

# Business correspondence

Collection letters

Your name and address as it appears on the Purchase Order

**FRED FREEMAN**

1, The Street, Anytown, Someshire AT1 12XY  
Tel 01234 123456

Your invoice number: must be unique to you

You must invoice the BBC.  
Invoice address taken from the purchase order.

Invoice to:

BBC  
Accounts Payable  
Room 403  
Villiers House  
Haven Green  
London W5 2PA.

Invoice date:

11/06/2007

Invoice no:

01221

Purchase Order no.:

4500987590

Purchase Order number

BBC Contact: Sally Truestamp, tel 020 812 3456

Your BBC contact and tel. no. from the purchase order

Description		Amount
Line 10	Edinburgh shoot – camera operator	£400.00
Line 20	Edinburgh shoot – equipment	£200.00
Net Total		£600.00
VAT at 17.5%		£105.00
Invoice total		£705.00

VAT Reg. No. GB 123 4567 89

If there is more than one line item on the purchase order you must quote the line item number/s you are invoicing for on your invoice

If you are VAT rated, you must state the VAT rate and your VAT registration number

Purchase Order, invoice and payment must be in the same currency

**Seymore****Furniture Ltd****Statement**

Telephone: +44 (0)1628 26755.....  
Fax: +44 (0)1628 26756  
Email: [accounts@seymore.co.uk](mailto:accounts@seymore.co.uk)  
Registered NO.18514391 London  
VAT No.231618831

~~Tilg Street~~  
~~Middlehead~~  
~~Berkshire~~  
~~SN16502~~  
~~UK~~

31 May 20—

~~C.R.Mendez, SA~~  
~~Avenida del Ejército 83~~  
~~E-48015 Bilbao~~

Date 20—	Item £	Debit £	Credit £	Balance £
<del>1 May</del>	Account Rendered			270.00
2 May	Inv. L8992	260.00		630.00
8 May	DVN 311	62.00		682.00
12 May	Cash		100.00	482.00
14 May	Inv. L8995	720.00		1,202.00
20 May	C/NCL017		80.00	1,122.00
25 May	Cash		600.00	622.00

E. &amp; O. E.Cash Disc. s% if paid within 7 days

## Bill of exchange

Here is the bill mentioned in the previous letter. It has already been accepted by the drawee, who has named a bank in London which she wants to use to clear it.

B/E No. 1671

5 March 20 ---

30 days after sight pay to the order of

Panton Manufacturing Ltd London

Three thousand eight hundred and sixty pounds only (sterling)

value received payable at the current rate of exchange for Banker's sight drafts on London.

