



Purchasing

Business English for Successful Communication

Procurement

- [Do the quiz to find how much you understand in buying language](#)
- Use the words in the box to complete the given sentences

**delivery – frame contract – invoice – method of payment – place of delivery – shipment
– signed order - specifications**

1. We'd like to place our first order in accordance with the terms and conditions of our _____. The _____ will be our warehouse near Bristol.
2. We've sent the _____ to your factory. The _____ is enclosed and should be paid within 30 days of _____.
3. We've spoken to our production unit , and I can assure you that we will be able to meet all the _____ of your order.
4. Our charges depend on your chosen _____. You will find details of how you can pay for the goods on our website.
5. As soon as we have received your _____ (or returned email confirmation), we will pass your order on to the production unit.

Handling orders

HANDLING ORDERS

Placing orders

We would like to order/have ...

We're ready to make our first order under the frame contract.

We'd like to place a call-off order for 3,000 units.

We would appreciate delivery by Friday. Can you manage it/that?

Taking orders

I'll just take/write down the details.

Let me just write this down/type in your order.

So, how many do you need exactly?

Was there anything else you'd like to order today?

Checking and confirming information

Let me just check/repeat that.

Let me make sure I've got everything down right.

Yes, that's right/correct.

Sorry. Did you say ...?

Could you say that again/repeat that, please?

Orders

The verbs in the box can be all used with the noun “order”. Choose the best verb to complete each sentence. Each verb can be used only once and in the correct form.

confirm – refuse – ship – dispatch – place – make up – cancel - acknowledge

1. We would like to _____ with you for 5,000 units.
2. As we unable to supply the quantity you asked for, we would have no objection if you preferred to _____ your order.
3. I am writing to _____ your order which we received this morning for 20 “Omega Engines”.
4. We are please to inform you that your order K45I has already been _____ from our depot.
5. Please _____ your order in writing, so that we can inform our distribution depot.
6. Your order was _____ yesterday on the MV Oxford.
7. Unfortunately, we have to _____ your order unless payment is settled in cash.
8. I would like to reassure you that your order will be _____ in our depot by staff who have experience in handling these delicate materials.

Placing an order

Rewrite this email rearranging the sentences in the correct order.

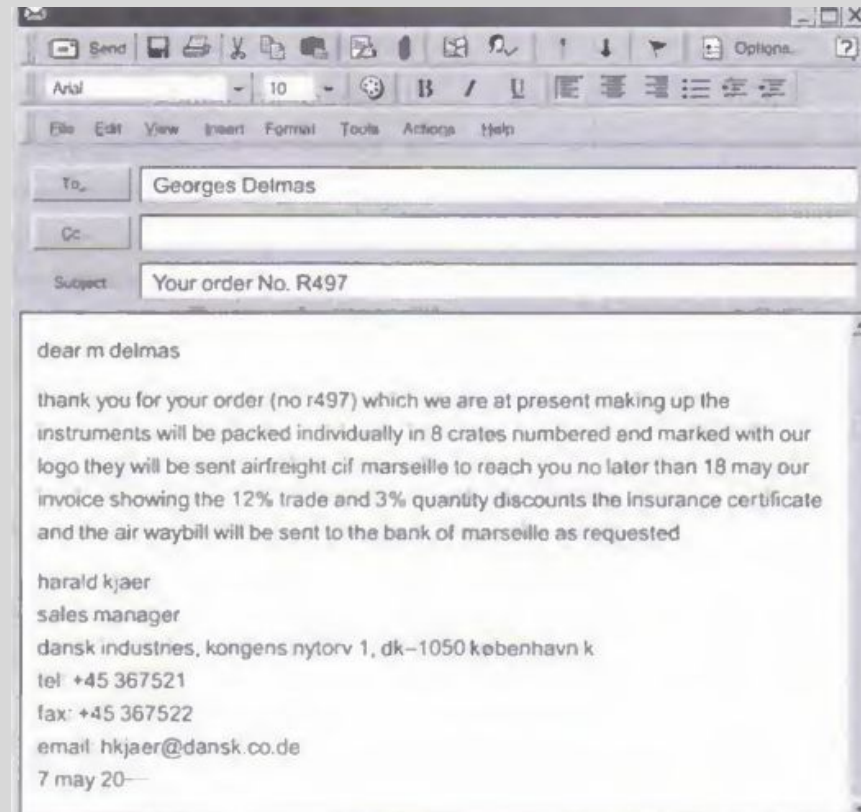
- Best wishes.
- If some of the items are out of stock, please do not send substitutes.
- When you send the order, please make sure all the cartons are clearly labelled with our logo and numbered.
- I can confirm that 10% quantity discount off net prices that you offered is acceptable.
- Dear Sir,
- I attach our order N 49301/231 for the selection of shirts, trousers, and jackets which we discussed previously.
- As agreed, we will pay by letter of credit – I have already arranged this with the bank.
- Please, note the order is expected to be here by April 10, in time for the new season.
- As soon as the bank hands over the shipping documents, the credit will be released.

Covering Letter

- Address it to the people it may concern;
- Use the order number as the subject title;
- Thank for the given information (letter, catalogue, correspondence, etc.);
- Tell them that you enclose the order and remind about the time for the delivery;
- State the method of payment and corresponding conditions;
- Ask them to keep you informed in case of any changes, delays or any other discrepancies;;
- Close by saying you look forward to receiving acknowledgement of the order.

