

Methodological tool:

Making an order

Number of methodological Tool	EUPANEXT_LO_014_M_001
Work Area Code and Title	4 WRITTEN COMMUNICATION
Unit Code and Title	2.8 Use written communication skills to produce a variety of routine business documents
Learning Outcome Number and Title	LO014: Demonstrate the ability to produce a variety of routine business documents (based on predefined templates).
Objective of the methodological tool	After the completion of this exercise the participants will be in a position to: 1. Make an order (based on predefined templates).
Individual or group exercise	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written Exercise <input type="checkbox"/> Video Analysis <input checked="" type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role Play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	The participants will receive an email from their boss. Their task is to make the appropriate order based on predefined templates.
Exercise is accompanied by	For the participants: <ol style="list-style-type: none"> An email from your boss asking you to make an order on behalf of him/her. An order template. For the trainer: <ol style="list-style-type: none"> A sample order letter. Do's and Don'ts tips when you are writing an order letter.
Exercise solution	The participants will be able to conduct an order letter effectively.
Other comments to the trainer	Check the do's and don'ts tips when you are writing an order letter and guide the participants appropriately.

Approximate Time needed for the completion of this exercise	
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Attachments to the Methodological Tools

Simulation

For the participants:

1. **An email from your boss asking you to make an order on behalf of him/her**

Dear Maria

I need to have the following items by Friday. Please treat this as urgent.

A new HP black and white printer (budget 70,00€),

1 keyboard (budget 50,00€),

1 black leather briefcase (budget 52,00€).

Ms. Sheila at “Runway office supplies” will assist you.



2. An order template

[the template is available in electronic format on the enclosed cd]

Fax/Email Transmission

To:

Company/Organization:

From: [YOURNAME], [Your Organisation]

Fax : Of the receiver Pages: 2

Telephone: Of the receiver Date: / /201 , Time:

Dear [Title & Surname],

Purchase Order [date]

Thank you for your cooperation. Kindly find below our purchase order.

Date:	
Supplier Name:	
Specifications:	
Requested Delivery Date/Time:	
Delivery Address:	
Net Amount:	
VAT:	
Total Amount:	



Comments:	
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OTHER DETAILS

- To confirm the acceptance of this purchase order please sign this document and return it to us by fax on 234567.
- Written confirmation is required
- Please invoice **Management Org. 25, Neapolis Ave. Rome, Italy**

Kind Regards,

[Signature]

[Name Surname]

[Title]

[email]

FOR THE SUPPLIER

We hereby confirm the acceptance of this purchase order

Date:

Signature:

Name:

[These attachments can be found in electronic format on the enclosed CD]



For the trainer:

3. A sample order letter

Fax/Email Transmission

To:	Ms Sheila	
Company/Organization:	Runway Office Supplies	
From:	Name and Surname, Management Company	
Fax :	222222	Pages: 2
Telephone:	222221	Date: / / 201 , Time:

Dear Mrs. Ranos,

Purchase Order [17/05/2011]

Thank you for your cooperation. Kindly find below our purchase order.

Date:	17/05/2011
Supplier Name:	Runway Office Supplies
Specifications:	<ul style="list-style-type: none">• A HRP Black and white printer (70,00 €),• 1 keyboard (50,00 €),• 1 black briefcase for women (52,00€)
Requested Delivery Date/Time:	Friday, xx/xx/xxxx, any time
Delivery Address:	25, Neapolis Ave. Rome, Italy
Net Amount:	172 €.
VAT:	None.
Total Amount:	172 €.
Comments:	



OTHER DETAILS

- To confirm the acceptance of this purchase order please sign this document and return it to us by fax on 234567.
- Written confirmation is required
- Please invoice **Management Org. 25, Neapolis Ave. Rome, Italy**

Kind Regards,

[Signature]

Name and Surname

PA

An email, i.e. maria@management.com

FOR THE SUPPLIER

We hereby confirm the acceptance of this purchase order

Date:

Signature:

Name



4. Some do's and don'ts while writing an order or purchase order letter:

An order letter, also known as a purchase order or PO, begins the paper trail of a specific purchase. The objective is to provide the vendor with detailed instructions for fulfilling an order. It also serves as a legal record of the transaction and, consequently, should be written with care.

- This type of letter should be written as soon as the decision on a particular product has been made.
- You should give enough time after the order is placed to the vendor to execute the order.
- The letter should indicate the product code or an item number and also the quantities being ordered.
- Mention clearly the date when the order letter is generated as this will identify the time when the order is being placed.
- Also indicate when you would like to receive the order.
- If necessary mention how the order should be delivered (there may be extra charges).
- You may need to clarify the payment method you will follow for this specific order.
- It is important that you and the supplier agree on the amount to be paid for this specific order. That is why the cost per item as well as the total of the cost to be paid, including any taxes, should be clearly indicated on the purchase order.
- Make sure that you do not make any grammatical and punctuation mistakes in the letter. The purchase order is a document that promotes the image of your company.

