reasonably to get support from partners.
- Learning how to solve arising situations such as incorrect documents, delayed ships, lack of empty containers.

Negotiation skills in English will be very important if I work officially in the industry in the future.

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CHAPTER II: USING ENGLISH IN THE IMPORT–EXPORT PROCESS:

2.1. Using English in daily import–export operations:

2.1.1. Communicating with foreign customers, forwarders, and carriers:

During daily communication with suppliers and logistics partners, English is used to exchange product information, confirm quotations, discuss technical specifications, and coordinate shipping schedules. Some typical situations include receiving incomplete product data, receiving updated vessel schedules, or being informed of missing information in the shipping documents.

Situations I encounter include:

• Supplier sends product information with missing details:

+ Could you please provide the full product specification?

+ Kindly send us the updated catalogue for verification.

+ The information is incomplete; please supplement the missing details.

• Forwarder reports changes in shipping schedule:

+ The vessel schedule has been revised.

+ ETD/ETA has changed due to port congestion.

+ The new arrival time is updated as follows.

• Shipping line sends missing information, for example missing seal number or wrong port of destination:

Phrases used when the shipping line sends missing or incomplete information.

- During the internship, there were several cases where the shipping line sent incomplete information such as missing container numbers, missing seal numbers, incorrect vessel details, or incomplete B/L drafts. The following phrases were used to request clarification or additional details:

+ Sample sentence 1:

“Some information from the shipping line is missing. Could you please resend the complete details?”

+ Sample sentence 2:

“The container number and seal number were not included in the previous email. Kindly provide the missing information.”

+ Sample sentence 3:

“The draft B/L is incomplete. Please check with the shipping line and send the full version for verification.”

Thanks to these jobs, I learned how to communicate concisely, clearly and handle situations when information between parties is not consistent.

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2.1.2. Using English in writing and responding to business emails:

Email is the primary communication tool in the Import–Export Department. English is used to request commercial documents, clarify unclear information, correct discrepancies, and coordinate shipment details. Common expressions and email patterns applied during the process include the following:

1. Expressions commonly used in business emails:

Expressions for requesting a commercial invoice

"Please issue the commercial invoice for PO No. […]."

+ "Kindly revise the invoice due to incorrect quantity."

+ The HS code is missing; please update the invoice accordingly."

2. Expressions for clarifying missing or unclear information:

+ "The provided information is incomplete. Kindly clarify the following points."

+ "Please provide the production completion time for documentation purposes."

+ "Kindly confirm whether the provided details are final."

3. Expressions for reporting document discrepancies:

+ "There is a discrepancy between the Invoice and Packing List."

+ "The seal number on the draft B/L is incorrect."

+ "Please resend the corrected document at your earliest convenience."

The supplier responded with insufficient information about the production completion time:

Subject: Request for Clarification and Document Update

Dear Sir/Madam,

This email is sent regarding the documents for Purchase Order No. […].

During the review process, several issues were identified as follows:

• The HS code is missing from the Invoice.

• The weight on the Packing List does not match the Invoice.

• The draft B/L shows an incorrect POD.

Kindly revise the documents and provide the updated versions at your earliest convenience.

Please also confirm the production completion date so that the declaration file can be prepared accordingly.

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Thank you for your cooperation. Best regards, [Name]

- "This email is sent regarding…" → opening phrase to state the purpose.

- "Several issues were identified as follows:" → used to list errors.

- "Kindly revise the documents…" → requests revisions.

- "Please confirm the production completion date…" → requests information.

- "At your earliest convenience" → a polite phrase for a quick request.

English email communication is essential in the Import–Export Department for requesting invoices, clarifying unclear information, and correcting document discrepancies. Various expressions such as "Please issue the commercial invoice for PO No. […]" or "Kindly revise the invoice due to incorrect quantity" are applied when working with suppliers. Key invoice elements including HS code, unit price, quantity, and product description must be checked carefully before forwarding documents to the logistics partner. When errors occur, phrases such as "There is a discrepancy between the Invoice and Packing List" or "Please resend the corrected document" are used to ensure accuracy and avoid delays in customs processing. Samples of email templates for requesting invoices, clarifying missing information, and amending documentation are also frequently applied in daily operations.

