

Министерство образования и науки Российской Федерации  
Федеральное государственное бюджетное образовательное учреждение  
высшего профессионального образования  
«Нижегородский государственный архитектурно-строительный университет»

Д.А. Лошкарева, Н.Г. Надеждина

## СБОРНИК ТЕКСТОВ ДЕЛОВОЙ ДОКУМЕНТАЦИИ

Учебно-методическое пособие  
к практическому курсу профессионально-ориентированного  
перевода для студентов, обучающихся по программе  
«Переводчик в сфере профессиональной коммуникации»

Нижний Новгород  
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Учебно-методическое пособие предназначено для студентов, обучающихся по программе «Переводчик в сфере профессиональной коммуникации». Целью пособия является подготовка студентов к работе с деловой документацией на английском языке.

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Нижегородский государственный архитектурно-строительный университет, 2016

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# 1 Letters of Enquiry

## Opening lines

1. Your name has been given us by the British Chamber of Commerce in Hamburg.
2. The British Embassy in Copenhagen has advised us to get in touch with you concerning ...
3. We saw your products demonstrated at the Hanover Fair earlier this year, and would to know whether...
4. Messrs. Rawlingson and Townsend of Bletchley, who we understand have been dc business with you for some years, inform us that you may be able to supply us with....
5. We have seen your advertisement in last Sunday's *Observer*, and would be grateful you would let us have details of...
6. Your advertisement in this month's issue of *The Shoemaker* states that you can offer...

## Indicating the state of the market

7. There is a brisk demand here for high-quality sports shirts of the type you manufacture.
8. Demand for this type of machine is not high, but sales this year will probably exceed £25,000.
9. These fancy goods are in demand during the tourist season (late May to early - September), but for the rest of the year sales are moderate, and often rather low.
10. There is no market here for articles of this type in the higher price ranges, but less expensive models sell very well throughout the year.
11. You can count on a brisk turnover if prices are competitive and deliveries prompt.

## Asking for information

12. Will you please send us your catalogue and price list for...
- 13.' Will you please quote prices c.i.f. Amsterdam for the following items in the quantities stated:...
14. We would be glad to receive specifications of your new printer SEC 300, together with your current export price list and details of trade discounts.
15. We are also interested in your terms of payment and in discounts offered for regular purchases and large orders.
16. If we place orders with you we will have to insist on prompt delivery. Can you guarantee delivery within three weeks of receiving orders?
17. We would appreciate a sample of each of the items listed above.

## Closing sentences

18. We are looking forward to hearing from you.
19. We would appreciate a prompt answer.
20. As our own customers are pressing us for a quotation, we hope you will be able to make us an offer within a fortnight from today's date.
21. We hope to hear from you shortly.
22. Since the season will soon be under way, we must ask you to reply by the end of this month.
23. As we do a considerable trade in this line, we expect a keen price.
24. If your goods are up to sample, they should sell readily in this market.

25. If the quality is right and the price competitive, we think we can promise you good results.
26. Provided you can guarantee regular supplies and promise delivery within a fortnight of receiving our orders, we should have no trouble in marketing your products here.
27. As we are the leading dealers in this (town) (area) (country)...
28. Since we have connections throughout the country ...
29. In view of the fact that we are sole agents for this product...
30. As our estimated monthly requirements are in the region of 2,000 cases ...
31. ... we would like to discuss the possibility of a contract of agency with you.
32. ... we would like to know whether you would be willing to grant us a special discount.
33. As we are under contract, please let us know whether you can guarantee shipment by 3 July.
34. Would you be able to deliver within 5 weeks of receipt of our order?
35. We require the goods by 1 June at the latest.
36. Please quote your price (f.o.b. Liverpool) (c.i.f. Rio de Janeiro).

FOURNIER ET CIE  
*Importers of Fashion Goods*  
PARIS

Avenue Ravigny 14

Paris XV

JdP/AG  
The Western Shoe Co. Ltd.  
Yeovil, Somerset S19 3AF  
ENGLAND

12 October 1998

Dear Sirs

We have heard from the British Embassy in Paris that you are producing for export hand-made shoes and gloves in natural materials.

There is a steady demand in France for high-quality goods of this type. Sales are not high, but a good price can be obtained for fashionable designs.

Will you please send us your catalogue and full details of your export prices and terms of payment, together with samples of leathers used in your articles and, if possible, specimens of some of the articles themselves.

We are looking forward to hearing from you.

Yours faithfully

J. du Pont  
Managing Director

JAMES SCOTT Photographic Dealer

Durban

J. White & Co. Ltd.  
254 Smuts Avenue  
Cape Town

5 May 1998

Dear Sirs

I see from the Camera Review that you are the South African agents for Messrs. Derby and Sons of London.

Would you please send me price lists and catalogues for all DERVIEW products you stock, as well as details of discounts and terms of payment. Are you prepared to grant special terms for annual orders totalling R 35,000 in value?

I would appreciate a visit from your representative when he is next in the Durban area: perhaps he could bring acme samples of DERVIEW color transparencies, which are attracting a good deal of Interest here.

I look forward to your reply.

Yours faithfully  
James Scott

THE JAMESON  
CONSTRUCTION  
CO. PTY.  
Harbour Road  
MELBOURNE,  
AUSTRALIA

HS/ja

25 June 1998

The Aluminium Alloy Co.Ltd.  
79 Prince Albert St.  
Birmingham 821 8DJ  
Great Britain

Dear Sirs

We have seen your advertisement in The Metal Worker, and would be grateful if you would kindly send us details of your aluminium fittings.

Please quote us for the supply of the items Hated on the enclosed enquiry form, giving your prices c.i.f. Melbourne. Will you please also indicate delivery times, your terms of payment, and details of discounts for regular purchases and large orders.

Our annual requirements for metal fittings are considerable, and we may be able to place substantial orders with you if your prices are competitive and your deliveries prompt.

We look forward to receiving your quotation.

Yours faithfully

THE JAMESON CONSTRUCTION CO. PTt.  
H. Smithers buyers

DYMONT & GO  
*General Import Merchants*  
CALCUTTA

Weatherproof Ltd.  
Newtown  
Liverpool L30 7KE

1 December 1998

Dear Sirs

We have now been importing your "Litewate" raincoats for a number of years, and our trade connections throughout India have been more than satisfied with the garments.

However, two or three Indian manufacturers have recently launched ultra-lightweight models, and these are catching on' very fast. In view of the increased competition this involves, we wonder whether you have considered marketing a coat of rather lighter material than the "Litewate", but equally waterproof. A garment of this type would have a large sale in this country if you could offer it at a competitive price, that is to say not more than £3.50 for a man's model, and slightly less for a woman's. You will be Interested to learn that raincoats being produced here suffer from one major drawback?, namely excessive condensation<sup>3</sup> on the inside surface.

We would be grateful for your preliminary comments as soon as possible.

Yours faithfully  
DYMONT & CO.

Messrs. W.H. Strang and Co.  
73 Crimea Road  
London SE25 3NF  
England

23 April 1998

Dear Sirs

He have been given your name by our associates J.J. Mueller of Basle, who inform us that they have been doing business with you for some fifteen years. We asked them if they knew of a manufacturer who might be able to supply at very short notice the articles specified on the enclosed list, and they advised us to contact you.

He can explain in confidence that our normal supplier has rather let us down on delivery dates this year, and we are in danger of getting into arrears with some of our overseas contracts,

If you can supply the goods we require, please accept this as our order. Payment will be made in accordance with your usual terms of business.

We hope you will be able to help us in this instance, and can add that if your products and terms are as competitive as we have been led to believe, we will be interested in a long-term contract with you.

WE would appreciate a reply by e-mail.

Yours faithfully

## 2 RESPONSE TO ENQUIRY

### Opening lines

1. Many thanks for your enquiry of 3 April...
2. We are pleased to have your enquiry about...
3. We thank you for your letter of 6 January, in which you enquire about...
4. In reply to your letter of today ...
5. Replying to your enquiry of 2 June ...
6. ... we are pleased to inform you that....
7. ... we have pleasure in confirming that we can ...
8. ... we can offer you immediately ...
9. We thank you for your enquiry, and are pleased to inform you that our Brazilian agents hold stocks of all our products.
10. In reply to your enquiry of 8 August we are enclosing ...
11. ... the brochures you requested.
12. ... full particulars of our export models.

13. ... our revised price list.
14. We thank you for your letter of 4 July and have sent you today, by separate post,...
15. ... samples of all our wax polishes.
16. ... patterns of our new silk fabrics.
17. ... specimens of our latest ball-point pens.
18. ... a full range of samples.
19. We have pleasure in ...
20. ... quoting as follows for ...
21. ... submitting the following quotation ...
22. ... offering you the following goods ...
23. ... enclosing our estimate for the supply of...
24. ... sending you our latest catalogue ...
25. You will be interested (in) (to hear that)...
26. You will find enclosed with this letter a sample of...
27. We are pleased to inform you ...
28. As a result of the favorable supply situation we are able to offer you firm, for immediate delivery ...

