

BUSINESS CORRESPONDENCE

(a) 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 1st 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

(b) 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 26th 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

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(c) 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 26th 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 10th 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

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(4)

(d) Complaint

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.

Sathish Joshua
The Purchase Officer

26 April 2009

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 kickstart our program as per schedule.

Yours faithfully,

(sign)

Sathish Joshua
The Purchase Officer

Explanation :

Whenever an organization wants to buy products in bulk, it calls for quotation from various dealers. After receiving the quotations, a comparative analysis is done and orders are placed. Then the products are received and verified. If there is any discrepancy, a letter stating the default is sent to the dealer for rectification. The format is like a presentation in a letter pad. Language should be simple, clear and precise, with all relevant particulars.