2.1.3. Translating and preparing commercial documents:

During the internship, tasks included checking and translating several commercial documents such as the Commercial Invoice, Packing List, Bill of Lading, sales contract and technical documents. These documents must be reviewed carefully to ensure consistency before being sent to the forwarder or used for customs declaration. Below are actual document samples and English expressions used when checking and translating them.

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Carbonmall Coal Trading - FZCO
Registration Number: DSO-FZCO-26784
License Number: 28689
DSO-IFZA, Dubai Digital Park – Building A1, Dubai Silicon Oasis, Dubai, UAE

INVOICE № CM.TCM.03-002
Dated 28 December 2023

Bill to:

TECHCOM MINERAL TRADING COMPANY LIMITED
No. 20, Lot A, Nghia Do-Dich Vong Urban Area, Dich Vong Ward,
Cau Giay District, Hanoi, Vietnam
Attn.: Mr. Nguyen Danh Hao, Director

Delivery terms: CIF (Incoterms 2020) Cam Pha Port, Vietnam
Vessel name: MV GREAT WENKAI
Bill of Lading: 02 dated 28.12.2023
Port of Loading: PORT VOSTOCHNY, RUSSIAN FEDERATION
Port of Discharge: Cam Pha Port, Vietnam

INVOICE

№	DESCRIPTION OF GOODS	UNIT	QUANTITY	PRICE USD per mt	AMOUNT USD
1	Concentrate of coking coal, ZH 0-50 mm	Metric tonnes	17,700.00	195.00	3,451,500.00
	Price and quantity adjustment in accordance with item 2 – Paragraph IV, Delivery contract no. CM.TCM..03				
	Volatile matter (DB) (reducing 1$ for 1% exceeding 33%), actual 33.5%			0.5	
	Ash content (DB) (reducing 1$ for 1% exceeding 9%), actual 10.5%			1.5	
	Total moisture (ARB) (reducing weight 1% for 1% exceeding 8%), actual 10.3%		407.10		
	Quantity after adjustment		***17,292.90***		
	FINAL UNIT PRICE IN USD			193.00	
				TOTAL PRICE	**3,337,529.70**
				Payment 1 70%	**2,336,270.79**
				Payment 2 30%	**1,001,258.91**

VAT % 0.00 USD
PAID USD
TOTAL AMOUNT TO PAY **3,337,529.70** **USD**

Payment is made in Russian rubles by two transfers at the exchange rate of Vietnam Russian Bank (https://vrbank.com.vn) on the payment date.

BENEFICIARY: CARBONMALL COAL TRADING FZCO
INN 9909642788 KPP 784287001
ADDRESS: DSO-IFZA, Dubai Digital Park – Building A1, Dubai Silicon Oasis, Dubai, UAE
ACCOUNT (RUB): 40 807 810 702 100 006 417
BENEFICIARY'S BANK: JOINT STOCK COMPANY BBR BANK
BEN. BANK ADDRESS: 121099, 1 Nikoloschepovskiy Per., 6, Str. 1, Moscow, Russia
SWIFT: BADJRUMMXXX

CORRESPONDENT BANK ACCOUNT (RUB): 30101810745250000769
in GU of the Bank of Russia by CFO
BIC 044525769

Signed for and on behalf of
Carbonmall Coal Trading - FZCO

Mr. Anzor Mamrashi
Manager

License No: 28689
DUBAI - U.A.E.
CARBONMALL COAL TRADING - FZCO

Carbonmall
Coal Trading

Figure 2. Sample of a Commercial Invoice:

A. Sample documents used during document checking:

1. Sample Commercial Invoice:

COMMERCIAL INVOICE
Invoice No.: INV-2025-118
Exporter: ABC Machinery Co., Ltd
Consignee: Dung Quat Industrial Co.
Description of Goods: Mechanical equipment
Quantity: 10 units
Unit Price: USD 850
Total Amount: USD 8,500
HS Code: 8479.89
Incoterms: CIF Dung Quat
Payment Terms: T/T 30% advance – 70% before shipment.