**Prices and terms**

29. Our prices are quoted ...
30. ... f.o.b. Liverpool/ f.a.s. Liverpool.
31. ... c.i.f. Hamburg/c.i.f. London.
32. Our prices Include packing and carriage.
33. Freight and packing cases are included in the price.
34. The price quoted includes packing in special export cases.
35. Price includes delivery to nearest railhead.
36. All prices are ex-works ...
37. Our (quotations) (prices) are subject to 24% discount for cash.
38. Prices are subject to variation without notice, in accordance with market fluctuations. 39.' The prices quoted are net.
40. Our catalogue prices are less 25% to bona-fide dealers.
41. For quantities of 1 gross and over, we can offer a discount of 121% on list prices.
42. We can quote you (£2.50 per litre) (£1.15 per dozen) (£1.65 per metre) (£1.75 per sq. metre) (£3.50 per 5 litre drum).
43. Prices for the quality you mention range from 75p to £5.
44. Prices have (risen) (fallen) (remained steady).
45. Raw material prices have risen.
46. Owing to the slump in commodity prices we can offer you these goods ...
47. ... at below market price.
48. ... at less than cost.
49. ... at the very special price of...

50. ... on very favorable terms.
- 51.... at cost price.
52. Our terms are (net cash) (spot cash) (cash within 7 days) (cash on delivery) (cash with order).
53. Our terms are payment on invoice.
54. Our terms are (monthly) (quarterly) settlement.
55. Our terms are 33% discount to approved accounts, with 21% for settlement within 15 days of date of invoice.
56. Our terms and conditions of sale as printed on our invoices must be strictly observed.
57. Our terms of payment are settlement by last day of month of receipt of our statement.
58. Payment by (banker's draft) (irrevocable letter of credit) (bill of exchange) is requested.
59. Payment for an initial order would be required on pro-forma invoice.
60. We should require payment by banker's draft on acceptance of your order.

#### **Conditions and qualifications**

61. This offer is (firm for 3 days) (subject to contract).
62. We offer these goods subject to their being unsold on receipt of your order.
63. This offer must be withdrawn if not accepted within 7 days.
64. This is a special offer and is not subject to our usual discounts.
65. Please let us have your order by 31 January, as this price concession will not apply after that date.
66. Goods ordered from our old catalogue can be supplied only until stocks are exhausted.
67. This is a special offer and cannot be repeated.
68. Please note that goods supplied on approval must be returned, carriage paid, within 7 days if not required.

#### **Supply and demand**

69. In view of the heavy demand for this line, we advise you to order at once.
70. The exceptional demand this season has nearly cleared our stocks of...
71. This article is in great demand.
72. Owing to the increased demand for this type of car, our stocks have run very low.
73. There is no demand here for such goods. ,
74. Tropical fruit is in good supply just now.
75. We shall be unable to obtain further supplies.
76. We should be pleased to supply you on a consignment basis.
77. As we have a good supply of these machines we can effect shipment within 5 days.
78. The model you ask for is out of production, but we can supply ... instead.
79. We can offer you a wide (range) (choice) (selection) of sizes and types from stock.
80. These goods are available immediately from stock.
81. We advise you to stock up while supplies are available.
82. We cannot promise delivery before 1 st January unless your order reaches us within 7 days.
83. These shirts can now be had in assorted colors and sizes.

84. Our comprehensive stocks enable us to execute all orders promptly and to our customers' specifications.

85. Supplies of this commodity on world markets greatly exceed the demand.

**Asking for instructions**

86. Will you kindly let us have an early decision.

87. Please send us your instructions by (cable) (telex).

88. Please (wire) (cable) (telephone) your order.

89. Kindly confirm your order at the price quoted.

90. We await your instructions by return.

91. If you accept our quotation, please advise us by telex.

92. Your reply by return would be appreciated.

93. Please let us know your wishes by (Friday next) (Friday without fail).

94. Please quote Catalogue no. and color required when you order.

95. If you let us have your instructions by midday Thursday at the latest we could ship your order by S.S. *Orion*, which sails on 23 August.

96. Kindly use the enclosed order form when you make out your order as this will facilitate prompt and accurate execution.

97. If our proposal is acceptable to you, please confirm by return.

**Concluding sentences**

98. Our whole experience is at your service. We hope you will make use of it.

99. We think we have covered every point of your enquiry. If not, please do not hesitate to write to us again. It will be a pleasure to give you an immediate reply.

Dear Sirs

A few weeks ago we were fortunate enough to have the offer of the entire stock of the Hartley Blanket Company, which has now ceased to manufacture woolen products. We took advantage of this exceptional opportunity, and are now in a position to offer these famous all-wool blankets well below the market price.

This is a once-in-a-lifetime' opportunity, and we expect to clear our stock in a few days. We must ask you, therefore, to give the enclosed special price list your immediate attention and to let us have your order at once.

Orders will be executed in strict rotation and can only be accepted as long as stocks last.

Yours faithfully

J. WHITE & CO. LTD.

*Photographic Supplies*  
CAPETOWN

7 May 1998

Janes Scott  
Photographic Dealer  
Durban  
Dear Mr Scott

Many thanks for your letter of 5 May. We are interested to hear that you saw our advertisement in the Camera Review, and appreciate your interest in the DERViEW products we stock.

We are enclosing our Terms of Business, where you will find details of our quarterly discounts, and our price list for the complete range of DERViEW products. As you will see, we can grant special terms for orders of the value you mention.

I will be in Durban myself on 17 May, and will be happy to call on you at any time in the afternoon. Perhaps you would like to let me know whether this is convenient. I will, of course, bring the complete range of DERViEW colour transparencies, which are described in the catalogue we have sent you today.

I am looking forward to meeting you.

Yours faithfully

Dear Sirs

In your letter of 1 May you ask us to send you samples of our rubberised floor coverings for use on rough surfaces. We appreciate your interest, and have today dispatched a range of qualities which we have selected specially to meet your needs.

All of these materials are robust and hard-wearing, and we particularly recommend no. 7 COMPO which is a synthetic substance developed by our research department to withstand the wear and tear of rough and uneven floors.

Please give the samples any test you wish: we are confident that they will stand up to the roughest handling.

Our price-list is enclosed with this letter, together with our trade terms, as we think you will need these when you have completed your tests. It will be a pleasure to quote you terms for contract supplies, and our technical representatives are at your service at all times.

Yours faithfully

The Excelso Company Ltd.

*Specialists in Modem Design*

High Wycombe. Bucks

Telephone: 0494 6130

Directors: J. Corner, B. Edge

Our Ref:H/fl50 Your Ref:JR/ph

3 February 1998

Attention Miss Jennifer Ring, Overseas Dept.

A.B. White & Co. Ltd.

567 Queen Street

London EC4 8YH

Dear Sirs

We thank you for your enquiry of 31 January, and can confirm our telephone conversation of yesterday, in which we informed you that we can deliver part of the goods required from stock, in accordance with the enclosed detailed offer. For the balance we would require approximately three weeks from the date of receiving your confirmation that this arrangement is acceptable.

Prices as quoted are f.o.b. London.

Packing in wooden cases.

Delivery as specified above.

Payment against documents, by banker's draft.

We hope your client will find our terms and delivery dates satisfactory, and we can assure you that you may count on our full co-operation and attention in this matter.

Yours faithfully

Dear Sirs

Messrs. Hankinson and Co. of Towgate St., with whom we have been doing business for a number of years, have informed us that you will probably be replenishing your stocks of French white wines in the near future.

You will already know that we had an exceptionally good season in 1993, and that the fine quality of our white vintages of that year is renowned both in your country and in ours.

We are now shipping these wines, and would be very glad to welcome you as customers. Our full export price-list is enclosed, but we would like to draw your attention particularly to our

White Bordeaux        £60.00 per gross bottles, and

Sauteme                £70.00 „ „ „ „

These wines have always sold very well in Britain, and the prices quoted above for bulk purchase will enable you to sell at highly competitive prices, while obtaining a good margin of profit.

We will be pleased to supply you with a first order against settlement within 30 days of date of invoice, and with 2 % discount. Immediate shipment from Bordeaux is guaranteed. We advise you to place your order promptly, since we expect considerable response from other foreign customers to this special offer.

Yours faithfully

Dear Sirs.

Many thanks for your letter of 15 July, in which you ask us for an extra discount of 2 % over and above the usual trade discounts in connection with your order for 30,000 envelopes no. 2M.

While we appreciate your order, we feel we must point out that our prices have already been cut to the minimum possible, and that envelopes are unobtainable elsewhere at these rates.

However, we would be willing to allow you a special 2 % discount if you could see your way to increasing your order to 50,000.

We await your reply.

Yours faithfully

Dear Sirs

You will be interested to hear that we have been able to obtain a further supply of Brazilian coffee of the same quality as that we supplied you with last year. The total consignment is only 10,000 kg., and we are pleased to offer it to you at 60p per kg. With the increases in freight charges which become effective next month, the next consignment will be rather dearer, so we recommend you to take advantage of this offer, which is firm for five days only, and to telex your order without delay.

