

Worksheet 12: Asking for payment

- 1 Have you ever made a mistake at work? What happened? Did you apologise?
- 2 Read these extracts from letters from the accounts department of a trading company. They are NOT in the correct order.
 - 1 Number the extracts 1–5 in the order they were sent.
 - 2 What mistake has the company made?

A ____

We recently wrote in connection with the amount of £2,130 on invoice 3100. This should have been paid by 31st May, but **according to our records** it remains unpaid. Please **settle this account immediately**.

B ____

Despite numerous requests for payment, the unpaid balance of £2,130 on invoice 3100 **remains outstanding**. We demand that payment is made within seven working days. **Failure to do this** will result in legal action to recover the debt.

C ____

We have contacted you twice with regard to the unpaid balance of £2,130 on invoice 3100. This payment is now three weeks **overdue**. If you are unable to **make the full payment**, please contact our accounts office immediately.

D ____

I am writing to **remind you** that your balance of £2,130 is now **overdue**. Please arrange payment of this account today. If you have already made this payment, please accept our thanks and **ignore** this reminder.

E ____

Further to our phone conversation, I am writing to apologise for the mistake in our invoicing. This **could have been due to** a computer error. If the records had been checked, we would have seen that this invoice was dated from 1st May last year, not this year. Once again, please accept my apologies as the fault was clearly ours.

3 Match the formal words and phrases in bold in the extracts in Exercise 2 to these meanings.

- 1 pay the money straight away _____
- 2 in our information _____
- 3 If you don't do this _____
- 4 is still unpaid _____
- 5 past the deadline _____
- 6 tell you again _____
- 7 Even though we've asked many times _____
- 8 pay the total amount _____
- 9 might have been because of _____
- 10 don't take any notice of _____

4 Make collocations with a verb from box A and a word from box B. Check your answers in the extracts in Exercise 2, then use the collocations to complete these sentences.

A settle remains accept ignore check make

B account payment records apologies outstanding reminder

- 1 We would be grateful if you could _____ this unpaid _____ immediately.
- 2 Please could you _____ your _____ and confirm whether the amount has been paid.
- 3 If you have already paid this invoice, then please _____ this _____.
- 4 Payment for this bill _____.
- 5 If you are unable to _____ the full _____, please contact our accounts office immediately.
- 6 Please _____ my _____ for our mistake.

5 One of your clients has not paid for some of your company's goods or services. Payment was due three days ago. Write a short letter asking for the payment.

6 The client has telephoned you. The invoice was paid two weeks ago. Write a short letter of apology.

I CAN

use formal language to:

ask for payment

☐

demand payment

☐

apologise for a mistake

☐