- Expressions used while checking invoices:

+ **"**Please verify whether the unit price matches the Purchase Order."

→ Meaning: ensuring that PO and invoice prices are consistent.

+ "There is a discrepancy in total amount due to miscalculation."

→ Meaning: the total price must be corrected.

+ "The HS code is incorrect. Kindly update according to product specifications."

→ Meaning: the customs classification must be accurate.

2. Sample Packing List:

PACKING LIST
PL No.: PL-2025-118
Total Packages: 04 wooden crates
Gross Weight: 580 kg
Net Weight: 550 kg
Measurement: 2.4 CBM
Details:
1 crate – Equipment A – 150 kg
1 crate – Equipment B – 130 kg
2 crates – Spare parts – 270 kg total

- Expressions used while checking packing lists

+ "Gross weight on the PL does not match the Invoice."

→ Meaning: weight must be consistent across documents.

+ “Please update the number of packages to avoid issues during customs clearance.”

→ Meaning: package count affects declaration accuracy.

+ “Measurement details are missing. Kindly complete the CBM information.”

→ Meaning: CBM affects freight cost and customs.

3. Sample Bill of Lading:

BILL OF LADING
B/L No.: CMAQNA25670
Shipper: ABC Machinery
Consignee: Dung Quat Industrial Co.
Vessel: MV Harmony Sun
POL: Shanghai
POD: Dung Quat
Container No.: TCNU4587123
Seal No.: ENX402817
Cargo: Mechanical Equipment – 10 units

- Expressions used when checking the B/L

+ “The seal number on the draft B/L is incorrect; please request amendment.”

→ Meaning: correcting seal number is crucial for customs.

+ “Container number must match the Packing List and booking confirmation.”

→ Meaning: container details must align.

+ “Kindly resend the full draft B/L for verification before final issuance.”

→ Meaning: always cross-check before issue.

4. Sample Sales Contract:

SALES CONTRACT
Contract No.: SC-2025-45
Product: Mechanical Equipment
Quantity: 10 units
Total Value: USD 8,500
Delivery: CIF Dung Quat – within 20–25 days
Warranty: 12 months
Payment Terms: T/T

- Expressions used when translating contract clauses:

+ “The goods shall comply with the manufacturer’s standard specifications.”
→ Meaning: goods must follow original factory standards.

+ “Warranty period shall be 12 months from delivery date.”
→ Meaning: standard contract warranty clause.

+ “This contract becomes valid upon signatures of both parties.”
→ Meaning: contract only effective when both sides sign.

B. Tasks performed when checking and translating commercial documents:

- Check the description of goods between Invoice and Packing List to ensure they match.

➤ Expression used:
“The product description is inconsistent between documents; please correct it.”
→ Meaning: descriptions must match.

- Check the weight, number of packages, units of measurement and delivery conditions.

➤ Expression used:
“Please confirm the correct gross and net weight for customs declaration.”

- Check B/L to avoid errors in container number, seal number, ship name, POL, POD.

➤ Expression used:
“Container and seal numbers are required for final confirmation.”

- Translate the description of goods, product code and technical specifications to send to the customs clearance department.

➤ Expression used:
“Technical descriptions must be translated accurately to avoid misclassification.”

Actual situation:

A shipment of mechanical equipment once had a Packing List showing incorrect weight compared to the Invoice. The inconsistency required correction from the supplier. To handle the situation, the following expressions were used:

+ “There is a weight discrepancy between the Invoice and the Packing List.”

+ “Kindly update the Packing List to ensure accurate customs declaration.”