Yours faithfully

Dear Sirs

Confirming our telephone conversation of this morning, we are pleased to be able to offer you the following South African fruit, which arrived yesterday with the S.S. *Durham Castle*:

300 boxes 'Early Rivers' plums	£ 0.55 per box
100 boxes 'Golden Glory' peaches	£ 1.10 per box
200 boxes 'Prime Yellow' apricots	£ 0.50 per box.

These brands are well known to you, and the consignment in question is well up to the high quality of previous years. The fruit is excellently packed and would reach you in perfect condition.

We would be glad to send the goods by rail *on* receipt of your order, which should be sent by telephone or telex. The price includes carriage, and is firm for 24 hours only.

Yours faithfully

Dear Sirs

In last summer's exceptionally fine weather we were so overloaded with late orders from most of our regular customers that we were unable to keep pace with the demand.

While we understand our customers' fear of overstocking, we are sure they will appreciate our position when we are suddenly flooded with urgent last-minute orders.

To encourage all customers to lay in a good opening stock this year, we are prepared to offer a special trade discount of 4% on all orders over £500 net value received before the end of the month.

Help us by helping yourselves!

Yours faithfully

J. WHITE & CO. LTD.

*Photographic Supplies*  
CAPETOWN

7 May 1998

Janes Scott

Photographic Dealer

Durban

Dear Mr Scott

Many thanks for your letter of 5 May. We are interested to hear that you saw our advertisement in the Camera Review, and appreciate your interest in the DERViEW products we stock.

We are enclosing our Terms of Business, where you will find details of our quarterly discounts, and our price list for

### **3 ORDERING GOODS**

#### **Opening phrases**

1. Thank you for your offer of 1 July, which we accept on the terms quoted.
2. Many thanks for your quotation for stationery. Please send us at once:
3. Thank you for your catalogue and price list Kindly send us as soon as possible:
4. We enclose our order no. 47791 for ...
5. Our indent no. B 46215 is enclosed.
6. We have pleasure in ordering the following articles from your winter catalogue:
7. Thank you for letting us have samples of... We would be glad if you would supply us with ...

8. Will you please arrange immediate despatch of:
9. Please send through our forwarding agents, K. Jones and Co. Ltd., Sunderland Avenue, Southampton, the following goods:

**Referring to quality, etc,**

10. The quality must be up to sample ...
11. Weight and colour must be as sample supplied ...
12. First-class material and workmanship are essential.
13. A medium quality would be suitable ...
14. Only fruit packed so as to be in fresh condition on arrival can be accepted.
15. Please send only pure wool. Mixtures are unsuitable.
16. We must point out that the machines must be guaranteed to be to our own specification.
17. The material must match the enclosed pattern.
18. Please supply in assorted colours, preferably 6 dozen each of red, yellow, green, blue and brown.
22. We enclose a trial order. If the quality is up to our expectations, we shall send further orders in the near future.
23. The material supplied must be absolutely waterproof and we place our order subject to this guarantee.
24. We are arranging for the consignment to be inspected before shipment and must ask you to send only goods in perfect condition.
25. Send us also approx. 1 gross 'seconds'; provided that these are not scratched, we can sell them.
26. All lengths supplied must be cut to the exact dimensions quoted in your offer.
27. Marks or blemishes on the surface may make it necessary for us to reject the goods.
28. A superior finish is important: a rough appearance would be quite unacceptable.
29. The bodywork must have a matt finish inside and a high-gloss exterior.
30. The minimum quantity required is 500 kg. but we would accept up to a maximum of 800 kg. if the quality is high.
31. The over-all length must not exceed 2 metres, and the total weight must not be above 25 kg.

### Alternative goods

32. If pattern no. 63A is not available please send 64, 65 or 66A instead.
33. Please supply the nearest you have to the enclosed sample.
34. As we are out of this line, please send the nearest you have in stock.
35. We leave it to your discretion to supply a suitable substitute, should you not have what we want, but the price must not exceed £1.75 per kg.
36. If you have a similar article but of better quality, please supply it instead, provided the price is not more than 10% higher.
37. We are prepared to pay up to £8.75, but only for a first-class article. Please send us details of other makes, if you cannot supply at or below this price.
38. Please supply in no. 3 Ivory or no. 4 Cream finish if these articles are not available in no. 2 White, as shipment must be effected by S.S. *Diogenes*, sailing on 3 May.

### Rejecting an offer

39. Many thanks for your offer of 3 March. We are sorry to have to tell you that we cannot make use of it at present.
40. We thank you for your offer and will bear it in mind, should we have need of such equipment at any time.
41. Thank you for your quotation for the supply of. . .but we have been obliged to place our order elsewhere in this instance.
42. Many thanks for your reply to our enquiry for steel furniture. We will keep your catalogue for further reference, but think your products too highly priced for this market.
43. We appreciate your offer of a reduced price, but are of the opinion that the market would not stand an article of this quality at all.

### Cancellation, Warning of cancellation

44. Our indent is enclosed, but we must ask you to cancel any items which you cannot execute by 1 January.
45. Please delete from the order any goods which you (cannot supply ex-stock) (cannot ship within 14 days) (cannot supply exactly to sample).
46. We must insist on the observance of our terms and conditions. If you cannot do this, we regret that we shall have to cancel the order.

47. Please supply such items as you have in stock, but treat all others as cancelled. Your immediate advice would be appreciated.
48. As you have failed to deliver within the specified time, we have no alternative but to cancel our order.
49. The recent slump in the market here makes it unavoidable for us to cancel the remainder of our order.
50. We regret having to cancel our order for the two further machines, but the worsening of the trading position here gives us no option.
51. Please cancel our order no. 33 of 3 October for 25 battery-operated sets and send us all-mains sets in substitution.

**Prices, Discounts, etc.**

52. We agree to your price, but should like to know if you are prepared to grant us a discount of 5% for a quantity of 2,000.
53. What special discount can you offer for orders over £5,000 net?
54. We enclose our order, but must point out that the falling market here will leave us little or no margin of profit. We must ask you for a keener price in respect of future supplies.
55. As we have now done business with you for a year, we should appreciate quarterly settlement terms.
56. As we propose to run a series of 12 consecutive advertisements, we should like to know what discount you can allow for this.
57. We attach our order for 3 gross, but could send you much larger orders if you could see your way to bringing your price down to a level comparable with that of your competitors in this market.

**Concluding lines**

58. Your early attention to this order will be appreciated.
59. Please note that delivery is required by 5 April without fail.
60. If this first order is satisfactorily executed we shall place further business with you.
61. We will do our best with these goods, and if sales are satisfactory we shall make your brand one of our standard lines. Kindly advise us when the goods are despatched.

### *Assuring the customer of your attention*

62. You may rely on us to carry out your instructions in every detail.
63. Your order is receiving immediate attention and you can depend on us to effect delivery at Southampton well within your time limit.
64. We have taken special note of your packing instructions and these will be strictly observed.
65. Special instructions have been given to our despatch department to send your orders on 1 May, 1 June and 1 July respectively. You may be sure that your wishes will be carried out.
66. We note that the goods are to be collected at our works by your forwarding agent, and we shall accordingly notify Carter & Sons when the order is ready to be called for.
67. We cannot guarantee delivery by next Friday as your order was received too late for this week's despatch, but we are sending your goods by rail, and they will reach you more quickly than if we waited for the next van delivery.

### *Execution of orders*

68. The goods are nearly ready for despatch and we should be glad to have your instructions.
69. We have not yet had precise shipping instructions and are holding your order until these arrive.
70. As you do not give any special instructions for forwarding, we are passing your order to our forwarding agents in the usual way.
71. As you need the goods so urgently we have arranged transport by road to the port. This will make shipment by S.S. *Dinard* possible.
72. To avoid storage charges at the port, we are holding your goods here pending arrival of your forwarding instructions.

### *Mentioning method of payment*

73. Please inform us what arrangements you have made for payment. Shipment will be effected immediately we have your reply.
74. As we have not had the pleasure of doing business with you before, we enclose a copy of our invoice, and will be glad if you will arrange payment either by banker's draft or by opening an irrevocable letter of credit in our favour. Please also state what documents you require.
75. In view of the urgent nature of your order we suggest that you arrange payment by banker's transfer, confirmed to us by telegraph.
76. As requested, we shall draw on you at 60 days for the amount of our invoice, one copy of which is enclosed, the draft to be accepted by your bankers as arranged.

### **Prices and payment queries—replies**

77. Our terms are net. You will appreciate that our low prices make it impossible for us to grant any discount.
78. We are grateful to you for the order, but regret we cannot allow a further discount of 5% as requested.
79. Our prices are ex-works; should you wish us to undertake shipping arrangements we will gladly do so, adding the costs involved to our draft on you.
80. We are accepting your order at the prices quoted in our letter, but cannot guarantee that they will hold good for further orders.
81. Prices of raw materials have risen steeply since our quotation of 1 May, and we could now accept your order only at the rates quoted on the attached list. We await your confirmation before executing your order, but shall be pleased to give you priority if your reply reaches us within 3 days.

