

Internet research

If your customers are slow payers, one way to improve cash-flow is factoring. Search for the keywords *factoring receivables* to find out how factoring works, and its advantages and disadvantages.

Language focus

4 Which is the most polite form, a or b?

- 1 a) In view of the increase in our volume of business, ...
b) Considering how much more business we're giving you, ...
- 2 a) About the longer credit you asked for, ...
b) With regard to your request for improved credit terms, ...
- 3 a) Re: your letter dated 31/1, ...
b) Further to your letter of 31 January, ...
- 4 a) We look forward to receiving your order.
b) We expect you to order quickly.
- 5 a) We're giving you a week to pay, ...
b) Unless we receive payment within seven days, ...
- 6 a) We would like to apologize for the delay in sending the enclosed cheque.
b) We are sorry we took so long to send the enclosed cheque.
- 7 a) This was an unfortunate oversight due to circumstances beyond our control.
b) We forgot, but it wasn't our fault.
- 8 a) We can assure you that it will not recur.
b) Don't worry, it will never happen again.



5 Complete the emails using vocabulary from Exercises 2, 3 and 4.

1

✉ INBOX REPLY FORWARD

In _____ of the increase in our volume of _____, I am writing to _____ whether you would be prepared to _____ credit terms of 60 days.
Would you let us _____ your decision as soon as _____?

4

✉ INBOX REPLY FORWARD

May I _____ you that the sum of €101,000 is still _____ on your account?
We would appreciate your early _____ of this outstanding _____.

2

✉ INBOX REPLY FORWARD

With _____ to your request for improved credit _____, I am afraid that group _____ does not _____ us to extend more than 30 days' credit.

5

✉ INBOX REPLY FORWARD

We would like to _____ for the delay in sending the _____ cheque. This was an unfortunate _____ due to circumstances beyond our _____, and we can assure you that it will not _____.

3

✉ INBOX REPLY FORWARD

_____ to your email of 17 July, we are pleased to agree to the _____ you propose, and we look _____ to receiving your order.

6

✉ INBOX REPLY FORWARD

We wrote to you on 11 April _____ the balance of €15,550 which is still _____. Unless we receive payment _____ seven days, we shall have no _____ but to pass the matter on to our _____ department.

Glossary PAGE 157

disregard
extend
factoring
outstanding
overdue
oversight
settle

Which email is:

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

Writing

6 Work in groups of three to write and reply to requests and reminders.

Student A: turn to page 117.
Student B: turn to page 119.
Student C: turn to page 120.