+ “Please resend the corrected document as soon as possible.”

These expressions helped ensure that all commercial documents were aligned before being forwarded for customs procedures.

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2.1.4. Applying English in customs declaration and shipment coordination:

Customs declaration is an essential step in import–export operations. English is used to read, verify, and translate information from documents such as the Invoice, Packing List, Bill of Lading, and Certificate of Origin before submitting them to the forwarder or customs broker. To ensure accurate declaration, a standard customs declaration sample and corresponding English expressions are applied as shown below.

A. Sample Customs Declaration:

CUSTOMS DECLARATION (IMPORT)
Declaration No.: 102255897
Importer: Dung Quat Industrial Company
Exporter: ABC Machinery Co., Ltd
Description of Goods: Mechanical Equipment
HS Code: 8479.89
Quantity: 10 units
Unit Value: USD 850
Total Declared Value: USD 8,500
Import Duty: 5%
VAT: 10%
Country of Origin: China
Port of Discharge: Dung Quat
Attached Documents:
- Commercial Invoice
- Packing List
- Bill of Lading
- Catalogue / Technical Description.

B. Important English terms in a customs declaration:

Term	English Meaning
Declared Value	The value of the goods used for tax calculation.
Customs Duties	Taxes that must be paid on imported products.
VAT (Value Added Tax)	Tax applied on the declared value plus import duty.
HS Code	International code used to classify products for customs.
Customs Clearance	The process of obtaining approval for goods to enter the country.

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Term	English Meaning
Additional Documents Required	Extra documents customs requests for verification.
Customs Inspection	Physical or document examination of the goods.
Green/Yellow/Red Lane	Levels of customs control: automatic clearance / document check / physical inspection.

C. Expressions used when handling customs-related issues:

1. When customs request additional documents

+ "Customs has requested additional documents for verification."

Meaning: customs requires more documents to check accuracy.

+ "Please provide the technical catalogue for customs review."

Meaning: catalogue is needed to confirm specifications.

+ "The declaration is pending due to missing information."

Meaning: the process is on hold until information is completed.

2. When information on documents does not match

+ "There is a discrepancy between the declared value and the invoice value."

Meaning: tax calculation may be affected.

+ "The HS code must be corrected according to product specifications."

Meaning: incorrect classification may lead to penalties.

+ "The product description should remain consistent across all documents."

Meaning: avoids rejection by customs.

3. When coordinating with forwarder for customs clearance

+ "The complete document set has been forwarded for customs processing."

Meaning: the forwarder received all necessary papers.

+ "The shipment is currently under yellow lane and awaiting document review."

Meaning: documents are being examined.

+ "Customs clearance is completed and the cargo is ready for delivery."

Meaning: cargo has passed customs and can be released.

D. Tasks performed during customs preparation:

1. Preparing the goods description file for the forwarder:

- English phrases used:

+ “Goods description must remain consistent across all documents.”

Meaning: product description on Invoice, PL, B/L cannot be different.

+ “Technical specifications attached for HS code verification.”

Meaning: catalogue or spec sheet included for customs.

+ “Description updated to match the packing details.”

Meaning: ensuring description and PL details are aligned.

- Sample sentences applied:

+ “Please find attached the goods description prepared for the declaration.”

+ “The technical catalogue has been included to support customs classification.”

+ “All product details have been aligned with the invoice information.”

2. Sending scanned documents (Invoice, PL, B/L) to the forwarder:

- English phrases used:

+ “Complete document set attached for customs processing.”

Meaning: forwarder receives all necessary files.

+ “Documents scanned in high quality for verification.”

Meaning: clear files for customs review.

+ “Document consistency checked prior to submission.”

Meaning: internal verification done.

- Sample sentences applied:

+ “Please confirm receipt of the attached Invoice, Packing List and B/L.”

+ “Kindly review the documents before submitting the declaration.”

+ “All scanned copies are provided for further customs procedures.”