### **Delays in execution of orders**

82. Much to our regret, your order has been held up at the docks by a strike of stevedores. You will appreciate that these circumstances are beyond our control.
83. Owing to delays in the delivery of raw materials, we fear we may be unable to execute your order before 23 January. Please accept our apologies for the inconvenience caused—we are working to capacity to catch up with schedule.
84. A slight delay in the execution of your order will now be unavoidable, but we are giving it priority and you will not have to wait more than 3 days longer than the original delivery date. We regret this and can only hope that it will not seriously inconvenience you.
85. The recent exceptional demand for this line makes it impossible to promise delivery of any further orders before 15 June.
86. We very much regret that our earliest delivery date is now 1 January, as we find it impossible to keep pace with the rush of orders this season. Will you kindly confirm your order for this date.
87. We think it fair to point out that recent changes in import quotas may cause us difficulty in executing contract orders and that some delay is inevitable.

### **Refusing an order**

88. We will be unable to accept any more orders for this item until further notice.
89. Regarding item no. 6 of your order, we regret that we do not manufacture this in stainless steel.

90. In this instance we are unable to accept your order, as we cannot match your pattern.
91. Much as we should like to do business with you, we fear we cannot turn out brushes of reasonable quality at the price you ask.
92. Supplies of raw materials are becoming difficult to obtain and we have no alternative but to decline your order.
93. As our factory is at present fully occupied with contract orders, we regret having to decline your order.
94. As we would not be able to promise delivery before next spring, we feel we must return your order, with our apologies and thanks.
95. We have a waiting list of several hundred for these machines and can give no guarantee of delivery this year.
96. Production difficulties force us to decline further orders for this model for the time being.
97. The political situation has caused supplies of bristle to 'dry up' entirely, and we are forced to discontinue the manufacture of these pure bristle goods.
98. There is no demand for material of the type you submit as a sample, and we shall not manufacture further supplies.
99. Any alteration in design would mean re-setting our machines, and the cost of this would be prohibitive unless you could place an order for some 5,000.
100. it would be impossible for us to supply this small quantity in wrappers of varying design and colour, without considerably raising the prices.
101. It would not be possible to produce economically the small quantity you require.
102. While thanking you for your order, we have to explain that we supply only to authorised dealers in each town, and at present we are not considering increasing the number of dealers in your area.
103. We are at present supplying only to wholesalers, and therefore refer you to Messrs. ... , who would be pleased to supply your needs.
104. We are obliged to you for your order, which we have passed to our agents, Messrs. Smith & Co., Cape Town, for attention.

**Refusals—closing sentences**

105. As soon as we are in a position to supply this line we will get in touch with you again.
106. Our difficulties are only temporary, and we will welcome your orders in the future.

107. We hope you will understand the circumstances which compel us to decline your order this time, and that you will contact us again in the near future.

108. We are extending our works and installing new plant, so that we will not again have to refuse orders such as yours.

109. You may rely on us to inform you as soon as we are able to supply these goods again.

110. We are confident that supplies of raw materials will be readily available within the next few weeks, and this will enable us to resume production. We will be getting in touch with you as soon as the situation is back to normal.

111. We think that the current industrial dispute will be brought to a speedy end, and will contact you as soon as a solution has been reached.

**Counter-offers /sending substitutes:**

112. We cannot supply exactly to your order as ...

113. ... our stock is completely exhausted.

114. ... these designs are out of fashion.

115. ... we do not stock the sizes required.

116. ... these colors are no longer available.

117. We can offer you instead ...

118. We recommend you to buy a synthetic material such as ...

119. Quality 15X is equally (hard wearing) (waterproof) (damp-resisting) (acid-proof) (attractive) (serviceable).

120. It is no longer possible to obtain supplies of this material, but the very similar article X is in good supply.

121. We strongly advise you to accept catalogue no. 32, as the mode! you selected is no longer obtainable.

122. We could not guarantee to keep within the price-limit set by you and must ask you for a little latitude in this respect.

123. Our price was quoted for orders of £1,000 and over, and we must ask you to increase your order to this figure if you wish to profit by the lower price.

124. As our prices apply only for quantities of 1 dozen, we have sent you 12 of each, and trust that this will meet with your approval.
125. We have had to increase our prices since you last ordered.
126. We have been compelled to raise our prices by 10% owing to . . .
127. ... increased labour costs.
128. ... the rise in raw material prices.
129. ... heavier import duties on raw materials.
130. ... rising freight and transport costs.
131. If your market will stand an extra 10p per bottle we can offer you . . .
132. If you can raise your order to 1,000 we can offer you a price of Fr. 2.30 each.

*Substitutes*

133. We have substituted surface no. 5 (Smooth Lustre) for no. 4 (Half Lustre), as the latter is no longer available in cream.
134. As your order is marked URGENT, we have sent you type XX. We hope you will approve.
135. Following several complaints, we have withdrawn these chemicals from stock and are substituting with 'AL' brand in your consignment.
136. As prices are low in the London market, we sent your fruit to Bristol, where a price nearer that which you hoped for was obtained.
137. We can obtain the knives at the price you want only with celluloid handles. Please telex us immediately if you wish to purchase these.
138. We would like your confirmation before supplying so large a quantity in the alternative designs now proposed.
139. As size 5 cm. x 8 cm. is no longer manufactured, we are sending 6 cm. x 9 cm. as a substitute.
140. We cannot quite match the finish of your sample, but are sending you our nearest.

*Exporter's order for cloth, subject to price reduction*

Dear Sirs

Thank you for your quotation of 10,75p per metre for cloth no. 110. Before we place an order with you, we would like to know whether you can quote us a slightly better price for the material. We are thinking in terms of an order for some 20,000 metres, and as the cloth is for export to a highly competitive market, a keen price is essential. A prompt reply would be greatly appreciated.

Yours faithfully

*Exporter's request for lower price*

Dear Sirs

We have received your quotation of 1 February and the samples of men's suitings we asked for, and thank you for these. While we appreciate the good quality of your products, we find the prices of these materials rather high for the market we supply. We have to point out that very good materials of this type are being exported by European manufacturers at prices from 10% to 15% below yours, so the prices you quote would make it impossible for us to compete on the market in question.

*Acknowledgements of orders*

Dear Sirs

We thank you for your interest in our special offer of tinned beef, and are pleased to advise you that your order has been dispatched today by Road Transport Services, Ltd.

Yours faithfully

*The sellers promise punctual dispatch*

Dear Sirs

Many thanks for your order of 3 March for: 2,000 litres assorted distempers. It is already being attended to and there will be no difficulty in getting the goods to you by your stipulated date.

Yours faithfully

*Price concession agreed*

Dear Sirs

Many thanks for your letter of 18 May, in which you ask us for a keener price for our pattern 110. Much as we would like to help you in the market you mention in your letter, we do not think there is room for a reduction in our quotation as we have already cut our price in anticipation of a substantial order. At £ 10,75 per metre this cloth competes well with any other product of its quality on the home or foreign markets. We are willing, however, to offer you a discount of 5% on future orders of value £50,000 or over, and this may help you to develop your market. Meanwhile we will execute your present order with this concession, and we await your acceptance of this offer.

Yours faithfully

*Price reduction refused*

Dear Sirs

Many thanks for your letter of 5 February.

We have now given careful consideration to your comments on our offer of men's suitings. We are keen, of course, to meet your wishes and to supply you with material which will enable you to compete in Eastern markets, but regret that any reduction in the prices quoted is not possible at present. The qualities offered are the finest available at these prices, and considerably better than those of foreign makers who supply the markets you mention.

We think you would do better to order wool mixtures nos. 31 -50 in our pattern-book, and we are arranging for our representative to call to discuss these with you, as they are ideal for your market and the prices are right. We will do our very best for you.

Yours faithfully

*Manufacturer informs customer that goods are ready for dispatch*

Dear Sirs

We have pleasure in informing you that your order no. 844772 has been completed and is awaiting collection. The consignment consists of 5 crates, each weighing 255 kg. Transport, insurance and freight are being arranged by our forwarding agents, Heinz Lederer AG of Hamburg. We can vouch for their expertise and efficiency. As soon as we receive details of forwarding charges from our agents, we will send you our invoice and the shipping documents. The amount of the invoice will be charged to

your account, and in future we will draw on you quarterly, as previously agreed. We assure you that your orders will be given prompt attention, and look forward to hearing from you again.

Yours faithfully

*Apology for delay by strike*

Dear Sirs

The recent strike of transport workers here has caused delays in the despatch of a number of our export orders, and we regret that yours, too, is temporarily held up. Your order was despatched from here 2 days ahead of the guaranteed time, and we are told that the goods are now in London awaiting shipment. We are making private arrangements for their transport to the docks and should be able to get them on the next ship, which sails on 3 March. We apologise for this unfortunate delay and are doing our utmost to get your order away.

Yours faithfully

*Delay caused by Government regulations*

Dear Sirs

We are very sorry indeed to have to advise you of a delay in executing your order no.... of... As you may know, the Government has recently put an embargo on the free export of certain metals to the Far East and we have to obtain a special licence to proceed with your order. We think the delay will not be more than 2-3 weeks, and we shall give your order priority as soon as we receive authority to go ahead. Meanwhile, please accept our apologies for the inconvenience caused.

