



SNS COLLEGE OF TECHNOLOGY

(An Autonomous Institution)

COIMBATORE-35

DEPARTMENT OF ENGLISH

BUSINESS LETTERS



1) Quotation letter

Letter from purchase to seller. Asking seller to give details about the things and amount.

2) Clarification

Letter from purchase to seller. Asking some doubts to clarify it.

Eg: what about shipping charge, fixing amount, discount.

3) Placing order

Purchase to seller. Giving the details of the things you want.

Eg: the no. of items and brand, and also have to attach the advance amount. If it is in G-pay give the UPI code and data of transaction.

4) Complaint letter

Purchase to seller; letter giving complaints regarding damage or delay of placing order.

1) Calling for Quotations

Example: Assume yourself to be the Purchase Officer of Nirmal Foundations Pvt. Ltd. Write a letter inviting quotations to buy certain computer peripherals from Danish Technologies Pvt.Ltd. 13,Jawaharlal Nehru Marg,Anna Salai, Chennai. Mention clearly all details you expect from the dealers.

NIRMAL FOUNDATIONS PVT. LTD.

57,Ponnu Complex, East Vadi Street,

Chennai-600 062.

16 March 2009

Sathish Joshua

The Purchase Officer

The Sales Manager

Danish Technologies Pvt. Ltd

Anna Salai

Chennai-600 002.

Dear Sir/Madam,

Sub: Quotations for Computer peripherals - Reg.

We are a computer institute. We have expanded our institute to accommodate 20 more systems. We would like to buy certain computer peripherals that are required immediately. We would like to have your lowest rates for these items along with details like discount on bulk purchase, the guarantee period and after-sales service details, installation and transportation charges and your terms of payment.

S.No.	Items	Quantity
1.	12' colour monitor	10
2.	21' colour monitor	10
3.	Pentium IV processor	20
4.	UPS	10
5.	Samsung key boards	20
6.	Logitech Mouse	20

We plan to start functioning in this new extension complex from the 1 of next month. So please let us know the details for the above products by 28th of this month. We look forward to hearing from you.

Thank you,

Yours faithfully,

(sign)

Sathish Joshua

The Purchase Officer

2) Seeking Clarification

Example: Imagine that you have received the quotation from Danish Technologies Pvt. Ltd., But you have certain doubts in the quotation letter. Draft a letter to the Sales Manager, seeking clarification.

NIRMAL FOUNDATIONS PVT. LTD.
57, Ponnu Complex, East Vadi Street.
Chennai-600 062.

05 April 2009

Sathish Joshua
The Purchase Officer

The Sales Manager
Danish Technologies Pvt. Ltd
Anna Salai
Chennai-600 002.

Dear Sir/Madam,

Sub: Seeking clarification Reg.

Ref: 1. Our letter No. JN/47-2009

2. Quotation No. M/52 dated 26 March 2009

Thank you for your letter of 26 March enclosing the quotation and the latest catalogue. We are happy to place an order with you. However, we need some clarification.

In your quotation letter, the packing and forwarding charges are not mentioned separately as we had requested for. We would like to know whether the price quoted is inclusive of these charges or not. Also, we would like to know whether any discount is given if we pay in cash.

We would be grateful if you could clarify these, at the earliest, so that we can place the order.

Your prompt reply would be appreciated.

Yours truly,

(sign)

Sathish Joshua

The Purchase Officer

3)Placing Order

Imagine yourself placing orders to Danish Technologies Pvt. Ltd:

NIRMAL FOUNDATIONS PVT. LTD.
57, Ponnu Complex, East Vadi Street,
Chennai-600 062.

19/04/2009

Sathish Joshua

The Purchase Officer

The Sales Manager
Danish Technologies Pvt. Ltd
Anna Salai
Chennai-600 002

Dear Sir/Madam,

Sub: Placing order for Computer peripherals - Reg.

Ref: 1. Our letter No. JN/47-2009

2. Quotation No. M/52 dated 26 March, 2009

3. Clarification letter No. M/53 dated 08 April, 2009

Thank you for your quotation dated 26 March. The prices and the terms and conditions are acceptable to us. Your clarification related to packaging and forwarding charges are well taken. We request you to send the below mentioned items within 5 days and install them.

S.No.	Items	Quantity
1.	12' colour monitor	10
2.	21' colour monitor	10
3.	Pentium IV processor	20
4.	UPS	10
5.	Samsung key boards	20
6.	Logitech Mouse	20

A crossed cheque No.320007 dated 10 April, 2009 for the sum of Rs.50,000/- as advance payment is enclosed herewith. On receipt of the items and installation, the remaining amount will be settled in the form of demand draft on your company name.

We look forward to your cooperation.

Yours faithfully,

(sign)

Sathish Joshua

The Purchase Officer

4) Complaint letter

Example : As the Purchase Officer of Nirmal Foundations Pvt. Ltd., write a letter of complaint to The Sales Manager of Danish Technologies Pvt. Ltd. on the discrepancies found in certain items supplied by them.

NIRMAL FOUNDATIONS PVT. LTD.
57, Ponnu Complex, East Vadi Street,
Chennai-600 062.

26 April 2009

Sathish Joshua

The Purchase Officer

The Sales Manager
Danish Technologies Pvt. Ltd
Anna Salai
Chennai-600 002.

Dear Sir/Madam,

Sub: Complaint on Computer peripherals received - Reg.

Ref: 1. Our letter No. JN/47-2009

2. Quotation No. M/52 dated 26 March, 2009

3. Delivery note No. XY/871 dated 26 April, 2009

Thank you for delivering the items ordered for on the stipulated date. But the personnel who have to install the items have not turned so far. Also, we find certain sealing tampered with. Please send your men and do the needful at the earliest as we are not able to kick-start our program as per schedule.

Yours faithfully,

(sign)

Sathish Joshua

The Purchase Officer