

FTU – ESP DEPARTMENT

COMMERCIAL CORRESPONDENCE

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OUTLINE

- 1. How to layout a business letter. (1)
- 2. How to deal with complaints.(3)
- 3. Transportation and shipping.(2)
 - Mid-term Test
- 4. Emails.(1)
- 5. CV and Application letter. (1)
- 6. Revision. (1)

COMPLAINTS AND ADJUSTMENTS

- **Why do we make a complaint?**
 - **How to make a complaint?**
- **How to deal with a complaint?**



ANSWERS

We complain because:

- The wrong goods have been sent.
- The poor service has been received.
- The quality of the goods is not satisfactory.
- The goods have been delivered late or damaged.
- The prices charged are not as agreed

Rules to observe when making a complaint

- Make a complaint at once.
- Avoid rudeness as it may create ill-feeling and the supplier may be unwilling to help.
- Concentrate on statement of facts.
- Assume that your supplier wants to put the matter right.
- Do not assume that the supplier is to blame because he may have a perfectly good defense.

How to make a complaint?

Opening: Go directly into problems by giving general statements of the damage:

regret => commodity=> order/ contract No=> carrier=> port of loading=> port of unloading=> date of arrival=> damage

e.g. _ *We are sorry to inform you that the consignment of 100 M/T of ABC under our order No 123 dated 2 June 2008 shipped/ carried by the MS Shanghai sailing from Shanghai, China, arriving at the port of Hai Phong yesterday is in damaged condition.*

Useful language for opening statement

- *We/I would like to inform you that...*+
Name of commodities
 - *I am writing to complain about ...*+
Name of commodities
- *We are writing to inform you that the consignment ...*+ Name of commodities
- *We are writing to complain about the consignment...*+ Name of commodities

1.Acknowledgement of the consignment

- **Name of commodities**
- **Documents**
- **Name of vessel**
- **Date of arrival**

Useful language for Acknowledgement of the consignment

- Documents:

... under/ against the order No. 123/ the above order

- Name of vessel:

**... shipped by/ carried by/ shipped on board +
Name of Vessel (the MV, the SS Blue Star)**

Date of arrival:

..., which arrived at SaiGon Port on + date

- **On its arrival at SaiGon Port on + date**

Useful language for Stating condition

- ... was reported missing/ short-delivered/ damaged/ in a short and damaged condition.**
- It was reported missing/ short-delivered/ damaged/ in a short and damaged condition**

2. Message: - State the reasons for making complaint. + Point out witness.

E.g: - *Upon/ On the arrival of the ship/ consignment/ goods at the port it was found/ discovered that:*

- *When the goods arrived at the port, we opened the cases with/ under the supervision of the representatives from Vinacontrol. We found that the condition of the goods has been stated as follows:*

- *When we have/ had the cases opened,*

Or When we opened the cases, under/ with/ by the supervision of a surveyor/ inspector from Vinacontrol in HCM City

Or ...with the presence of from.....it has been/ was found that../we found that.../the condition of the goods has been stated as follows:

Shortage:

- + *Out of 15 items received, 2 items have been seriously broken/ crushed/ dented.*
- + *Against 20 items ordered/ stated in the invoice, the actual consignment consists of only 10 items*
- + *There is a difference between your invoice and packing list. The actual consignment*
- + *In accordance / conformity with our contract, the consignment must include....., but we found.....*

Low quality

- + *The goods are not up to our requirement/ expectation*
- + *The goods do not tally with the sample*
- + *The consignment does not meet the standard we required*
- + *The quality is low/ inferior/ below the standard*

Damage

*+ Out of 20 items ordered/ received,
2 items have been seriously broken/
crushed/ dented.*

3. Enclosed documents

- + *To prove the situation / what we have said,*
- + *To support our complaint/ case,*
- + *We enclose herewith: a survey report (Biên bản giám định), COR – Cargo Outturned Report) (Biên bản kết toán hàng đổ vỡ), packing list, Invoice, ROROC- Report on Receipt of Cargo (Biên bản kết toán nhận hàng với tàu), Bill of lading*

4. Reasons/ Causes

- + *We presume/ reckon/ suppose that.....*
- + *The representatives from Vinacontrol hold/ maintain that*
- + *the shortage was due to the mistake in packing/ careless, improper, inadequate/ poor packing*

5. Suggest the solutions.

E.g: - As we are in need of the goods, we would like you to send us replacement for the damaged goods as soon as you can, but not later than 2 weeks as from today.

- reduce prices.*
- Repair at seller's cost and risk*
- Put the goods at the seller's disposal.*
- Allow discount.*

Useful language for suggesting the solutions.