Yours faithfully

*Manufacturer is forced to refuse an order for technical reasons*

Dear Sirs

We thank you very much for the order contained in your letter of 20 December.

After carefully considering it, however, we have come to the conclusion that it would be better for you to approach another manufacturer in this instance.

To machine to the limits required in your specification would require the setting up of special equipment at our works, and this would not only be impossible before September, but would seriously interrupt our normal production.

We are really sorry not to be more helpful, but hope that you will understand our position.

Do let us have other enquiries at any time,

as we shall be only too pleased to meet you if it is within our power.

Yours faithfully

*Seller refuses to supply on buyer's terms*

Dear Sirs

We are very grateful to you for your indent no. 32 for 10,000 boxes of paper fasteners.

To our regret, we are unable to accept your order at the price requested: £25 per 1,000.

You will find on referring to our previous correspondence (21 June last)

that we gave you our lowest price for this quantity as £27 per 1,000.

Since then, prices have tended to rise rather than fall, and our profit margin does not warrant any concession by way of quantity reduction or discount.

We should, of course, be glad to fulfil your order if you will confirm at £27 per 1,000, settlement at 30 days.

Yours faithfully

*Counter-offer of silk at a higher price*

Dear Sirs

Very many thanks for your letter of yesterday, enclosing your order for 1,000 metres of 'Willow' pattern silk cloth.

In turning to us for a supply of this famous line, you evidently realise that if such an article is to be had at all, we are the people to supply it. We appreciate your interest, and would have liked to be able to supply your order from stock as we did years ago.

However, times and tastes change. The 'Willow' pattern is now out of fashion, and in common with other manufacturers we have so little demand for it that we have ceased to produce it.

We think, however, that your customers would like our new material 'Rayon Porcellan', a sample of which we have pleasure in sending you with this letter. This material has all the good qualities of the old 'Willow' pattern and is very much smarter in appearance, without being as vivid in colour as many modern silks and rayons.

The price is 83p per metre or £41 per 50-metre piece, f o.b. Liverpool. Prices for all silk fabrics have increased considerably in the past year and it is no longer possible to supply a really good material at the figure you name. As you know, we supply only first-class and guaranteed fabrics.

A full selection of our silk patterns is also being sent you by parcel post. All o. these are selling well in your country and we can safely recommend them to you. We can ship your order within a week of hearing from you.

Yours faithfully

## **METHODS OF PAYMENT IN FOREIGN TRADE**

### **Sending the invoice or statement**

1. We enclose invoice amounting to E 235.53, covering the first consignment per S.S. *Nova Scotia*.
2. The enclosed invoice in triplicate covers goods sent against your order no. ...

3. We have pleasure in enclosing herewith our invoice to the amount of £57.09, on payment of which the order will be despatched.
4. On receipt of your remittance for DM 1150 we will release your order to the forwarders.
5. We enclose our pro-forma invoice as requested; all costs to Durban are included in it.
6. A copy of the invoice is enclosed. The shipping documents will be handed to you by the SAS Bank against settlement of the amount shown.
7. With this letter we are sending you a statement for January invoices totalling £235.
8. Our quarterly statement is enclosed, and the usual 2½% discount may be deducted if payment is effected by the last day of this month.
9. We have pleasure in enclosing our statement of account for all transactions up to 24 March. Please check the entries and if you find them correct, kindly carry forward the total of £ ... to the April account.
10. Will you please let us have your cheque for the amount of the enclosed statement.
11. The balance of £100 left uncleared by your September payment has been brought forward to the enclosed statement for October and we would appreciate early settlement of the total amount now due.
12. Attached to this letter you will find our statement showing a balance of Fr. 2,523; we are drawing on you for this amount.

**Notifying payment of account**

13. We enclose our (cheque) (money order) for £... in settlement of your invoice no. 000 of 24 March.
14. We have pleasure in sending you enclosed our cheque for £ ...
15. Thank you for prompt sending of the invoice. We have today transferred the amount of £123.38 to the XXZ Bank, London, for your credit.
16. Many thanks for your pro-forma invoice. We accept this price and are making immediate payment to our bank, ..., who will notify you of the credit in due course.
17. Your statement of our account for the last quarter has been received and found correct. We have instructed our bank to remit the amount of £2,136.59 for the credit of your account at... Bank, London.
18. We are glad to advise you that your statement of our account as at June 30 corresponds with our books and we shall be pleased to accept your bill of exchange for this amount.
19. We have arranged payment through the PZX Bank in London of the sum of £1,000.. .
20. ... in settlement of your invoice no. 000.

21. ... and ask you to credit our account accordingly.
22. ... which clears our account, after allowing for discount at 24%.
23. ... which balances our account after taking into consideration credit note no. 000.
24. ... in part payment of your last statement.
25. ... in full settlement of your invoice.
26. ... as the first instalment under our agreement.
27. ... as a deposit against our order no. 000.
28. We have today instructed our bank, the YZY Corporation, to telegraph the amount due. Please acknowledge receipt.
29. The sum of £1,135 remitted yesterday through the XXX Bank clears our account up to 1 December. The balance will be sent on or before 31 December.
30. We have to draw your attention to our statement dated 10 July for the amount of £385, and to remind you that settlement was due by 31 July.
31. Will you please let us have your draft in settlement of our invoice no. 7933417 of 17 May.
32. We are sorry to have to inform you that we have not yet received a credit advice from our bank in connection with the consignment which was sent to you on 24 February (our invoice no. 682435).
33. We sent you our quarterly statement on 4 April, but since we have not received any advice of payment we are enclosing a copy of the statement and would be glad if you would kindly arrange early settlement.

**Final demand**

34. As we have received no replies to our letters of... and ..., we have no option but to take immediate legal action to recover the amount due to us unless your payment is received within 7 days.
35. We are sorry to have to inform you that as we cannot get any satisfactory reply from you regarding settlement of our account we shall have to refer the matter to the ... Trade Association in your town, unless we receive some news from you within 3 days.
36. It is impossible to keep this account open any longer and we are taking measures to obtain payment through legal channels.
37. We have given you every opportunity of discharging your debt but have had no evidence of your willingness to honour your obligations. We are therefore instructing our solicitors to take the necessary action to enforce payment.

**Debit, credit, balance**

38. Please credit us with this amount.
39. Kindly place these funds to the credit of our account.
40. Your account is £. . . in credit.
41. There is now a debit balance of £. . .
42. This payment balances our account to date.
43. There is an outstanding balance of £. . .
44. We are opening a credit of £. . . in your favour.
45. There is a balance of \$. . . to your credit.
46. Please apply these funds to clear our account, and carry the balance forward to 19. ..

**Charge, charges**

47. You may charge this item to us.
48. We are charging your account with the balance.
49. Our charge for this service is . . .
50. This item represents charges for costs incurred.
51. Transport and dock charges are included.
52. We make no charge for this item.
53. You sent us three cases but charged for four.
54. There is no charge for cardboard cartons.
55. Any incidental costs are chargeable to us.
56. We are sure that this is an overcharge
57. We regret having undercharged for item XX.
58. This payment discharges our liability.

**Enter, entries**

59. Please enter this item in your records.

60. After entering these credits we find our figures agree with yours.
61. After making these entries we can confirm your total.
62. Kindly make similar entries in your books
63. On checking your statement we find that you have missed a credit entry for £. . . on Jan.

*Note:* In the above examples the words *debit*, *credit*, and *charge* can be used both as nouns and verbs. The same is possible with *invoice*.

### **Books, audit**

64. Our books are due for audit.
65. These are the auditor's figures.
66. Please clear this amount at once . . .
67. ... as our books have to be balanced on 31 December.
68. ... as we close our books on . . .
69. ... as we wish to close our books
70. We shall audit the accounts on . . .
71. The annual audit will be made on . . .

### **Customer's credit status**

72. Your name was given us by ...
73. We are indebted to Messrs. ... for your name.
74. Messrs. ... have referred us to you for information concerning . . .
75. We have been asked to give credit of.. .
76. The firm whose name is written on the attached slip ...
77. (Can you please) (Will you kindly) give us information regarding ...
78. ... their credit status.
79. ... their activities and financial standing.
80. ... their reputation and creditworthiness.
81. ... their ability to meet a credit of .. .

82. Do you think they should be good for £. . . ?
83. Would you consider a credit of £... a reasonable risk?
84. Have you any reason to doubt their creditworthiness?
85. Are they reputed to meet their liabilities promptly?
86. As far as you know, is their business financially sound? 87.. Should we be safe in granting them a credit of £.-.
88. We should also welcome information regarding ...
89. Any other information you may be able to pass on to us will be treated as confidential.
90. You can, of course, rely on us to act discreetly.
91. We realise that what you may be able to tell us is without responsibility.
92. We enclose a (stamped addressed envelope) (postal reply coupon) for your reply, and thank you in anticipation.
93. We would be very grateful to you for an answer, and enclose a postal reply coupon.
94. If we can at any time render you a similar service, we shall be glad to do so.
95. We thank you in anticipation of your reply ...
96. We thank you very much for your assistance.

