

LESSON NOTES

Japanese for Everyday Life Lower Intermediate S1 #5 Requesting a Redelivery in Japanese, Part 1

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KANJI

1. CALL CENTER STAFF: はい、山猫宅急便です。
2. CUSTOMER: 不在連絡票が入っていたのですが、再配達をお願いします。
3. CALL CENTER STAFF: お客様のお名前と、不在連絡票の伝票番号をお願いします。
4. CUSTOMER: 名前はメリー スミスです。伝票番号は9876543です。
5. CALL CENTER STAFF: ご住所をお願いします。
6. CUSTOMER: 新宿区西新宿3の4の5です。

KANA

1. CALL CENTER STAFF: はい、やまねこたつきゆうびんです。
2. CUSTOMER: ふざいれんらくひょうがはいっていたのですが、さいはいたつをおねがいします。
3. CALL CENTER STAFF: おきゃくさまのおなまえと、ふざいれんらくひょうのでんぴょうばんごうをおねがいします。
4. CUSTOMER: なまえはメリー スミスです。でんぴょうばんごうは9876543です。
5. CALL CENTER STAFF: ごじゅうしょをおねがいします。

CONT'D OVER

6. CUSTOMER: しんじゅくくにししんじゅく3の4の5です。

ROMANIZATION

1. CALL CENTER STAFF: Hai, Yamaneko takkyūbin desu.
2. CUSTOMER: Fuzai renraku hyō ga haitte-ita no desu ga, sai-haitatsu o o-negai shimasu.
3. CALL CENTER STAFF: O-kyaku-sama no o-namae to fuzai renraku hyō no denpyō bangō o o-negai shimasu.
4. CUSTOMER: Namae wa merii Sumisu desu. Denpyō bangō wa kyū hachi nana roku gō yon san desu.
5. CALL CENTER STAFF: Go-jūsho o o-negai shimasu.
6. CUSTOMER: Shinjuku-ku, Nishi shinjuku, san no yon no go desu.

ENGLISH

1. CALL CENTER STAFF: Hello, this is Yamaneko delivery service.
2. CUSTOMER: Hello. I've got an attempted delivery notice, and I'd like to ask for redelivery.
3. CALL CENTER STAFF: OK. Please tell me your name and the tracking number on the notice.

CONT'D OVER

4. CUSTOMER: My name is Merry Smith. The tracking number is 9876543.
5. CALL CENTER STAFF: Then, please tell me your address.
6. CUSTOMER: 3-4-5, Nishi shinjuku, Shinjuku-ku.

VOCABULARY

Kanji	Kana	Romaji	English
伝票番号	でんぴょうばんごう	denpyō bangō	slip number, tracking number
不在連絡票	ふざいれんらくひょう	fuzai renraku hyō	attempted delivery notice
再配達	さいはいたつ	sai-haitatsu	redelivery
宅急便	たっきゅうびん	takkyūbin	door-to-door parcel delivery

SAMPLE SENTENCES

<p>不在連絡票の伝票番号をお願いします。 <i>Fuzai renraku hyō no denpyō bangō o o-negai shimasu.</i></p> <p>Please tell me the tracking number on the attempted delivery notice.</p>	<p>不在連絡票が入っていたのですが、再配達をお願いします。 <i>Fuzai renraku hyō ga haitte-ita no desu ga, sai-haitatsu o o-negai shimasu.</i></p> <p>I've got an attempted delivery notice, and would like to ask redelivery.</p>
<p>不在連絡票が入っていたのですが、再配達をお願いします。 <i>Fuzai renraku hyō ga haitte-ita no desu ga, sai-haitatsu o o-negai shimasu.</i></p> <p>I've got an attempted delivery notice, and would like to ask redelivery.</p>	<p>コンビニでは宅急便を送ることもできます。 <i>konbini dewa takkyūbin o okuru koto mo dekimasu.</i></p> <p>People can send parcels using carrier services at convenience stores.</p>

VOCABULARY PHRASE USAGE

再配達, *saihaitatsu*, "redelivery"

再 (*sai*) means "again" or "re-." You can make so many words by combining 再 (*sai*) + <名詞 noun>. Here are some examples:

再配達
さいはいたつ
"redelivery"

再開発
さいかいはつ
"redevelopment"

再利用
さいりよう
"reuse"

再インストール
さいインストール
"re-install"

不在連絡票, *fuzai renraku hyō*, "attempted delivery notice"

不在 (*fuzai*) means "be away." 連絡票 (*renraku hyō*) means "notice." It shows you what time the deliverer came, the slip number, from whom the package is, and contact information.