3. Checking the declaration status and updating departments:

- English phrases used:

+ “Declaration under green lane / yellow lane / red lane.”

Meaning: customs clearance control level.

+ “Customs clearance pending document review.”

Meaning: declaration not finished yet.

+ “Status updated and forwarded to related departments.”

Meaning: Sales, Logistics, Warehouse notified.

- Sample sentences applied

+ “The declaration is currently under yellow lane and awaiting review.”

+ “The updated customs status has been shared with the Sales/Logistics team.”

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+ “Clearance will proceed once additional verification is completed.”

4. Coordinating document provision when customs requests additional documents:

- English phrases used:

+ “Additional documents requested for verification.”

Meaning: customs need extra files.

+ “Supporting documents provided as required.”

Meaning: documents already forwarded.

+ “Customs inquiry responded with the requested information.”

Meaning: requirements fulfilled.

- Sample sentences applied

+ “Customs has requested additional documents for HS code verification.”

+ “The technical catalogue and product description have been forwarded for review.”

+ “Requested documents provided to support the declaration process.”

E. Realistic situation example:

A shipment of mechanical equipment required additional documents because customs requested further verification of the HS code and product specifications. The following expressions were applied:

+ “Customs has requested additional documents for HS code verification.”

+ “Technical catalogue has been attached to support the declaration.”

+ “The declaration is pending review under the yellow lane.”

These expressions ensured smooth coordination between the importer, forwarder, and customs authorities.

2.2. Using English in handling practical tasks:

2.2.1. Supporting booking and shipment tracking via English correspondence:

Booking arrangements and shipment tracking were carried out through email communication with forwarders and the shipping line. English was used to request booking confirmation, monitor container movement, verify vessel loading status, and ensure that shipment information in the system matched the forwarder’s notification. The following expressions, phrases, and email samples were applied during this process.

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Figure 3: MV "SCROOGE MCDUCK" berthing at Dung Quat Port – vessel tracked during my internship:

Job content:

• Request booking according to the production schedule.

- Common English expressions:

+ "Please arrange the booking based on the production schedule attached."

Meaning: requesting the forwarder to create a booking that matches the factory schedule.

+ "Kindly provide the earliest available vessel for week […]."

Meaning: asking for the earliest vessel options in a specific week.

+ "Please confirm space availability for the intended shipment date."

Meaning: checking whether space is available on the ship.

Sample email: Booking Request:

Subject: Booking Request for Shipment – PO No. […] Dear [Forwarder], Please arrange the booking according to the production schedule attached. Kindly advise the earliest available vessel, including ETD, ETA, transit time, and free time at destination. Thank you for your assistance. Best regards, [Name]

• Track whether the container has been "gated in" to the port or not.

- Common English expressions:

+ “Please update the gate-in status of container No. […].”

Meaning: asking for confirmation that the container has entered the port.

+ “Is the container gated in? Kindly confirm.”

Meaning: checking whether gate-in has been completed.

+ “The system does not show gate-in information; please verify with the terminal.”

Meaning: asking the forwarder to double-check with the port.

Sample email: Gate-in Status Follow-up.

Subject: Request for Gate-in Status Update Dear [Forwarder], Kindly update the gate-in status of container No. […]. The system has not shown any movement, so please verify with the terminal and revert. Thank you. Best regards, [Name]

• Check the status of "loaded on vessel", "transship", "arrived at port".

- Common English expressions:

+ “Please confirm whether the container has been loaded on vessel.”

Meaning: checking loading status.

+ “Kindly update the transshipment schedule for this shipment.”

Meaning: asking for details on transit port and transfer date.

+ “Please advise once the shipment arrives at the destination port.”

Meaning: requesting arrival confirmation.

Sample email: Shipment Status Update.

Subject: Shipment Status Confirmation Dear [Shipping Line/Forwarder], Please confirm the following shipment details: + Loaded on vessel status + Transshipment port and date + Estimated arrival time at destination Your prompt update is highly appreciated. Best regards, [Name]

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• Track ETA and update when there are changes.

