

SALUTATION

SUBJECT

BODY OF THE LETTER

COMPLIMENTARY CLOSURE

SIGNATURE

DESIGNATION

### 1 Enquires and Replies

Inquiry letters are written with the writers own initiative or sometimes in response to the appeals and offers made by the manufactures dealers and sellers.

Purpose of writing inquiry letters is to secure general information and estimates.

Information about availability of specific goods and to obtain the quotation, catalogues or price lists.

In routine of business transaction inquiry is the first step thought which the prospective buyers determine the specific goods required and also at what price they are to be purchased.

The buyer invites a number of quotation form several manufactures and dealers to find out the cheapest and the best source of supply o required goods.

### How to write inquiry letters?

The letter writer should clearly and precisely state his needs. He should give detailed specifications such as variety, trademark, style, shape, quality brand etc of the goods he needs to buy.

He should be courteous, compact & definite. He should courteously request the seller to quote his prices and other terms of transaction.

Rough estimate of the quantity of goods required should be mentioned.

Supplier should be asked to send the samples because the samples are useful to the buyer to make selection of the suitable articles.

- ✓ He should indicate specific period of time by which the goods ought to be sent.
- ✓ He should request for descriptive literature which provides usage and specialties of the goods.
- ✓ If necessary he should ask for guarantees of the goods and its normal expected life.
- ✓ He should ask the supplier about the accessories and spare parts if needed.
- ✓ He should ask the supplier to state the terms of payment.
- He should ask the supplier to quote the lowest rates.

REMI TRADERS  
XYZ, Road  
ABC City

Date : 7th July 2008

The Manager,  
The Boswell Co. Ltd.,  
5, G.P. Road,  
London,  
U.K.

Dear Sir,

We have read your advertisement in 'TIMES' dated 5th July 2008 regarding the new electronic typewriter. We have been importing the typewriters from west Germany, U.S., Japan etc. for last fifteen years, and we are happy to inform you that ours is an established trading company dealing with various types of typing, printing and duplicating machineries.

We should be grateful if you would kindly quote your lowest rates and full particulars of the various typewriters available with you. Send us a copy of your latest catalogue and let us know your terms and conditions for order of one hundred and fifty typewriters. You can expect our large orders provided your terms are competitive.

Awaiting to hear from you.

Yours faithfully,

*Quotation Letter*

OR

*Replies to the Inquiries*

The quotation letters are the replies to the inquiries.

-- The quotation letters are very important in the sales transactions. A reply to the inquiry letter is an opportunity for promoting the sales. As this reply is addressed to the prospective buyer in answer to his inquiry, it is necessary to give prompt attention to it.

-- The Sales Manager must look into the inquiry letter for a particular company's problem of purchasing certain articles. In order to convert the 'inquiry' into 'order', the supplier must not lose time in sending complete reply.

-- A quotation letter is an offer by the seller to sell certain products or services with specific prices, terms and conditions.

-- The suppliers usually use standard quotation form for quoting prices and all necessary details of the product or services. But such a printed quotation form should accompany with a courteous covering letter which shows personal interest and friendly attitude towards the party which sends an inquiry letter.

-- A quotation letter specifically mentions the terms regarding packing the articles, modes of dispatch or transportation, time of deliver, models of payment, discounts and concessions offered etc.

-- It also consists the details regarding the stock of goods available with the supplier. If the inquired goods are not available in the required quantity, the supplier requests the inquiries to wait for an anticipated period.

-- Very often the price at which goods are sold includes certain other charges besides the actual price of the goods.

-- Different prices are quoted for the same goods according to the number of charges they include. The chief types of price quotation are discussed below :

#### 1. Loco.

-- It is the price of goods at the place where they are lying at the time of sale.

-- It does not include free delivery or any other free services.

-- All the expenses involved in carrying goods from the above place to the buyer's godown will have to be borne by the buyer himself.

#### 2. At station.

-- This price includes the loco price, packing charges and cartage to the railway station.

-- In other words it includes free delivery to the railway station. It does not include loading charges or railway freight. This and other subsequent charges have to be borne by the buyer.

#### 3. FOR (free on rail).

-- It includes actual price of the goods, cartage to the railway station and charges of loading the goods into the Railway trucks. It does not include railway freight.

#### 4. C & F (Cost and Freight).

-- It includes all the expenses incurred besides the cost of goods till the payment of freight. It is found out by adding railway freight to FOR prices.

**5. C.I.F. (cost insurance and freight).**

-- It includes the items included in the C & F price plus insurance charges of goods.

-- As risk in inland transit are neither numerous nor serious, insurance is not generally obtained except in case of very delicate and costly articles. It is in the case of such articles that C.I.F. prices are quoted.

**6. Franco, Free or Rendu.**

-- It includes all the possible expenses incurred till the goods reach the godown of the purchaser. It includes free delivery to the buyer's warehouse.

