

# Types of letters

## **Order (plan)**

By Maria Fedorova

# Order. Covering letter

## 1. **Opening:**

- *Please find enclosed our order № 4378 for (items, materials, services, etc.).*

## 2. **Payment:** confirm the terms of payment:

- *We would like to confirm that payment is to be made...*

## 3. **Discounts:** confirm the agreed discounts:

*Finally, we would like to say that the 25% trade discount is quite satisfactory.*

## 4. **Delivery and methods of delivery.**

**5. Packing:** advise your supplier how you want your goods will be packed.

## 6. **Closing.**

# Образец заказа (Sample Letter of Order)

Men's Clothes Dealers Ltd.  
142 South Road  
Sheffield S204HL

21th March, 1997

Dear Sirs,

## **Our Order for Silk Shirts**

In response to your letter of 17th March, we thank you for sending us your catalogues of men's silk shirts. We are sure there will be a great demand for them in Ukraine.

We are enclosing our Order No. 142, and would ask you to return its duplicate to us, duly signed, as an acknowledgement.

Yours faithfully,

**Vladimir Smurov**

Export-Import Manager

Enc.Order No.142

# Order form -

a document showing the *number and type of products that you want when you order goods*:

- (<https://dictionary.cambridge.org/ru/словарь/английский/order-form>)

See examples at

[http://templatelab.com/purchase-order-templates/#Purchase Order Templates](http://templatelab.com/purchase-order-templates/#Purchase%20Order%20Templates)



# Other specimens

## \*Order acknowledging letter (short):

- *Thank you for...*
- *Your order N<sup>o</sup>... is now being processed.*
- *We are now dealing with it and you may expect delivery within the next 3 weeks.*
- *We are pleased to say that we have already made up your order N<sup>o</sup>... for 50..., and we are now making arrangements for shipment to Rotterdam.*

## Order Letter Example

SUBJECT: Order Acknowledgement Letter

Dear Mr/Ms (name),

We will take this good opportunity to thank you for your recent order, placed on (date), order number (3349000566).

Your order is being processed and will be shipped out to you within 24 hours.  
You will receive a second confirmation letter updating you on your item's status during transit.

We have an aim to provide a quick and effective service, should you not be satisfied with something, please be sure to contact our customer care center on telephone number (4447778900) quoting your order number in full and one of our representatives will do their best to assist you.

Please be sure to keep this letter and information safe for all future communications with us.  
Thank you.

Regards,

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# Other specimens

- \* **Advice of dispatch** (уведомление об отправке)
- \* **Delays in delivery** (informing a customer about it)
- \* **Refusing an order**, reasons:
  - - out of stock
  - - bad reputation
  - -unfavorable terms
  - - size of order

*Delivery could not possibly be promised within the time given in your letter.*

*Our factory only sells material by 30-metre rolls which cannot be cut up.*