伝票番号, *denpyō bangō*, "slip number"

伝票 (*denpyō*) means "slip." When this word is used for courier services, it is equal to 連絡票 (*renraku hyō*) which is "notice." 番号 (*bangō*) means "number." So 伝票番号 is literally "slip number," but usually it means "tracking number."

新宿区西新宿 3 - 4 - 5, *Shinjuku-ku, Nishi-shinjuku, san no yon no go*, "3-4-5, Nishi-shinjuku, Shinjuku-ku"

新宿区 (*Shinjuku-ku*) is one of the 23 wards in Tokyo Metropolitan. 西新宿 (*Nishi-shinjuku*) is the name of a town. As we learned in lesson 3, Japanese addresses are read from large areas like prefectures down to small areas like towns. But people often drop the name of the prefecture, especially people living in the 23 wards in the Tokyo Metropolitan area. That's because the 23 wards are very famous and most delivery staff know where it is.

GRAMMAR

Key Expression for this Lesson: to Request Redelivery

不在連絡票が入っていたのですが、再配達をお願いします。

"I've got an attempted delivery notice and would like to ask redelivery."

This expression is a complex sentence. The first part 不在連絡票が入っていたのですが (*Fuzai renraku hyō ga haitte ita no desu ga*) means "I've got an attempted delivery notice." As we learned in lesson 1, 入っている (*haitte-iru*) means "to be inside." Literally this phrase doesn't show where the attempted delivery notice was, but it implicates that "an attempted delivery notice was in a mail box." 入っていた (*haitte-ita*) is the past form of 入っている (*haitte-iru*). のですが (*no desu ga*) is a useful phrase for asking for help. It softens your insistence. In this sentence, 不在連絡票が入っていた (*Fuzai renraku hyō ga haitte ita*) is the explanation of the situation. When you request someone to do something, it sounds more polite that you explain the reason or the situation why you need help. So, if you put のですが (*no desu ga*) at the end of a clause or sentence, you can soften the expression by positioning it as a reason for needing help or asking something.

The second part 再配達をお願いします。 (*sai-haitatsu o o-negai shimasu.*) literally means "I'd like to ask redelivery." But you can tell this message by just saying 不在連絡票が入っていたのですが。 (*Fuzai renraku hyō ga haitte ita no desu ga.*) のですが (*no desu ga*) implies that you request something, so people would understand your message even if you drop the phrase をお願いします。

Structure

Clause 1 (explanation of the situation)		<i>no desu ga</i>		clause 2 (request)
< 事情の説明 >	+	のですが	+	< リクエスト >

不在連絡票が
入っていた
Fuzai renraku
hyō ga haitte
ita

のですが
no desu ga

再配達をお願い
します。
sai-haitatsu o
o-negai
shimasu.

For example:

1. **広告を見たのですが、ピザの配達をお願いします。**
こうこくをみたのですが、ピザのはいたつをおねがいします。
"I've got a flyer and would like to ask pizza delivery."
2. **ウニが食べられないのですが、ウニを他のものと取り替えられますか。**
ウニがたべられないのですが、ウニをほかのものにとりかえられますか。
"I can't eat sea urchin, so can you replace sea urchin with other item?"
3. **あの窓側の席に座りたいのですが、席を変えてもいいですか。**
あのまどがわのせきにすわりたいのですが、せきをかえてもいいですか。
"I'd like to sit on that seat by the window, so would it be OK to change my seat?"

Alternative expressions:

1. 不在票が入っていたのですが。
ふざいひょうがはいっていたのですが。
"I've got an attempted delivery notice (and would like to ask redelivery)."
2. 再配達をお願いします。
さいはいたつをおねがいします。
"I'd like to ask redelivery."
3. 不在連絡票が入っていました。
ふざいれんらくひょうがはいっていました。
"I found an attempted delivery notice (in a mail box)."
4. いない間に配達があったのですが。
いないあいだにはいたつがあったのですが。
"There was a delivery while I was not at home."

Tip: to explain the situation without saying "an attempted delivery notice"

いない間に配達があったのですが。

"There was a delivery while I was not at home."

If you don't know 不在連絡票 (*fuzai renraku hyō*), you can explain the situation by saying **いない間に配達があったのですが。** ("There was a delivery while I was not at home."). **いない間** means "while I was not at home" or "while I was out." **配達があった** means "there was a delivery" which actually means "attempted delivery." So if you add **のですが** (*no desu ga*) at the end of the sentence, it means that "there was an attempted delivery while I was out, so I'd like to ask redelivery."

CULTURAL INSIGHT

Missed a Delivery in Japan?

If a courier comes to your home when you are out, the deliverer will leave an "attempted delivery notice" in your mail box. The attempted delivery notice shows you what time the deliverer came, the slip number, from whom the package is, and contact information. You can contact the courier company by calling the service center, or visiting their website, and asking them to redeliver your package.