How to write quotation letter. ✓

1. The letter writer must promptly attend the letter of inquiry.
2. He must thank the inquirer at the beginning of the message.
3. He should give brief, clear and complete description of the goods available with him.
4. In case of machines and engines, he should offer trial demonstrations at a suitable place.
5. He should mention the quote of goods available with him.
6. He must send a price-list or catalogue with the letter or he must mention the prices clearly in the letter itself.
7. He must mention the other incidental charges like those for package, freight, carriage insurance etc.
8. He must state whether the prices include the other incidental charges mentioned above.
9. He should mention the discount offered on the catalogue prices, if any.
10. He must mention the period particularly, if the offer is open for a specific period.
11. He must specify the desired mode of payment.
12. He must mention the rate of cash discount for early payment, if he offers any.
13. If he offers credit facilities, he must clearly mention the terms of credit and the time of payment.
14. He must state the time, mode and place of delivery in case the order is received.
15. He must appeal the inquirer to place orders by emphasizing the competitive prices and terms of transaction.

**DEF SILK CO.  
XYZ Road  
ABC City**

21st July 2008

The Proprietor,  
Sheetal Silk Emporium,  
25, Main Road,  
Kolhapur.

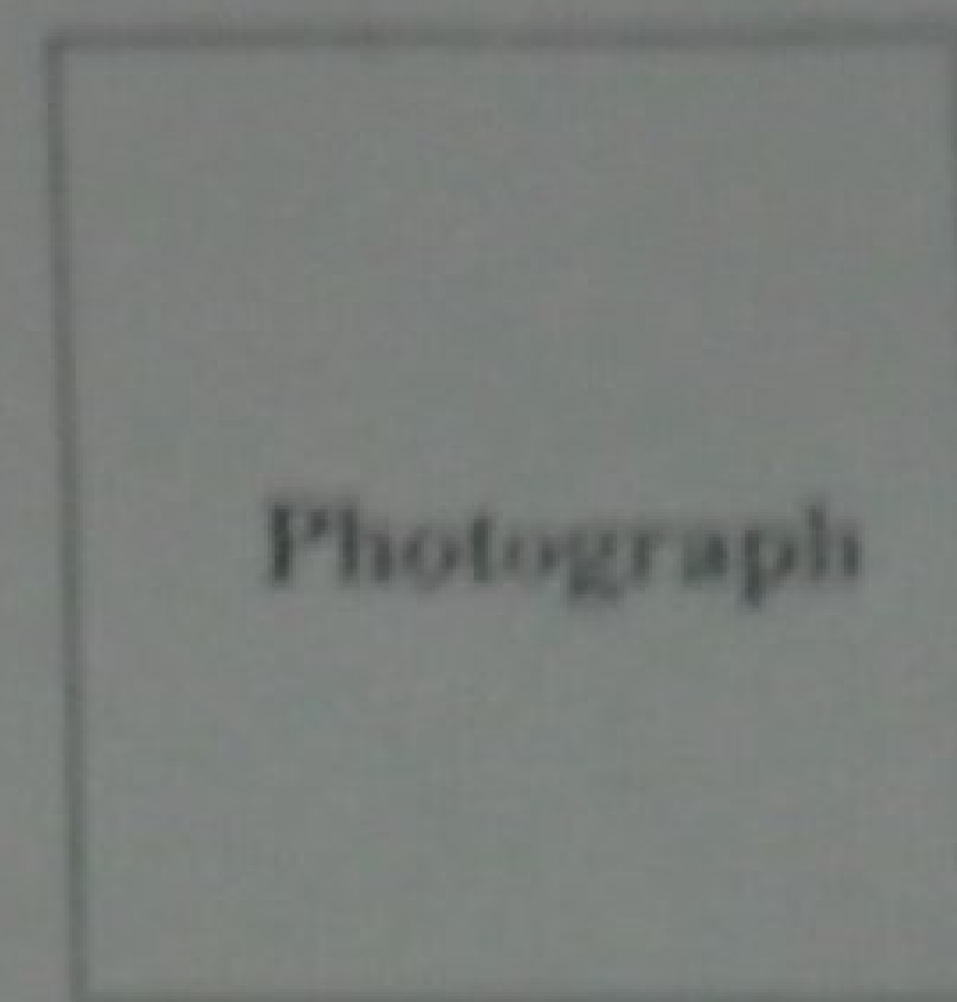
Dear Sir,

**BIO-DATA (Long-Format)**

(For uploading on University web site [www.punjabuniversity.ac.in](http://www.punjabuniversity.ac.in))

Blank Performa can be downloaded from the University website

- 1. Name :
- 2. Designation :
- 3. Department :
- 4. Date of Birth :
- 5. Address for Correspondence :



Phones :

Mobile :

Fax :

E-mail :

- 6 Areas of Specialisation :

**7. Academic Qualifications :**

Sr. no.	Degree Held	Year	Board/Univ./ Inst.	% of marks	Div./ Rank	Subjects Taken
1						
2						
3						
4						
5						
6						

**8. Membership of Professional Bodies/Organisations**

- i) .....
- ii) .....

**9. Medals/Awards/Honours/Received**

- i) .....
- ii) .....

**10. Scholarships:**

- i) .....
- ii) .....

**11. Details of Experience:**

S. No.	Name of the Inst./Employer	Position Held	Duration	Major Job Responsibilities and Nature of Experience
1.				
2.				
3.				
4.				
5.				