

Unit 13: Business communication

VOCABULARY 01 Terms of delivery and payment

Read the invoice below and answer the questions.

- 1 How does the supplier wish to be paid?
- 2 Who is responsible for getting the items to the buyer's address?
- 3 How much does the buyer have to pay?

Baby Play Ltd 85 Mill Road Kilnbridge GX21 8TB United Kingdom Tel: +44123 678 912-0 Fax: +44123 873 912-2 VAT Reg No: 123-3344-45	Invoice no: 12/09226 Customer no: 45961 Date: 23 March 20__ Order no: 92015656			
E. S. Haller Minimax Loosgasse 203 5020 Salzburg AUSTRIA				
Your order no/date: PO 46667				
Pos	Article	Quantity	Price	GBP
Delivery conditions: Payment in advance / Ex warehouse				
01	1445 Soother chain blue wood, per piece	30 pcs	2.20	66.00
			Wholesale discount 10%	– 6.60
				59.40
			VAT 20%	+ 11.88
			Total price	71.28

Kind of payment: payment in advance
 Payment conditions: at once due, 4% discount
 Please make payments by BACS to
 Baby Play Ltd
 Account number 10248489, Sort Code 16-00-89 at RBS London
 with your customer account number as reference.

WRITING

02

An email of complaint

You work for Minimax in Salzburg and your boss has asked you to write to Baby Play Ltd because there is something wrong with the invoice that accompanied their latest delivery (see previous page). Write an email using the notes your boss has left you.

- Baby Play hat uns die 30 Schnullerketten verrechnet, dabei sollte das eine gratis Nachlieferung zu unserer vorigen Bestellung sein! Mit Hr. Simmons von Baby Play so vereinbart.
- Klären, dass wir die Artikelnummer 1445 schon bezahlt haben und zwar mit der Rechnung 10/08996 vom 1. März.
- Unbedingt sicher stellen, dass wir die Sachen nicht noch einmal geschickt bekommen.

Answer key

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- 1 By transfer using the Bankers' Automated Clearing System
- 2 The buyer has to fetch the items from the seller's address.
- 3 GBP 71.28 minus 4%.

WRITING 02 An email of complaint

Minimax
Loosgasse 203
5020 Salzburg
Austria

Baby Play Ltd
85 Mill Rd
Kilnbridge GX21 8TB
UK

30 March 20__

For the attention of Mr Simmons

Your invoice no 12/09226

Dear Mr Simmons,

thank you for the delivery of 30 soother chains (art no 1445). However, there seems to have been a mistake in your accounting department as we received an invoice (no 12/09226) with the delivery although we have been invoiced for the articles already (see invoice no 10/08996). This should have been a free delivery for the items missing from our last consignment (see our email of 10 March 20__). Could you please make sure that the additional invoice is cancelled and also check that this consignment of soother chains really is the one we should have received free of charge and not an additional one, sent out by mistake.

Yours sincerely,