- Common English expressions:

+ “Please update the revised ETA for the shipment.”

Meaning: requesting a new ETA when there's a schedule change.

+ “The carrier has updated the ETA; kindly confirm from your side.”

Meaning: double-checking the updated date.

+ “Please notify immediately if there is any ETA change.”

Meaning: requesting timely notifications.

Sample email: ETA Change.

Subject: Request for Updated ETA

Dear [Forwarder],

Kindly provide the revised ETA for the shipment as the carrier has made changes to the schedule.

Please notify immediately if further changes occur.

Thank you.

Best regards,

[Name]

- When the system displays “pending loading” but the forwarder reports “loaded on vessel”

- Common English expressions

+ “The system still shows ‘pending loading’. Kindly reconfirm the correct loading status.”

Meaning: requesting double-check due to mismatch.

+ “Please verify with the carrier whether the shipment has actually been loaded.”

Meaning: checking directly with the shipping line.

+ “There is a discrepancy between the system status and your update. Please clarify.”

Meaning: pointing out the inconsistency.

Sample email: Status Discrepancy Clarification

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Subject: Clarification Required – Loading Status Mismatch

Dear [Forwarder],

The online tracking system displays “pending loading”, while your update indicates “loaded on vessel”.

Kindly verify the correct loading status with the carrier and advise promptly.

Thank you.

Best regards,

[Name]

2.2.2. Using English to confirm schedules, shipping instructions, and cargo status:

In import shipments, the time of sending SI and cut-off points are very important. You must check and confirm in time:

• Container closing time

• SI sending time

• Port closing time

• Expected and changed ship schedule

• Whether the goods are ready to ship or not

There was a time when the supplier announced a delay in closing the container because the package had not been packed yet. You must immediately notify the forwarder so that they can support you in moving the gate-in time if possible.

Confirmation of time and shipment status is done via English email:

+ “We will submit the SI before the cut-off time.”

+ “Please confirm the CY closing time for this vessel.”

+ “Kindly advice if the cargo is ready for pickup.”

+ “Please double-check the sailing schedule for any changes.”

+ “Has the supplier arranged the trucking service?”

+ “Please confirm the stuffing time at the factory.”

+ “Is the container released for pickup?”

+ “Kindly share the gate-in deadline.”

2.2.3. Applying English in processing customs clearance and tax declaration:

• Send documents to the forwarder to open the declaration.

• Check the set of documents to see if they are eligible for customs clearance.

• Track the amount of tax payable and send a notification to the accountant.

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• Coordinate when customs request a physical inspection or additional documents.

A previous shipment had a small difference between the declared weight and the actual weight, and customs asked for an explanation. I had to find the original Packing List and provide the information to the forwarder for additional submission.

For example:

+ "Please advise D/O fee and local charges for shipment DQ24122."

+ "Kindly proceed with the customs declaration once receiving the documents"

+ "Would you confirm if the shipment falls under special inspection"

+ "Please advise whether the customs has requested additional documents"

+ "Kindly notify us once the declaration is released"

+ "Please send us the tax payment slip for our accounting team"

+ "The customs officer asked for the product specification; please find it attached."

2.2.4. Handling document errors, missing information, or delays using appropriate English expressions:

Document errors are one of the most common issues in the import–export process. To handle them effectively, specific English expressions and email templates are needed for communication with suppliers, forwarders, and shipping lines.

Below are the typical errors and the English expressions used for each situation:

Common errors:

• Invoice with wrong unit price or quantity

• Packing List with wrong weight

• Bill of Lading with wrong POD or container number

• Supplier sends missing documents or sends them late

• Forwarder sends wrong draft B/L

• Ship delayed without notice

Whenever there is an error, I must do the following things

1. Check all documents:

Sample expressions:

+ "There is a discrepancy found in the documents below."

+ "Some details do not match. Please review the highlighted information."

+ “The following information needs verification.”