To B. Haas B.V.  
Heldringstraat 180-2  
Amsterdam 1007

Accepted payable at  
Mainland Bank, London  
B. Haas

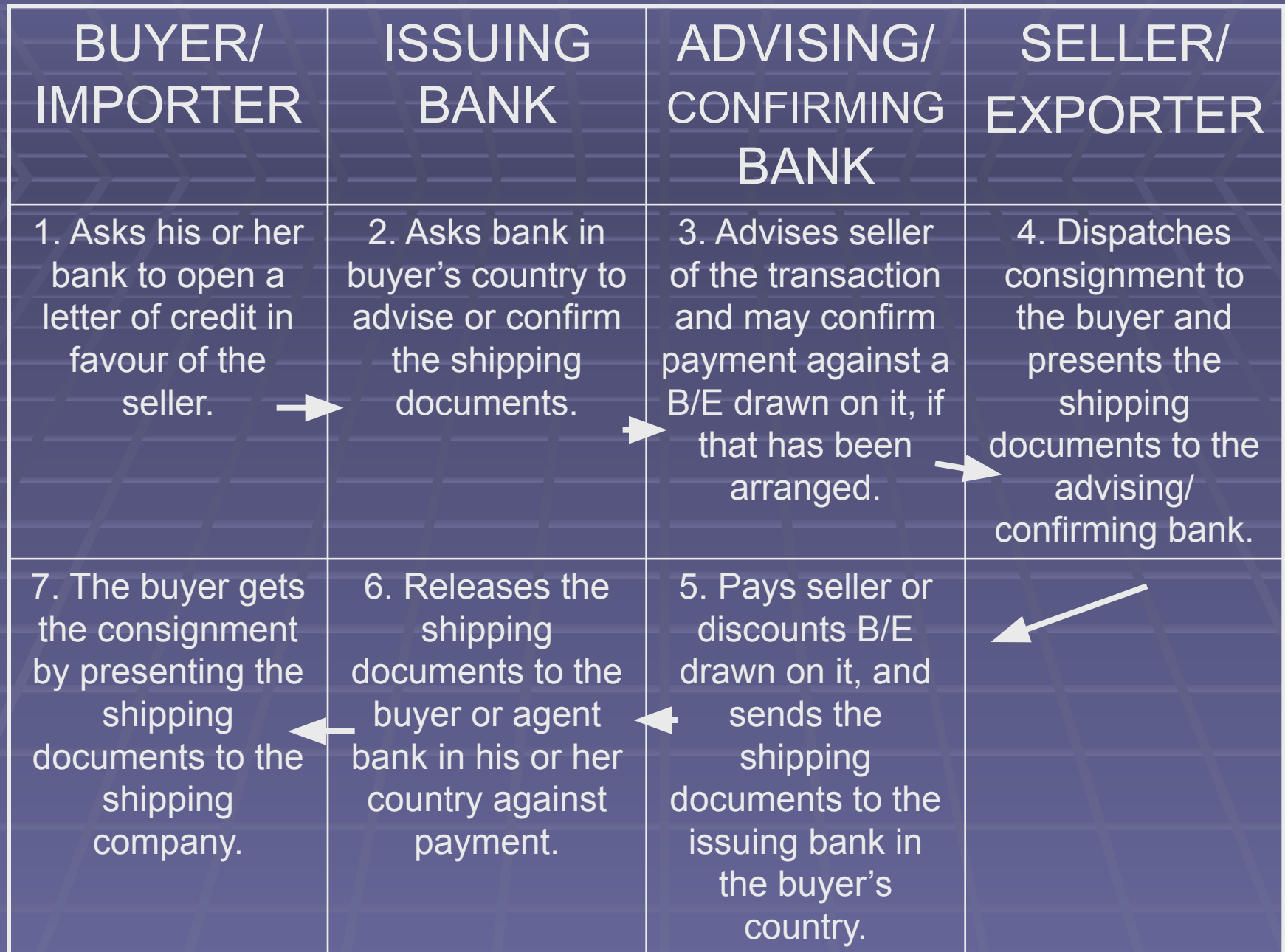
Signed Donald Panton  
Managing Director

# Methods of payment: trade within the UK

- Bank draft
- Bank transfer
- Bill of exchange
- Cheque
- Credit transfer
- Debit/credit card payment
- Letter of credit
- Cash on delivery
- Post Office Giro
- Postal order

# Methods of payment: trade outside the UK

- Bank transfer
- Bill of exchange
- Cheque
- Documentary credit
- International bank draft
- International money order
- International Post Office Giro
- Promissory note



## Sample Letter of Credit

<name and address  
<of financial institution  
<  
<  
<

Date of Issue: **mmm dd, yyyy**

Our Irrevocable Standby Letter of Credit: **<document number>**

Date of Expiry: **mmm dd, yyyy**

### BENEFICIARY:

Canadian Wheat Board  
423 Main Street, PO Box 816, Stn. Main  
Winnipeg, Manitoba  
R3B 1B3

### APPLICANT:

<name and address of applicant  
<  
<  
<

Pursuant to the request of our customer, **<name of applicant>**, we, the undersigned, **<name, branch number, and address of financial institution>**, hereby establish in your favor our irrevocable Letter of Credit **<document identification number>** in the total amount of **<amount of LOC>** Canadian Dollars.

We authorize you to draw on this branch under this Letter of Credit in the form of a written demand for payment, which demand we shall honor without inquiring whether you have a right as between you and the customer to make such demand and without acknowledging any claim of the customer.

Provided, however, that you are to deliver to us at the above address at such time as a written demand for payment is made by you upon us, a certificate signed by you confirming that the monies drawn by you are due and payable to you in accordance with an agreement between you and the customer.

Partial drawings are permitted.

Drawings hereunder must be presented at **<name, branch number, and address of financial institution>** on or before the end of the banking business on **<expiry date of LOC>**, at which time this Letter of Credit will expire.

Unless otherwise specified, this credit is subject to the Uniform Customs and Practice for Documentary Credits 1993 Revision, I.C.C., Publication number 500.

We engage to honor presentations submitted within the terms and conditions indicated above.

**<name of financial institution>**

\_\_\_\_\_  
Authorized signature  
**<specify name and position>**

\_\_\_\_\_  
other signature (if necessary)  
**<specify name and position>**

Sample Copy  
Letter of Credit



# OPENING A CURRENT ACCOUNT

Dear Mr Day

I would appreciate it if you could open a current account for me under my trading name R&S Fashions Ltd. enclosed you will find two specimen signatures, my own and that of my partner Ms Catherine Sidden. Both signatures will be required on all cheques. I also enclose a reference from Mr Stephen Young, who banks with your branch, and a cheque for £357.00 with a paying-in slip.

