

First letter



**ASSIGN
BUSTER**

First letter Fortune Goods 317 Petaling Street, Malaysia 15 December 2012

Attn: Mr. David Choi Sales Manager, AAA Batteries, 171 Hang Tuah Road, Kuala Lumpur, Malaysia. Dear Mr. Choi Re. Order No. 768197 I am writing to inform you that the goods we ordered from your company have not been supplied correctly. On 10 December 2012 we placed an order with your firm for 12, 000 ultra super long-life batteries. The consignment arrived yesterday but contained only 1, 200 batteries. This error put our firm in a difficult position, as we had to make some emergency purchases to fulfill our commitments to all our customers. This caused us considerable inconvenience. I am writing to ask you to please make up the shortfall immediately and to ensure that such errors do not happen again. Otherwise, we may have to look elsewhere for our supplies. I look forward to hearing from you by return. Yours sincerely, Kamarul Kamarul, Purchasing Officer
Second Letter AAA Batteries, 171 Hang Tuah Road, Kuala Lumpur, Malaysia.

Tel/Fax 2235 2449 17 December 2012 Mr. Kamarul Purchasing Officer, Fortune Goods, 317 Petaling Street, Malaysia. Dear Mr. Kamarul Order No. 2639/L Please accept our apologies for the error made by our company in filling your order no. 2639/L dated Friday, 14 December 2012. You ordered 12, 000 size Ultra super-long-life premium batteries, but our dispatch office sent 1, 200. This was due to a typing error. The balance of 10, 800 batteries was dispatched by express courier to your store this morning and will arrive by Thursday, 27 December 2012. Since we value your business, we would like to offer you a 10% discount off your next order with us. We look forward to receiving your further orders and assure you that they will be filled correctly. Yours sincerely, David Choi David Choi, Distributions Manager