2. Notify the manager:

Sample expressions:

+ “An error has been detected in the supplier’s documents.”

+ “The issue may affect the customs declaration process and requires attention.”

+ “A correction request has been sent to the supplier/forwarder.”

3. Send an email requesting correction:

Sample email:

Subject: Request for Document Correction

Dear Sir/Madam,

During the document review, several errors were identified, including:

+ Incorrect quantity on the Invoice

+ Wrong container number/POD on the draft B/L

+ Missing information on the Packing List

Kindly revise the documents and resend the updated versions at your earliest convenience.

Thank you for your cooperation.

Best regards,

[Name]

- Common phrases used in correction requests:

+ “Kindly revise the incorrect details.”

+ “Please resend the updated document.”

+ “Please provide the missing information as soon as possible.”

4. Follow up until receiving the correct correction:

- Sample expressions:

+ “May I have an update on the corrected documents?”

+ “Could you confirm when the revised file will be issued?”

+ “Please advise the expected time to receive the updated version.”

- Some common sentence patterns:

+ “There is a discrepancy between Invoice and Packing List.”

+ “Kindly amend the B/L and resend the update version.”

+ “Please confirm the reason for vessel delay.”

+ “Could you resend the document? The previous file cannot be opened”

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+ “We found inconsistent information in the shipping documents; kindly review.”

+ “The invoice shows different unit prices; kindly check again”

+ “Kindly confirm the cause of the delay and provide update ETD”

2.3. Using English in contract and negotiation processes:

2.3.1. Participating in drafting and reviewing sales contracts:

I was involved in the import contract review process. The work includes:

• Reading the delivery terms (Incoterms)

• Checking the delivery time

• Checking the description of the goods in the contract

• Checking the payment terms, warranty terms

• Taking notes of the terms to be noted to report to the department head

Once I checked the contract to purchase industrial equipment, I discovered that the actual delivery time reported by the supplier was 45 days while the contract stated 30 days. I had to report to the department head to negotiate again before signing.

- Example of contract translation:

+ “All goods must follow manufacturer’s standard specifications and include a 12-month warranty.”

+ “Payment term: T/T 30% in advance, 70% before shipment”

+ “Delivery time: within 20-25 working days after confirmation”

+ “Contract becomes effective upon signing by both parties”

+ “Packing must ensure safety during sea transportation”

+ “Seller is responsible for providing full technical documents”

2.3.2. Understanding and interpreting Incoterms 2020 in English:

During my internship, I learned how to understand and interpret the different conditions of Incoterms 2020, which the company frequently uses, such as:

• CIF Dung Quat

• FOB Shanghai

• DAP Company Warehouse

• EXW Partner Factory

I need to understand the responsibilities, costs and risks of each condition to avoid confusion when reviewing contracts or documents.

- For example:

• With CIF → the company only bears the costs at the port of arrival, the supplier bears the transportation and insurance.

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• With FOB → the supplier only bears the costs until the goods are on board the ship.

• With DAP → the supplier delivers the goods to the company warehouse, the company only takes care of the tax and customs.

- Common notes applied during contract review include:

+ "Under CIF, the seller must cover cost, insurance and freight."

+ "Under FOB, the buyer is responsible for freight and insurance"

+ "DAP requires the seller to deliver the goods to the buyer's location"

+ "Insurance is included in CIF but not in FOB"

+ "Additional charges may apply depending on the term used"

2.3.3. Applying English in business communication and negotiation scenarios:

English is used frequently in communication and negotiation with suppliers, forwarders, and shipping lines. During the internship, support was provided to the department head in several negotiation situations, such as:

• Negotiate to reduce amendment fees when the shipping line makes a mistake in the draft B/L

• Request support to send documents urgently to make declarations

• Negotiate delivery time when the supplier is behind schedule

• Negotiate to reduce local charges for the forwarder

Practical example:

Once, the shipping line requested to collect a fee to amend the B/L due to an incorrect port name. Because the mistake was from their side, the department head instructed that an email be sent explaining the situation and requesting a fee waiver. After receiving the explanation, the shipping line agreed to support and removed the amendment fee.

