

Name: _____

LCCI Writing

Situation

Your name is Hannah and you work for a small design company, Design Anda, who worked on a new logo and house style for a large company, Vindiva. You invoiced the company (£8,800) in January for the work done, but they have not paid and now it is the beginning of April. The following email conversations have passed between you and the company.

Date: 12 January
 To: James.Potter@vindiva.com
 From: Hannah@designanda.net
 Subject: Final designs and invoice

Dear James,
 I hope you have received all the final artwork. I would be grateful if you could confirm this. If there are any problems, do let me know and I will address them before I invoice.

With thanks,
 Hannah

Date: 12 January
 To: Hannah@designanda.net
 From: James.Potter@vindiva.com
 Subject: RE: Final designs and invoice

Dear Hannah,
 Thank you for your email. We're really pleased with the designs. Everything looks great, so please do go ahead and invoice us for the work. You can send it to me and I'll pass it on to finance.

All the best and thanks again,
 James

Date: 13 January
 To: James.Potter@vindiva.com
 From: Hannah@designanda.net
 Subject: RE: Final designs and invoice

Thanks James. I am really pleased you are happy with it. Please find attached an invoice for the work, and please do get in touch if you need anything else.

With thanks,
 Hannah

Date: 20 February
 To: James.Potter@vindiva.com
 From: Hannah@designanda.net
 Subject: Invoice for designs

Dear James,
 I hope you don't mind me emailing but the invoice for designs hasn't been paid yet. Our terms are thirty days so, if possible, could you chase this up with finance please?

With thanks,
 Hannah

Date: 27 February
 To: Hannah@designanda.net
 From: James.Potter@vindiva.com
 Subject: RE: Invoice for designs

Hi Hannah,
 Sorry about this. I've been in touch with finance and I am awaiting their reply. When they get back to me I'll let you know.

With thanks,
 James

Date: 6 March
 To: James.Potter@vindiva.com
 From: Hannah@designanda.net
 Subject: RE: Invoice for designs

Hi James,
 I just wondered if you had any update from finance yet.

With thanks,
 Hannah

You have discussed this with your boss in the management meeting at the end of March and she said this:

"It's really not acceptable. They are a large company and they shouldn't delay payments like this, especially for small companies like ourselves. It makes a real difference to whether we can pay wages or not. It's a difficult issue to handle but we need to make clear that they should pay immediately, or we will start charging interest on the invoice. We don't want to upset them as clients, so try to make it clear how important it is that we are paid on time. Appeal to their sense of right and wrong if you need to!"