Acknowledging an Order

(rewrite the given example with the capital letters and paragraph making)



Making amendments into your order

Listen to Anna who has to change her order. She calls her contact at Fashion Modes, the sales rep Roberto Branca. Decide whether the following statements are true or false.

- 1. The online tool for changing orders doesn't work yet.
- 2. Anna will automatically receive an email confirming changes.
- 3. Anna wants to make two changes to the order.



Listen again to the conversation. Which phrases can you hear?

1. I need to change the order..
2. I'll make a note of the changes.
3. I'll need written confirmation as well.
4. I'll enter the changes into the system.
5. Could you please tell me the order number?
6. Could you tell me which items are incorrect?
7. It ought to be Brighton, not Birmingham.
8. Could I also ask you to add another item to the order?

Use the above-mentioned sentences to complete these mini-dialogues.

A: What will happen now? I mean, I need some sort of confirmation.

B: Yes, of course. _____, and you'll automatically receive a confirmation email.

A: Unfortunately, one of these items is incorrect, and I need to change it.

Can you do that for me?

B: Of course, It's no problem. But first, _____

A: _____

B: Yes, of course. I can take care of that for you. What would you like to change?

A: _____

B: Yes, of course. I'll send you an email straight away so you can see what we've changed.

Use the above-mentioned sentences to complete these mini-dialogues.

A: I am sorry, but I have to talk to you about some mistakes in our order number 07/345.

B: Yes, certainly. _____

A: _____

B: Yes, of course. We're always happy to increase an order.

Correcting by phone

- Sometimes it can be difficult to understand numbers and figures given over the phone. Listen to the recordings and complete the missing information.
- 1. The order number is _____. Have you got that?
- 2. Sales have been great! So far this year we've sold a total of _____ units. That's an increase of ____ over last year.
- 3. Good news. We can save up to ____ each quarter if we switch suppliers.
- 4. I am pleased to report that this facility was able to increase output from _____ to _____ last quarter.
- 5. I have a question about one of the items you ordered. It's item number____, the ____ cable.
- 6. The net total for your latest order is _____. With the Dutch VAT of _____, this gives you a gross total of _____.

Refusing an order

(match the sentences with similar meaning)

1. We don't produce this product now, because people don't buy enough of it.
2. We can't sell you anything unless you pay in advance.
3. We cannot offer the discount you suggest as our profit margins are extremely low.
4. We can't possibly fill this huge order: it's more than our total output for at least six months.
5. Unfortunately, we cannot guarantee delivery within five working days.

1. Unfortunately, we don't have the capacity to supply an order as large as this.
2. We can't let you have 15% off because we price our products as cheaply as possible.
3. There's no way we can deliver in such a short time.
4. We have stopped manufacturing this product as there's no longer sufficient demand.
5. We regret that we would only be prepared to supply on advanced payment basis.

Delay in delivery

(complete the text with the proper words)

- Further to our telephone conversation on Friday, I am writing to you ____ (affecting, concerning, changing) your order N SX 1940 which was ____ (sold, made, placed) with us on 10 June.
- Once again, I must _____ (regret, apologize, speak) for the delay in processing this order. This was due to a staffing _____ (shortage, fault, malfunction). However, since I spoke to you, we have _____(dismissed, promoted, taken on) four new employees at our depot, and I am pleased to tell you that your order is now ready to dispatch. It will _____ (arrive, deliver, reach) you within five working days.
- Special _____ (care, attention, caution) has been taken to ensure that the _____ (load, crates, consignment) has been packed _____ (meeting, according, serving) to your requirements. Each item will be individually wrapped_____ (prevent, cause, stop) damage.

Standard contract

(match the two halves to make contract terms)

- 1. binding
- 2. liable
- 3. due
- 4. interest
- 5. invalidate any other clauses
- 6. reserves
- 7. revoke
- 8. subject matter
- a. and regulations
- b. of the contract
- c. on arrears
- d. all rights
- e. agreement
- f. date
- g. this contract
- h. for any damages

Now complete these extracts from the contract with the terms mentioned above (part I)

The _____ is the delivery of the electronic equipment by TEGID (SA) to Phone Europe. (For specifications of conditions, delivery terms and dates, see Appendix A. Unless otherwise provided these specifications are binding to both contracting parties).

The signature of both contracting parties constitutes a _____ for the delivery of the chosen articles; call-off orders will be handled through the online portal of TEGID (SA). Both sides accept the general standard terms and conditions of TEGID (SA)

TEGID (SA) _____ to select suitable logistical partners to meet scheduled delivery dates. TEGID (SA) is not _____ or losses incurred by the logistical partners.

Now complete these extracts from the contract with the terms mentioned above (part 2)

Phone Europe agrees to fulfil its payment obligations within 14 calendar days after receipt of the articles. If the contracting party exceeds the _____ by more than 10 calendar days, TEGID (SA) will charge an _____ of 4% above the base interest rate of the European Central Bank. 10 euros will be charged for each reminder.

An agreement clause being or becoming void does not _____.

TEGID (SA) reserves all rights to _____ in parts or in full if Phone Europe infringes any of the agreed provisions. A penalty depends on the extent of the damage incurred by TEGID (SA) (for details see Appendix B).

Writing a Complaints on Bad Shipment Delivery

[Letter of Complaint](#)

(use the link above to practice writing a Letter of Complaint by completing it with the proper words)

Online resources

Use the given links to have extra practice online

[Essential English Phrases for Purchasers](#)

[Sourcing Suppliers](#)

[Product and Vendor Requirements](#)

[Vendor Qualification](#)

[Negotiating Terms](#)