**Answering credit enquiries**

97. The firm (you name) (named in your letter) (mentioned) . . .
98. ... are reputed to be sound.
99. ... have a high standing.
100. ... enjoy the respect and confidence of.. .
101. ... have a sound and prosperous business.
102. ... are considered worthy of credit.
103. ... have an excellent record.
104. Messrs. XXX . . .
105. ... have done business with us for.. . years.

106. ... are good customers of ours.
107. ... have been known to us for. . . years.
108. ... are a well established and reliable firm.
109. ... have an old established connection . . .
110. ... are people of integrity.
111. We think a credit of £500 a fair risk.
112. A credit of £1,000 would be justified.
113. We are of the opinion that you would run no undue risk in granting them quarterly account terms.
114. We should not hesitate to allow them the credit asked.
115. Monthly terms with a credit limit of £500 would appear to be reasonable.
116. They should be safe for almost any amount.
117. We advise caution in granting credit terms.
118. In view of their position, credit of £. . . would be risky.
119. Credit should be restricted to one month.
120. We advise against exceeding a credit of £200.
121. A credit of £1,000 would be a great risk.
122. Long credit would involve you in serious risk.
123. They are a firm of good repute and have large financial reserves.
124. Their financial standing is very strong.
125. They have the capital to back this expansion.
126. Their credit status is very high.
127. They are known to be heavily committed and have overrun their reserves. Caution is advisable.
128. They are being pressed by several creditors and their position is precarious.
129. Their reputation is good, but they appear to have over-traded recently.
130. They suffered heavy loss in the . . . bankruptcy case and recovery is uncertain.

131. They are inexperienced in this business and extreme caution is advised in granting credit.
132. We would rather not express an opinion of this firm.
133. We are unable to recommend them.
134. Our experience of this firm does not warrant our giving you a favourable report.
135. We do not know enough about them to give satisfactory answers to your questions.
136. They are slow to settle their accounts.
137. They often defer payment of their accounts until a second reminder is sent to them.
138. Their record does not give grounds for confidence.

**[1] *Error in totalling invoice***

Dear Sirs        With reference to your invoice no. 21026 of 3 July, we have to point out that you have made an error in your total. We calculate the correct figure at £237.73, not £247.73 as given by you.

Our cheque for the former amount is enclosed and we should be obliged if you would amend the invoice or pass the necessary credit.

Yours faithfully

**[2] *Error in extending item on invoice***

Dear Sirs        We thank you for prompt delivery of our order no. 212 of 3 May, and are pleased to report that the goods arrived in good condition.

Your invoice has now been received, and on checking this we find that you have made a mistake in the extension of item no. 3, 15 chairs at £3.35. You have extended this as £53.60, whereas the correct figure is £50.25. Please let us have your credit note for the difference.

Yours faithfully

**[3] *Disagreement on goods sent and charged***

Dear Sirs      Our indent no. 00265, your invoice no. 2345

The various items supplied against the above indent have now been checked and we regret to inform you that there is a discrepancy between the goods sent and the amount invoiced.

Item no. 5 of our indent called for 10 x 6 men's poplin shirts, size L, and this quantity was in fact received. We noticed that your packing note showed 12x6 shirts against this item, and now we find that your invoice shows this quantity, too. Will you kindly look into the matter and let us have your credit for the difference in due course.

Yours faithfully

**[4] *Incorrect discount in statement***

Dear Sirs      Your statement of account for the December quarter has been found in order but we think you have made an error in the special discount shown. In your letter of 15 September last you agreed to allow us 5% extra on quarterly transactions exceeding £1,000 in value.

The amount of the statement in question is £1,106, but you have shown discount at only 2i%.

Will you kindly adjust this, after which we shall be pleased to pass the account for payment.

Yours faithfully

**[5] *Discrepancies in statement***

We have received your statement for December 1978 and must point out certain discrepancies in your entries:

(1) 5 Dec. You debit us £55.38 against invoice no. 31752, but we have no record of such an invoice in our files, nor can we trace any packing note for goods that might explain this item.

(2) 19 Dec. Invoice no. 32101 for £31.50. This item is charged twice; as you will see, you have made a similar debit dated 29 December.

(3) Your final entry is 53p carriage<sup>2</sup> added to your entry for invoice no. 33711. We take it that this charge is made because the order in question is under £10 in value. While agreeing that you are entitled to make this charge, we think that the volume of business done with you in December should warrant<sup>3</sup> a free delivery in this case.

Will you please let us have your comments.

**[6] *Customer queries credits***

Your quarterly statement arrived a few days ago and shows a balance in your favour of £527.40.

We have to draw your attention to two credit items which you do not show on this statement: firstly, an amount of £1.89 due to us in accordance with your credit note A124 of 17 May, and secondly, an amount of £5.83 due to us for empty crates and carboys returned to you on 30 April.

We have never had any credit note for the second of these two items, although we wrote to you on 5 June asking for credit

Under these circumstances we are deducting a total of £7.72 from the amount of your statement and are instructing our bank to remit the sum of £519.64 in full settlement.

**[7] *Seller's reply to letter no. 5***

Dear Sirs, Many thanks for your letter of... in which you query your current statement. We have examined our records carefully and have discovered that invoice no. 31752 of 5 December was charged to you in error and we enclose our credit note to the amount of £55.38 to adjust the matter.

We are very sorry indeed that you have been troubled.

Regarding your second query, we regret that the entry for 29 December was given against invoice no. 32101. This should read no. 32701, which invoice was also for the amount of £31.50. We think you will find that you did, in fact, receive these two lots of goods against your orders no. 37 and no. 55.

Finally, concerning the delivery charge of 53p for your order no. 60, this was quite properly made by our accounts department under standing instructions. However, we appreciate your business and are quite agreeable to waiving<sup>5</sup> the charge. Our further credit note to adjust the matter is enclosed. We apologise for the inconvenience caused and look forward to doing further business with you.

Yours faithfully

**[8] *Seller complains of short payment***

We thank you for your remittance for £117.18 received today by our bank. Our official receipt is enclosed.

The amount of the statement in question is £157.18 and as you make no mention of this in your recent letters we are wondering if this is a clerical error on your part.

Perhaps you would remit the balance of £40 in the course of the next few days.

**[9] *Seller rejects request for discount***

We thank you for your letter of. . . in which you draw our attention to an apparent error in the discount we have calculated on your quarterly statement dated 31 December. Through an oversight, no accompanying letter went out with your statement. The position is that the discount of 5% agreed on orders over £1,000 was granted on condition that no balance was outstanding<sup>7</sup> from previous accounts. At the time of writing there is a balance of £300 due from our last account rendered, and under the circumstances we can only offer the normal 24% discount.

You will appreciate that while we are anxious to give every assistance, we are only able to make discount concessions if accounts are cleared promptly.

**EXCHANGES, ADJUSTMENTS, ETC.**

**[10] *Letter from an accounts department adjusting charges to a customer***

Dear Sirs We apologise for the inconvenience caused by the delivery to you of two consignments bromide developer which should have been shipped to another customer. Please accept our thanks for agreeing to keep the heavier of these two packages for your own account to save freight; also for forwarding the smaller package to Messrs. J. H. B.

To adjust your account we are debiting you with £11.13 for the bromide you have decided to keep, and crediting you with the sum of 75p, which we understand was the freight charge paid by you for the forwarding of the package to Messrs. J. H. B. The matter has now been adjusted and we appreciate your co-operation.

Yours faithfully

**[11] *Adjustment of charges covering an exchange***

We attach our credit note for goods which you returned and which were supplied against your order no. 050. We understand that you wish to have pattern no. 000 in place of returned items, and your instructions are receiving our attention.

The amount of £1.08 is being debited to your account for freight on the returned goods you sent these carriage forward; the cost of returning goods for exchange must, of course, be borne by the customer.

Will you please also let us know whether the replacement goods are to be sent at once, or whether we should include them in your monthly delivery. If we send specially, we shall have to charge the freight to you.

## **VARYING THE TERMS OF PAYMENT**

### **[12] *Customer asks for open account terms***

Dear Sirs        Today we have arranged payment of your invoice no. 162 for goods received on 24 April. The material arrived in good condition and has now been sold. As we have now done business with you for a year on the basis of payment on invoice, we would like to ask you to grant us open account terms, with quarterly settlement. Our two other main suppliers, Messrs.... and ..., have recently agreed to supply us on these terms.

Yours faithfully

### **[13] *Customer asks for monthly account terms***

We have now been doing business with you for nearly a year and are pleased to say that we are more than satisfied with the goods you have supplied.

In the coming year we will probably place regular orders with you and our present method of payment by letter of credit will become inconvenient. We would also find a short credit of advantage to our trading capacity.

We would therefore like you to supply us on monthly account terms, payment against statement within 30 days. You may refer to Messrs.... and Messrs.. ..., with whom we have credit accounts.

### **[14] *Supplier agrees to account terms***

Many thanks for your letter of... in which you ask us to place you on monthly account terms.

