

Faxes

Despite the widespread use of emails today, the fax still remains a preferred means of communication for various business functions in a large number of cultures throughout the world. Faxes are sent in numerous situations – to place and confirm orders / bookings, make and answer enquiries, request and confirm payment, request action, give orders, etc. Faxes are also used to send documents such as fliers, prospectuses, invoices, order forms and other business documents. In many cases, documents are faxed first to save time, and the original and / or legal document is sent by post later.

Layout

When writing faxes, you should follow the standard format. The fax opposite shows where the following different components should appear on the page (though b–f may be in a different order).

- a letterhead
- b name of the person / people who will receive the fax
- c name of the person / people sending the fax
- d sender's fax number
- e date
- f total number of pages
- g opening
- h body of the fax
- i closing
- j signature

Language styles

Faxes can be formal or semi-formal depending on their context and form. They can take the form of business letters or emails, or be in note form like memos. The style of language used should be adapted to each situation (see **Letters**, page 16, **Emails**, page 20, **Memos**, page 24).

Useful phrases

Placing orders and bookings

We wish to place an order for / to book ...
Thank you for sending the order for ...
Please let me know by return fax if you can meet our order / accept our booking.
Kindly indicate earliest possible delivery date.
We look forward to receiving your acknowledgement / shipment / confirmation.

Confirming orders and bookings

Thank you for your order no. 000 / booking dated 5th March ...
Your order / booking is receiving our immediate attention.
We trust the quality of our products will meet with your requirements ...
You will receive our invoice within the next few days.

Making requests and enquiries

We would be interested in learning more about your products.
Would you mind faxing us your latest price list?
Could you send us, by fax, your conditions and terms of payment.

Giving information and answering enquires

Following / Further to our telephone conversation / meeting ...
We thank you for your enquiry.
In accordance with your request for information ...
We are happy to fax you the information you require.
Please find herewith the required price list.
After much reflection and discussion, we have decided to do the following ...
I trust you will find everything in order.

Requesting action

Cancel ...
Send ...
Make arrangements for ...

Sample fax

First Date

Teenage Fashion Designers

Savile Row
London W1 PT 4AZ

Tel: 0020 766776776

Fax Transmission

TO: Ms L Atlan (330144556600)

FROM: Sandy Bradshaw

FAX NUMBER: 0020 766776767

DATE: Tuesday 18 March

NUMBER OF PAGES: (including this) 12

Dear Ms Atlan,

Following our meeting this morning, I am faxing you copies of all the documents you require for our loan application.

- Project feasibility study
- Risk evaluation study
- Costs forecast
- Sales forecast
- Complete project budget
- Current balance sheet
- Completed loan application form

I trust that you will find that everything is in order and that you can proceed by filing our application with the bank's board, under the terms we agreed.

I am sending exact specifications and photographs of the new designs separately by courier. These are highly confidential documents and therefore we rely on your utmost discretion.

I would like to take this opportunity to thank you for your continued support and valuable advice on strategy and capital management.

Please let me know by return fax if you need any other papers.

Yours sincerely,

Sandy Bradshaw