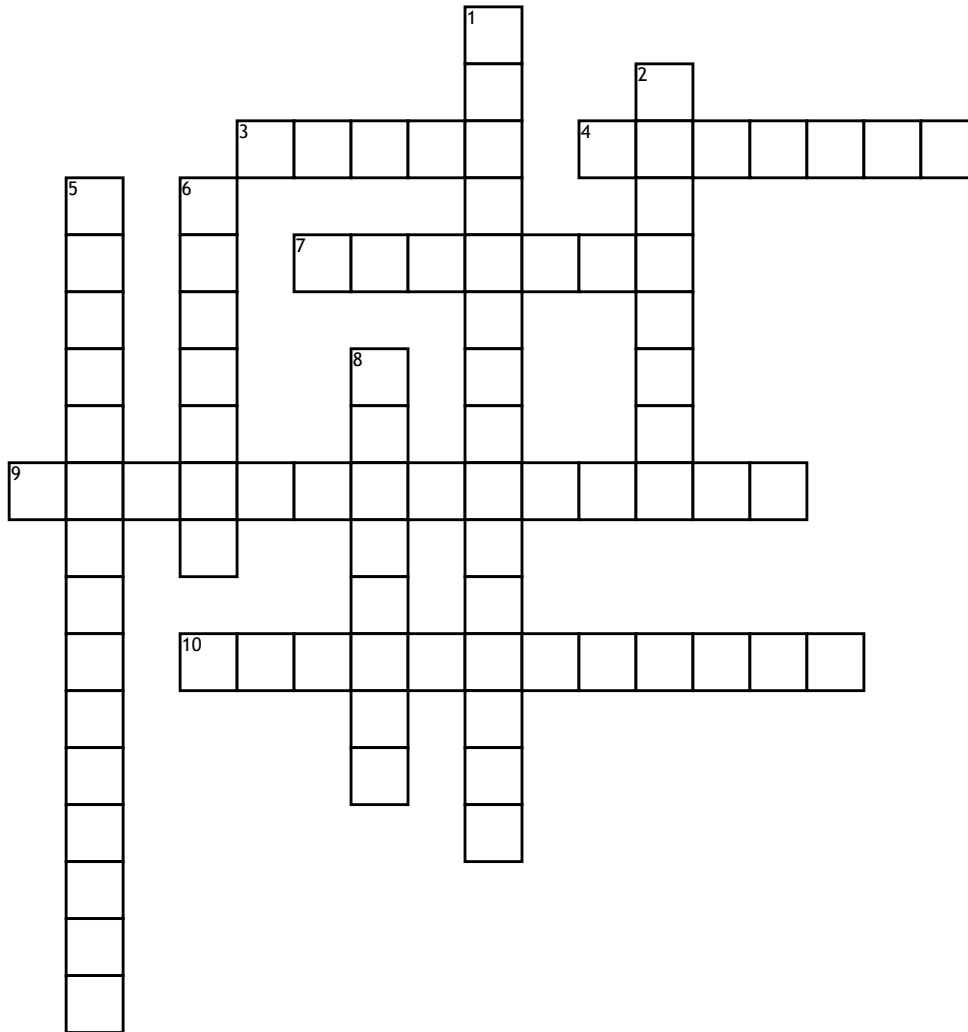


Name: _____

Date: _____

FedEx Worldwide



Across

3. the goods or merchandise conveyed in a ship, airplane, or vehicle.

4. strict and consistent commitment to certain standards that achieve uniformity of a product in order to satisfy specific customer or user requirements.

7. the charges, fee, or compensation paid for such transportation

9. readily or excessively affected by external agencies or influences.

10. ordinary goods as adult supplies, cigarette, powder, cream, liquid, food, etc.

Down

1. goods forbidden by law.

2. a person who purchases goods or services from another; buyer; patron.

5. a transport service organised by a supplier or a shop to take goods to customers.

6. designated to be delivered without delay by special messenger.

8. the act or process of shipping

Word Bank

general cargo

freight

express

cargo

sensitive cargo

shipment

quality

delivery service

customer

prohibited cargo