

8

International trade

- ▶ payment requests
- ▶ sounding polite
- ▶ writing requests and reminders

8.5 Writing Requests and reminders

Discussion

1 Answer the questions below. Then compare your answers with a partner.

- 1 What is your philosophy on credit?
 - a) never borrow money
 - b) use credit in moderation
 - c) get as much credit as you can
- 2 If you have to ask someone to repay money they owe you, how do you feel?
 - a) embarrassed
 - b) angry
 - c) nothing, it's only money
- 3 What would you write to remind someone they owe you money? Why?
 - a) a text message
 - b) an email
 - c) a letter

Model

2 Read the emails below. Which email 1–4 is:

a request? a reminder? a refusal? a final demand?

Highlight the phrases which helped you to decide.

1 INBOX | REPLY | FORWARD

According to our records, our invoice number 061704 for €15,789 is now overdue. If, however, this invoice has already been settled, please disregard this email.

3 INBOX | REPLY | FORWARD

Further to our email of 23 May, we have still not received payment for the outstanding sum of €15,789. We regret to inform you that we are suspending all shipments until this outstanding balance has been settled.

2 INBOX | REPLY | FORWARD

In answer to your enquiry of 2 September about trading on open account, we regret to inform you that we are unable to agree to your request due to your insufficient credit rating. We hope you will understand the reasons for this decision, and we trust that we can continue to do business together as in the past.

4 INBOX | REPLY | FORWARD

As we now intend to place regular orders with your company, we would appreciate being able to trade on open account. We are confident this arrangement will be to our mutual benefit, and we look forward to an early reply.

Analysis

3 Make complete sentences by using one phrase from each column. The first one has been done for you.

1	I am writing to enquire	agree to	which is still outstanding.
2	I am afraid group policy	the sum of €21,552	to extend credit terms of 60 days.
3	We are pleased to	whether you would be able	of this outstanding balance.
4	May I remind you that	your early settlement	the terms you propose.
5	We wrote to you on 4 November	does not allow us	to our legal department.
6	Would you let us	regarding the balance of €12,650	is still outstanding?
7	We would appreciate	but to pass the matter on	as soon as possible?
8	We shall have no alternative	know your decision	to give more than 30 days' credit.

Which sentences are used in:

a request? a reminder? a refusal? an agreement? a final demand?