We are pleased to hear that you propose to increase your business with us and are quite willing to comply with your request. The new arrangement will operate immediately.

We look forward to serving you and are delighted to hear that you are satisfied with the goods we have supplied.

## **EXTENSION OF CREDIT**

### **[15] *Customer asks for time to pay***

Dear Sirs     Your quarterly statement reached us yesterday and has been found correct.

As you know, we have always settled your account promptly and regret very much that we now find it necessary to ask you for an extra few weeks in which to clear the current liability.

Our difficulties are temporary and have been caused by the failure of the early fruit crop here, on which many of our customers are dependent. We are confident of being able to settle in full within 6-8 weeks.

We would appreciate it as a helpful gesture if you could grant us this concession.

Yours faithfully

### **[16] *Supplier's reply to request for time to pay***

Dear Sirs     We have received your letter of. . . asking us to allow you 60 days in which to clear your current statement.

While appreciating your difficulties, we think it unreasonable to expect us to wait a further 2 months for payment for goods, many of which were supplied 2-3 months ago. However, we are taking your good record of settlement into consideration and are willing to help you as far as possible.

If you send us a remittance for half the amount of our statement we will draw on you at 60 d/s for the remaining half.

We hope this will be acceptable to you and wish you a speedy recovery from your difficulties.

Yours faithfully

### **[17] *A first reminder to a previously regular payer***

Dear Sirs     As we have always received your payments punctually, we are puzzled to have had neither remittance nor report from you in connection with our current statement of 7 April. We think you may not have received our letter containing the statement, as settlement is now 4 weeks overdue. We are accordingly enclosing a copy of the account to the amount of £. .. and you will no doubt give it your early attention.

Yours faithfully

**[18] *A first reminder to a new credit account customer***

Under our agreement, payment for individual orders sent to you is due 2 months from date of invoice.

The consignment of watch springs sent you by air freight on 15 June was invoiced to you on 16 June and payment was accordingly due on 16 August. No doubt it is through an oversight on your part that settlement is now 3 weeks overdue and we look forward to receiving your remittance in the course of a few days.

May we ask you for prompt clearance of all invoiced accounts, as we can only supply at our agreed prices if this is done.

**[19] *Customer makes part-payment after receiving a first reminder***

Dear Sirs      We have received your letter of 15 August reminding us that your account was due for payment on 31 July. We intended to clear this account by the end of last month, but business has been slack in the fur trade, and our own customers have been very slow in clearing their accounts. This has, of course, resulted in a temporary liquidity problem for us.

Today we have sent you a cheque for £750. which we must ask you to accept on account. We will send you a further sum in a fortnight's time, and will clear the balance outstanding by the end of September.

We are very sorry to have to keep you waiting, but hope you will realise that we are do everything we can under difficult circumstances. Yours faithfully

***Second reminder***

**[20]** We regret very much that you have not replied to our letter of... asking you to clear the amount of £... outstanding against invoice no. 000. Kindly inform us if there are any reasonable grounds for your non-payment, or alternatively advise us of what arrangements you are making for settlement.

**[21]** On 1 April we sent you our statement showing a balance due of £. . . This sum should have been paid by 30 April, but, receiving no remittance, we wrote to you again on 25 May, enclosing a copy of the statement. As we are still without any reply from you, we regret to say that we must hold your order no. 1111 until we have your payment on an explanation of your delay in replying to our letters.

**[22]** No reply appears to have been received to our letter of... asking for clearance of the balance of your account. We are quite sure that you have some good reason for your failure to pay this sum within the agreed time, but regret very much that you have not informed us of it. Whatever the reason, however, we must remind you that our terms are 30 days net. We expect your reply by telex or cable.

[23] Since sending you a reminder on 31 October, we have not pressed you for settlement of our September statement because on the whole your payments have been satisfactory since we granted you open account terms. Please do not make it necessary for us to revise our terms of business by withholding payment any longer. We look forward to receiving your immediate draft.

[24] When we placed you on open account terms it was agreed between us that settlement would be made within 30 days of date of statement. Your payments have not always been made in accordance with our agreement and your present balance of £215.18 is now a month overdue. It is impossible for us to continue supplying you unless you meet your obligations promptly and we now have to ask you to confirm by cable that you have arranged for payment.

[25] Dear Sirs

Our letters KP/1-KP/2 of...

All our attempts to induce you to clear your indebtedness to us have been ignored, and we are quite unable to understand why you have not even replied to our letters.

We think we have shown reasonable patience and consideration, but we can do so no longer and must now reluctantly take steps to obtain payment at law.

As you must yourselves appreciate, your own credit and reputation are certain to suffer by our action, but we regret that there is no alternative. If, however, you make an immediate payment to ... Bank of the full amount due, we will suspend action against you.

Yours faithfully

[26] *Seller's enquiry to reference given by buyers*

CONFIDENTIAL

Dear Sirs

We have had a request from Messrs. J. L. Dyer & Co. of Port Elizabeth S. A. for supplies of our products on open account terms. They have given your name as a reference, saying they have done business with you for the past 5 years.

We would appreciate it as a very great favour if you would kindly let us know in confidence whether you have found Messrs. Dyer & Co. reliable in their dealings and prompt in settling their accounts. As we understand that their requirements may be to the amount of

£10,000 monthly, we should be grateful to you for an opinion on their ability to meet a liability of this size.

Any other information which you could supply would be very welcome, and would of course be treated as strictly confidential.

Yours faithfully

**[27] *Seller's letter to trade association***

Dear Sirs We have been referred to you for information on their credit standing by Messrs. D. Lyle & Co. who have asked us to supply goods to the value of £750 against their first order. We should be very grateful to you for any information you can give us about their activities and the scope of their transactions, as we hear that they may place further and larger orders. In particular we should like to know whether you think we should be taking a fair risk in granting a £750 credit in respect of this first order, and up to what amount you thin we could go with safety in the future.

We thank you for your courtesy and assure you of strict confidence.

Yours faithfully

**[28] *Seller's letter to his bank manager, asking for information***

Dear Sir I am thinking of granting credit to Messrs... .of..., of whom I have only slight knowledge gained during a few months of trading on a cash basis.

If you can find out anything about their financial and credit standing, I shall be very grateful to you. They give me only their bankers, The... Bank Ltd. of..., as a reference and they estimate their monthly orders at about £500.

I hope that you will be able to assist me.

Yours faithfully

**[29] *Favourable reply to letter no. 26***

STRICTLY CONFIDENTIAL

Dear Sirs

Replying to your letter of... under ref. no. AB/A we can give you the following information.

The firm you mention are well-known in local business circles and appear to have a good reputation. They have been established for over 10 years, to our knowledge, and conduct a fairly extensive import trade in our line.

We have been doing business with them for just over 5 years on quarterly account terms and can say that their obligations to us have been punctually met" at all times. Although their credit with us has never reached the level mentioned in your letter we would have no hesitation in granting them this amount, if asked.

This information is given without responsibility, of course.

Yours faithfully

**[30] *Favourable reply to letter no. 27***

Dear Sirs        We can supply the following facts regarding the firm mentioned in your enquiry of 3 November.

Established in 1935 as import/export dealers, they now have a sound business with a high turnover. They own good premises and have an office staff of 30.

Local enquiries reveal that their annual purchases exceed £10,000. Their directors are well-known locally and well thought of.

Our opinion is that the credit you name could safely be granted: the figure given above in respect of other credit transactions may act as a guide to you in fixing your credit level

We hope this information will be of assistance to you.

Yours faithfully

**[31] *Favourable reply from a bank to letter no. 28***

Dear Sirs        With reference to your enquiry of... concerning the firm named on the enclosed slip, we can advise you that they are old established dealers of the highest repute and standing and are considered safe for the credit you mention.

This information is for your own use only and is given without responsibility.

Yours faithfully

**[32] *Unfavourable reply from a bank to letter no. 28***

Dear Sirs        Replying to your enquiry DD/CC of... we regret to say that we cannot give information in this case. We would advise you to act with caution. Yours faithfully

**[33] Unfavourable reply from enquiry agency**

Dear Sirs        We have completed our enquiries concerning the firm mentioned in your letter of.. and must advise you to consider carefully the credit you give in this case. In the past 2 years this company has been the defendant in 2 court cases involving claims for non-payment of sums due, although payment was subsequently made in each instance.

Overbuying would appear to be a fault in this firm, whose registered capital (1994) was £750. As a result, most of their suppliers give them very short credit or supply only on a cash basis.

This information is strictly confidential and is given without responsibility on our part.

Yours faithfully

**[34] Unfavourable reply from business reference**

Dear Sirs        We regret we are unable to help you very much with regard to the firm mentioned in your letter of.. .

It is true that we did business with them during the period 1974-75, but the amount involved was not large and accounts were net always satisfactorily kept. This is, of course, in strict confidence.