Yours sincerely

# CHANGE OF SIGNATURE

Dear Mr Winston

Please note that as from 11 August 2008 the two signatures that will appear on cheques for our Number 1 and 2 accounts will be mine and that of our new accountant, Mr Henry Lloyd, who is taking over from Ms Dianne Knibbs.

I enclose a specimen of Mr Lloyd's signature and look forward to your acknowledgement.

Yours sincerely

# REQUEST FOR A STANDING ORDER

Dear Sir/ Madam

Account No.33152 110 9501

We have just moved to new premises at the above address and would like to pay our monthly rent of £1,574.00 to our landlords, Richards & Long, 30 Blare Street, London SW7 1LN, by standing order.

Would you please arrange for £1,574.00 to be transferred from our No.2 account to their account with Dewlands Bank, Leadenhall street, London EC2, on the 1st of every month, beginning 1 May this year?

Please would you confirm that the arrangement has been made.

Yours faithfully

# CANCELLATION OF A CHEQUE

Dear Mr Mathers

Please cancel cheque No. 17891650 for 1,672 in favour of B.Gelt Ltd. the cheque appears to have been lost in the post and I am sending another in its place.

B.Steward  
Accountant

# First reminder stage guide

Stage One: Open by simply reminding your reader that his payment is late. Include all the relevant details.

Stage Two: To maintain the client's goodwill immediately presume that this was an honest mistake and make sure the client understands that this letter is only a gentle reminder that the payment is now due.

Stage Three:

Confirm your belief that this is the case and that you look forward to receiving the payment in the next few day.

# Step by step guide

Step 1 Check the spelling of the recipient's name.

Step 2 State the concern and the situation

Step 3 Indicate the deadline for paying the bill and any penalties that may result.

Step 4 Indicate the consequences of not paying the bill.

Step 5 Encourage the recipient to send full payment or contact you to arrange a payment schedule.

# FIRST REMINDER

Dear Robert

I am writing concerning our invoice No.H931 for \$919.63, a copy of which is enclosed. It appears that this invoice has not yet been settled.

I see from our records that since we began trading you have cleared your accounts regularly on the due dates. That is why I wondered if any problems have arisen which I might be able to help you with? Please let me know if I can be of assistance.

Yours sincerely

# REPLY TO FIRST REQUEST

Dear Richard

I was surprised to receive your letter of 20 November in which you said you had not received payment for invoice No.H931.

I instructed my bank, The Welsh Co-operative Bank, Swansea, to credit your account in Barnley's Bank, Cardiff, with the \$919.63 on 2<sup>nd</sup> November.

As my bank statement showed the money had been debited to my account, I assumed that it had been credited to your account as well. It is possible that your bank has not advised you yet. Could you please check this with Barnley's, and if there are any problems let me know, so that I can make enquiries here?

Yours sincerely



# SECOND REMINDER

Dear Sig.Giordianino

With reference to my letter of 10 August, I enclose copy invoices which made up your June statement, the balance of which still remains outstanding.

Having dealt with you for some time, we are concerned that we have neither received your remittance nor any explanation as to why the balance of \$6,000.00 has not been cleared. Please would you either reply with an explanation or send us a cheque to clear the account within the next seven days?

Yours sincerely

# Reply to the second reminder

Dear Sr Costello

First let me apologize for not having cleared June statement or replying to your letter of August. However, I am surprised that you did not receive our circular letter informing all our suppliers that we were moving from Milan to Turin. I have checked our post book, and find that a letter was sent to you on June 30.

As you will see from the copy enclosed, we warned suppliers that there might be some delay in clearing accounts and replying to correspondence as the move would involve employing new staff who needed time to get used to our accounts and filing systems.

You will be pleased to hear that we have now settled into our new offices and will have a fully trained staff by the end of next month. Meanwhile, I am enclosing a cheque for \$20,000 on account, and will send a full settlement of your June statement within the next few days.

Could you please note our new address for future reference?

Yours sincerely

# FINAL DEMAND

Dear Mr Theopolis

Account No. TYG 99014

We wrote to you on two occasions, 21 October and 14 November, concerning the above account, which now has an outstanding balance of \$3,541.46 and is made up of the copy invoices enclosed.

We have waited three months for either a reply to explain why the balance has not been cleared, or a remittance, but have received neither.

We are reluctant to take legal action to recover the amount, but you leave us no alternative. Unless we receive your remittance within the next ten days, we will instruct our solicitors to start proceedings.

Yours sincerely