Common sentences used in practice:

+ " Could you kindly consider waiving the amendment fee?"

+ " Please expedite the issuance of draft B/L as our customer requires urgent checking."

+ " Is it possible to reduce the trucking charge for this shipment?"

+ " Kindly expedite the process as we are working on a tight schedule"

+ " We appreciate your support and look forward to your best offer"

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CHAPTER III: EXPERIENCES AND LESSONS LEARNED THROUGH THE INTERNSHIP

3.1. Comparison between theory and practice:

3.1.1. Similarities between academic knowledge and practice application:

During the internship period, several theoretical parts learned in class were found to be completely consistent with actual working procedures. The similarities observed include:

- Document processing process: Invoice – PL – B/L
- Booking steps – SI – draft B/L – clearance
- Incoterms 2020 are applied exactly as in the book
- Concepts ETA – ETD – Transshipment – Freight charge
- Required customs documents are the same as in the lesson

Thanks to these similarities, the workflow in the Import–Export department could be understood from the beginning without difficulty.

3.1.2. Differences and gaps between classroom theory and workplace reality:

However, in reality, there are many differences:

- Wrong documents are very common
- Ship schedules change according to port conditions
- Suppliers respond slowly, requiring follow-up
- Shipping lines sometimes send wrong or missing information
- Cut-off time and closing time are very urgent
- Customs can request additional documents at any time

These things make me understand that import-export is not only about theory but also about handling situations quickly and continuously.

3.2. Experiences gained:

3.2.1. Professional knowledge: import-export procedures, customs, documentation, and logistics flow:

I learned a lot of practical knowledge:

- How to check the correct documents
- How to read and understand B/L
- How to track ship and container schedules
- Working process between Sales – Import-Export – Warehouse – Forwarder
- Knowledge about transportation fees, local fees, customs fees.

3.2.2. English application in communication, writing, and documentation:

My English has improved significantly:

- Reading and understanding technical documents

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- Writing concise and clear emails
- Translating product descriptions and specifications
- Communicating with suppliers more confidently.

3.2.3. Soft skills:

Soft skills I learned:

- Time management when having to handle many tasks at the same time
- Careful, pay attention to every small detail
- Information searching and document synthesis skills
- Effective teamwork with departments
- Scientific and clear work notes.

3.2.4. Professional attitude:

I learned how to work professionally:

- Actively check and follow emails
- Always double-check documents before sending
- Always report when there are problems
- Maintain a polite and cooperative attitude with foreign partners
- Comply with the deadline of the Import-Export department

3.3. Recommendations and Suggestions:

3.3.1. For the company:

- Complete the internship guidance process
- Build a document checking checklist
- Organize a short training session on Incoterms and documents
- Support additional tools to track the progress of goods.
- Optimize the document storage system on the shared drive.

3.3.2. For the college:

- Increase specialized English email practice
- Show student's real documents
- Have a simulation session on VNACCS declaration
- Increase the number of practical lessons at the enterprise
- Add case studies on document errors, ship schedule errors.

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CONCLUSION

During my internship at the Import–Export Department in Dung Quat, I had the opportunity to apply the knowledge I learned in school to real business activities. Through daily tasks such as checking documents, communicating with suppliers, following vessel schedules, and supporting customs procedures, I gained a clearer understanding of the workflow in the import–export field. The internship not only helped me improve my professional knowledge and English skills, but also strengthened my soft skills such as communication, problem-solving, and time management. Most importantly, I learned how to work carefully, responsibly, and effectively in a real business environment.

Although the internship period was not long, it brought me valuable experience that I believe will support my future career. I would like to sincerely thank the company and the Import–Export Department for supporting and guiding me throughout the internship.

Danang, 28th December 2025

Student

Lương Trần Hồng Thảo

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