- + *To put aside at one's disposal: Để tùy ai đó định đoạt*
- + *To put aside/ on one side until receiving further instruction*
- + *To hold the consignment at the seller's disposal*
- + *To send the replacement before/ by....*
- + *To pick up the wrongly-delivered goods*

+ *To return/ send back the goods at your expense.*

+ *To sell/ dispose the goods at the highest possible price/ at the highest obtainable price*

+ *to offer a discount / a price reduction / a credit for the next orders.*

+ *To arrange shipment of the missing goods within.....*

+ *To arrange for repairs within*

Closing: Express the expectation/ wishes that the matter will be looked into and solved.

e.g. – *We hope you will look into/ take up the matter and have it solved immediately.*

- *We look forward to receiving your sensible solutions for our mutual benefit and satisfaction.***
- *We are obliged to***

Useful language for Closing:

- + *We look forward to your sensible / acceptable/ satisfactory solution.*
- + *We hope you will look into/ take up the matter and have it solved immediately.*
- + *We hope the matter would be put right in no time*
- + *In case there is no satisfactory solution within a month, we have no choice but to take legal action/ we are obliged to take legal action.*

- **Enclosed documents:**

- Survey Report (SR)

- Cargo Outturned Report (COR)

- Packing list

- Bill of Lading (BL)

- Invoice

Language of complaint

- **Polite:** avoid using strong emotional terms such as *disgusted*, *infuriated* or *amazed*.
- Avoid being rude or personal use **passive voice** and **impersonal structures**:
e.g.- *You must correct your mistake as soon as possible. => The mistake must be corrected as soon as possible.*
- *There seems to be some misunderstanding regarding terms of discount.*

Exercises

Sáng qua đại diện Hải Phòng báo cho anh/chị biết chuyến hàng đồ dùng bằng điện thuộc đơn hàng số 2072 gồm 200 chiếc tủ lạnh kiểu M2024, 100 chiếc máy giặt cỡ lớn kiểu 4488 và 500 chiếc tivi màu 19 inch kiểu 5033; mua của một hãng Nhật Bản ngày 10/8 ... theo điều kiện CIF cảng Hải Phòng, tàu chở hàng là tàu Carl Maxstart của cộng hòa Liên bang Đức đã cập cảng Hải Phòng ngày 19/11 ... nhưng bị tổn thất. Anh/chị viết thư khiếu nại theo hướng dẫn sau:

Exercises (cont)

- Khi phát hiện có tổn thất, đại diện Hải Phòng đã mời cán bộ của Vinacontrol Hải Phòng đến giám định lô hàng. Và biên bản giám định họ lập có những chi tiết sau:
- Chuyển hàng thực chất có: 190 chiếc tủ lạnh, 440 chiếc ti vi màu, 60 chiếc ti vi đen trắng, 100 chiếc máy giặt.
- Tình trạng hàng hóa: tủ lạnh thiếu 10 chiếc, TV màu thiếu 60 chiếc, 60 chiếc TV đen trắng không nằm trong đơn đặt hàng, 2 máy giặt bị vỡ hòm và máy cũng hỏng không thể sửa chữa được.

Exercises (cont)

- Đối với tủ lạnh chưa giao ta sẽ mua ở Thái Lan, phía Nhật phải chịu mọi chi phí vì ta đang cần gấp.
- Đối với TV, yêu cầu Nhật phải gửi càng nhanh càng tốt 60 chiếc TV màu và đề nghị Nhật cho hướng giải quyết 60 chiếc TV đen trắng theo cách: giảm giá 30%. Nếu không ta có thể bán hộ với giá cao nhất hoặc cho người đến mang đi.

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- A silver metal spiral binding is visible along the left edge of the page, with the wire looping through a series of holes.
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- **YOU HAVE 50 MINUTES TO WRITE!**

Suggesting Answer

- We were informed by our representative in HaiPhong yesterday that your consignment of home appliances **under** our order No. 2072 of 10 August ... **carried by** MS Carl Maxstart, German, arriving at the port of HP on 19 Nov ... **is in** shortage and damaged **condition**.
- The order above **contains** 200 refrigerators model M2024, 100 big-size washing machines model 4488 and 500 color 19-inch TV sets model 5033.
- Having discovered the losses and damage **on the first account**, we had invited Vinacontrol Haiphong to **inspect/ examine** the consignment and their inspection results include the following details:

Suggesting Answer (cont)

- **Against** 200 refrigerators ordered, the actual consignment **contains only** 190 refrigerators
- **Instead of** 500 color TV sets, the consignment **turns out to have** 440 color TV sets, and 60 black white TV sets which are not placed in our order
- **Out of** 100 washing machines, 2 have broken drums and are in **unrepairable** condition.
- We, therefore, would like to **claim a compensation from** you for the following:

Suggesting Answer (cont)

- As we are in urgent demand for refrigerators, for the undelivered units, we would have to buy from Thailand and the difference in prices as well as other **costs** involved would be **covered** by you.
- In the meantime, we would like you to send us the 60 missing color TV sets as soon as possible and propose a 30% discount for 60 black and white TV sets.
- If this proposed discount is not acceptable to you, we could either sell these black and white TV sets for you **on consignment basis at the highest price possible** or you could have someone take the goods away.

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Questions and Answers



THANK YOU FOR YOUR ATTENTION!

