

Reply to first request

You will see from Mr Hughes' reply to Mr Cliff's letter that the invoice had been paid, not by cheque, which was Mr Hughes' usual method of payment, but by credit transfer. If Mr Cliff had looked at his bank statement, he would have seen that the money had been credited. However, as Mr Hughes changed his method of payment, he should have informed his supplier as banks do not always advise credit transfers. This is a good example of why you should not assume that a customer has failed to pay an account. Remember that this type of correspondence is best handled by letter, not email or fax.

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Example letter

HOMEMAKERS

Mr R. Cliff
Homemakers Ltd
54-59 Riverside
Cardiff CF1 1JW

Dear Richard

I was surprised to receive your letter of 20 November in which you said you had not received payment for invoice No. H931.

I instructed my bank, The Welsh Co-operative Bank, Swansea, to credit your account in Barnley's Bank, Cardiff, with the £919.63 on 2nd November.

As my bank statement showed the money had been debited to my account, I assumed that it had been credited to your account as well. It is possible that your bank has not advised you yet. Could you please check this with Barnley's, and if there are any problems let me know, so that I can make enquiries here?

Yours sincerely

Robert Hughes

Robert Hughes

**R. Hughes
& Son Ltd**

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24th November 20—

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