Yours faithfully

**BANKING AND PAYMENT IN FOREIGN TRADE**

**Opening an account**

1. Please open a current account for us in the name of John Smith & Co. We enclose specimen signatures of the partners, either of whom may sign cheques on our behalf. Will you kindly open our no. 1 account with £750 and place £250 to our credit in a no. 2 account.
2. To open the account we enclose a cheque on the XYZ Bank for £...
3. Kindly open the account in my name. I am instructing my bank .. ., to transfer the equivalent of S. Fr. ... for this purpose.
4. Please advise us of the present interest rate on deposit accounts and approximately what balance you require us to keep in our current account to eliminate charges.

### *Payment instructions*

5. Please transfer £100 to the Westland Bank Ltd., Bournemouth, to the credit of Clark & Sons Ltd., debiting our no. 1 account.
6. Kindly effect the following payments for us: ...
7. Please transfer the sterling equivalent of Euro 1250 to Postscheckkonto Hamburg XXX in favour of Gebrueder Mueller, Hamburg, Hohestr. 1122. This sum represents payment for costs incurred by that firm on our behalf.
8. Please pay to the XYZ Banking Corporation on the 15th of each month and till further notice, the sum of £. .. for the account of John Brown.
9. With effect from 1 January will you please discontinue payments to the Great Eastern Bank authorised in our letter of 1 June last.
10. Referring to the instructions regarding payment to J. J. Hooper Ltd., and contained in our letter of 3 April 1977, we now wish you to cancel these.
11. Kindly cancel the credit opened in favour of Miss... as alternative arrangements have been made.
12. Please withhold payment of £500 deposit to Messrs. ... as the purchase of the equipment concerned may not now be made. We will keep you informed of any developments.
13. We have to ask you to stop payment of our cheque no.... drawn on 23 September in favour of Johnson Bros., until further notice.
14. Please suspend payment of our cheque no. ... drawn in favour of Messrs. Pink & Brown, as it appears to have been lost in the post.

### *Accounting and special instructions*

15. Thank you for your advice of receipt of £235 from The XXX Banking Corporation on behalf of Mr Jacques. This item should have been credited to our no. 2 account and we shall be glad if you will make the necessary transfer.
16. With reference to sheet no. 15 of your statement of our current account, we have no record of the cheque no. 1111 for which you show a debit of £101.53. Will you kindly examine this entry or send a copy of the cheque for our inspection.
17. Kindly give us details of your credit entries for £23.53 and £123.88 on 2 June and 5 June respectively, items for which we have received no credit advice from you.
18. Will you please inform us what services are covered by your entry 'Special Charges' dated 1 January.

19. We are pleased to say that our records now agree with your statement.
20. Kindly credit all sums received under £25 to our no. 2 account. Please also transfer £500 from our current account to deposit account.
21. Please purchase at the best possible rate the following foreign currency, and debit to our current account:

**Bills: (1) The buyer writes to the seller**

22. Please draw on us for the amount of your invoice and attach the documents listed below to your draft.
23. We propose to pay by bill of exchange at 30 d/s, documents against acceptance. Please confirm if this is acceptable to you.
24. You may draw on our London agents, Messrs. ... at 60 d/s for the amount of your invoice. Our agents have been instructed accordingly and advised of the terms of our agreement.
25. We have received your letter and invoice dated 3 January and are willing to accept your draft for the amount involved, payable at 60 days' sight.
26. Our bankers in Hamburg, Die Handelsbank, will accept your draft on them on our behalf.
27. We agree to accept the goods in 3 shipments and you may draw on us at 90 days from date of despatch in the case of each shipment.
28. Kindly send us 2 bills of lading by separate posts, together with your draft at 60 days for acceptance.
29. Our acceptances will be honoured at.. . Bank on presentation.
30. Your draft of 25 April has been accepted and will be given our protection.<sup>4</sup>
31. Your draft on us for £250 in favour of J. J. Brown has been accepted, but will you please note that such drafts should be advised in future.
32. In view of the current low level of prices we have to ask you to limit your drafts on us to 60% of the amount you expect us to obtain for your consignments, or we shall be unable to meet these drafts.
33. I am very sorry to say that I find myself unable to meet this bill, due on 1 December, and I feel sure you will appreciate the difficulty in which I am placed. If you would kindly accept £300 cash and draw a further bill on me at 2 months for the balance of £150 plus interest at 6%, I would be most grateful to you and guarantee to honour it on presentation.

34. We are surprised to find that you have drawn on us for the last shipment, as we advised you in our letter of 11 February that we could handle these goods on a consignment basis' only. Please note that we have accordingly declined to accept your bill in this instance.

35. Your draft for the shipment by S.S. *Calcutta* was presented yesterday and duly met. We should now like to ask you if you are willing to supply us in future on 60 d/s, as other suppliers in your country are already allowing us this credit.

36. The goods arrived in excellent condition and we are fully satisfied with them. If you can guarantee to repeat this quality we shall place large orders with you, and in this case we shall require open account terms. Please let us know if you are prepared to grant us these, with settlement by banker's transfer within 30 days of date of your quarterly statement.

37. In reply to your letter of... in which you say that our acceptance No. 1210 of 22 June appears to have been lost in a plane crash, we are willing to accept a copy of this provided you indemnify us against liability in the event of the original being found.

**Bills: (2) The seller writes to the buyer**

38. In accordance with our (terms of payment) (agreement) we have drawn on you at 30 days' sight for the amount of the enclosed invoice.

39. Your proposal to pay by draft is acceptable to us and we shall accordingly draw on you at 2 months from date of shipment of your order.

40. As arranged, we are attaching our sight draft on you for £310 to the shipping documents and are handing them to our bank for forwarding to you.

41. We note that you wish us to draw on your London agents for the amount of our invoice. This is acceptable to us and we shall send them our draft for attention as soon as the goods are ready for shipment.

42. We have pleasure in advising you that your order no.... was despatched on the S. S. *Banji* on 20 April and you should receive the goods within 3 weeks. Our draft on you at 60 d/s in favour of R. A. Mason will be presented to you by the Great Oriental Bank, Shanghai, and we would be grateful if you would kindly give it your protection.

43. We are pleased to confirm that each shipment will be separately charged and that we shall draw on you under advice" for the invoice amounts.

44. We apologise for our failure to advise you that we had drawn on you. This was due to a misunderstanding and we shall take care to avoid any recurrence.



58. Our export trade in nylon tubes and piping is increasing rapidly and we are no longer able to finance this trade ourselves. Are you willing to advance us up to 70% of the value of our overseas orders on production of the invoice and bill of lading? Our drafts on our customers would be passed to you with the documents, of course. We should appreciate details of your services and charges in connection with business of this type.

59. We enclose various acceptances as listed below. Kindly present them for payment at due date and credit the proceeds to our account.

60. We enclose a sight draft for \$10,000 to your order on The Aluminium Fittings Corporation of Pittsburgh. Please make the following payments to our various American creditors against this draft: ...

61. Please give us details of your collection charges for drafts on European and South American import merchants.

**(Seller—to foreign bank)**

62. Messrs. J. & A. Lotham of 53 High Street, Liverpool, have asked us to draw on you at 2 months for USD. 50,200 in respect of a shipment of textiles as per invoice attached. Our draft for this amount is enclosed together with the shipping documents. Will you please accept the draft and return it to us, at the same time sending the documents to Messrs. Lotham.

63. Our agents in New York will shortly be sending you the shipping documents covering a consignment of books. Will you please release these documents to Messrs.....against their payment of the attached sight draft on them for \$3,000. Please hold the funds pending disposal instructions.

**(Buyer—to his bank)**

64. The following drafts will shortly be presented to you by foreign drawers. Please accept them on my behalf and meet them at maturity to the debit of my no. 2 account. Your charges are for the account of the drawers.

65. I enclose an accepted bill drawn on me by F. Antonio and should be glad to receive the documents covering the goods in question.

66. Please note that we have domiciled the following acceptances with you: Will you kindly honour them at due date and advise us at time of payment.

67. Can you please make arrangements with a bank in West Berlin for the payment of our Eastern European suppliers' drafts on us? Your advice on the necessary formalities would be appreciated.

**Further instructions to bank (or exporter)**

68. A certificate of inspection from our agents, Messrs. . . . must also be produced by the sellers before the draft is honoured.

69. Please open a credit of £2,000 in favour of the Atlantic Trading Co., available to them at 30 d/s in respect of 3 shipments of leather goods as specified on the attached sheet. The beneficiaries are to draw on you for each shipment as these are effected, and the documents required are bills of lading (2), commercial invoices (5), insurance policy, consular invoice and certificate of origin in respect of each shipment.

70. Kindly see that the insurance policy gives the full cover asked for in our letter, before accepting the draft.

71. The forwarding agent's receipt will be acceptable as evidence of shipment in this case and payment may be made on production of this document by the beneficiary.

72. It will be in order to extend the validity of the L/C until 31 December.

73. As we have placed a further order with our suppliers will you please increase the credit to £1,250 in accordance with attached instructions.

Лошкарева Дарья Александровна

Надеждина Наталья Гальевна

СБОРНИК ТЕКСТОВ ДЕЛОВОЙ ДОКУМЕНТАЦИИ

Учебно-методическое пособие

к практическому курсу профессионально-ориентированного  
перевода для студентов, обучающихся по программе  
«Переводчик в сфере профессиональной коммуникации»