

DOPISI V  
MEDNARODNI  
MENJAVI

INTERNATIONAL  
CORRESPONDENCE

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## **Kazalo**

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## LAYOUT A

Sender's address  
-pošiljatelj-

Date  
-datum

Receiver's address  
-prejemnik-

Attention line  
-zadeva-

Salutation  
-nagovor

Body of letter  
-vsebina dopisa-

Closing  
-pozdrav-

Signature + department  
-podpis+oddelek-

Enclosures  
-priloge-

## LAYOUT A example

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

2nd June 2014

PF Word Lite Inc.  
1410 Post Road  
Indianapolis, Indiana 46239  
United States

For the attention of the company's  
manager/short presentation of our company

Dear Mr. Archwood

We are a newly established practice firm from Slovenia, and as such, we have scoured the net to find prospective customers and business partners. We specify in the field of healthy and organically grown food, and as such, our offer expands from smoothies; made with fruit from our local suppliers, to healthy snacks, desserts and drinks.

In the attachments we have enclosed our catalogue, and we would like to know about Your offer as well, in order to wrap up a successful deal.

We look forward to Your answer and hope for fruitful cooperation in the future.

Best regards,

Team UP VITASAN

Enc.:

- Vitasan catalogue

## ENQUIRY

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

January 15th, 2013

PF Jackson Brothers  
3487 23rd Street  
New York, NY 12009

Enquiry no.: 01

Dear Sir or Madam,

During our search for companies that offer office supplies we've found your address on the European database. We were wondering if you could please send us a copy of your latest catalogue on our current e-mail: [upvitasan.c@gmail.com](mailto:upvitasan.c@gmail.com). We also wish to know if it is possible to make purchases online.

Yours faithfully,

Team UP Vitasan

## REPLY TO AN ENQUIRY

PF Jackson Brothers  
3487 23rd Street  
New York, NY 12009

January 17th, 2013

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

Reply to your enquiry

Dear Sir or Madam,

Thank you for your recent interest in our company. As requested, we are sending you our latest catalogue, that of January 7th, 2013. Regarding online purchases, it is possible to browse our offer and fill out an order form on our following website: <http://www.jacksonbrothers.com>. Please feel free to refer to us in case of any further questions.

Best regards,

William Jackson,  
manager

## OFFER

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

May 2nd, 2014

ComTop GesmbH  
Schillerstraße 7b  
AT-6800 Feldkirsch  
Austria

Offer no.: 01

Dear Ms Ulrich,

With reference to your recent telephone enquiry, we are pleased to make you an offer on our range of cold beverages and desserts.

Prices are without VAT.

Delivery date: maximum 15 days from received order, prices are EX WORKS CELJE.

Payment date: maximum 15 days from the issued invoice, way of payment: we accept payment to our current transactional account.

Article	Quantity	Price in EUR
Smoothie vitality	20	72,00
Smoothie energy	10	35,00
Smoothie spring	20	72,00
Apple pie	5	8,00
Fruit roll	20	30,00
Fresh persimmon bar	15	30,00
Fresh blueberry tart	5	10,00
Fresh lemon cake	5	10,00

We understand the urgent nature of your order and assure you of delivery within less than a week from receipt of your order. If you have any other requests, please contact us, we look forward to hearing from you.

Sincerely yours,

Team UP Vitasan

## ORDER

ComTop GesmbH  
Schillerstraße 7b  
AT-6800 Feldkirsch  
Austria

May 3rd, 2014

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

Order no.: 01

Ref. to : offer no.: 01 of May 2<sup>nd</sup>, 2014

Dear Sir or Madam,

Upon receiving your latest offer, we would like to place the following order:

<b>Article</b>	<b>Quantity</b>	<b>Price in EUR</b>
<b>Smoothie vitality</b>	15	54,00
<b>Smoothie energy</b>	35	122,50
<b>Smoothie spring</b>	5	18,00
<b>Apple pie</b>	0	0,00
<b>Fruit roll</b>	25	37,50
<b>Fresh persimmon bar</b>	5	10,00
<b>Fresh blueberry tart</b>	15	30,00
<b>Fresh lemon cake</b>	10	20,00

We look forward to hearing from you.

Best regards,

Mike Ulrich,  
ComTop

## ORDER CONFIRMATION

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

May 3rd, 2014

ComTop GesmbH  
Schillerstraße 7b  
AT-6800 Feldkirsch  
Austria

Order confirmation no.:01  
Ref.: order no.: 01 of May 3<sup>rd</sup> 2014  
Dear Mr Ulrich,

We have received your order as it follows:

<b>Article</b>	<b>Quantity</b>	<b>Price in EUR</b>
<b>Smoothie vitality</b>	15	54,00
<b>Smoothie energy</b>	35	122,50
<b>Smoothie spring</b>	5	18,00
<b>Apple pie</b>	0	0,00
<b>Fruit roll</b>	25	37,50
<b>Fresh persimmon bar</b>	5	10,00
<b>Fresh blueberry tart</b>	15	30,00
<b>Fresh lemon cake</b>	10	20,00

You will receive the invoice in a brief time, and you can be assured that the articles will be prepared by tomorrow morning.

Yours sincerely,

Team UP Vitasan

# INVOICE

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

May 4th, 2014

ComTop GesmbH  
Schillerstraße 7b  
AT-6800 Feldkirsch  
Austria

Invoice no.: 01  
Ref.:order no. 01 of May 3<sup>rd</sup> 2014

Dear Mr Ulrich,

The products you ordered yesterday will be prepared and packed today by 11:25 AM, at the seat of our company where you may take possession of them.

Best regards,

Team UP Vitasan

Enc:  
Invoice no.: 01  
Delivery note no.: 01  
Order form no.: 01

**INVOICE:**

UP Vitasan d.o.o.  
Kosovelova street 4  
3000 Celje

Invoice no. : 01

Order no. :	1
Order date:	May 3rd, 2014
Date of dispatch:	May 4th, 2014
Invoice date:	May 4th, 2014
Buyer VAT	N/A

VAT exempt under Article 138(1) of Directive 2006/112/ES

NO.	PRODUCT	PRODUCT CODE	QUANTITY	PRICE IN EUR (NO TAX)	TAX %	TAX VALUE EUR	VALUE IN EUR WITHOUT TAX	VALUE IN EUR WITH TAX
1	Smoothie vitality	SMO 1	15	3,60	/	/	54,00	/
2	Smoothie energy	SMO 2	35	3,50	/	/	122,50	/
3	Smoothie spring	SMO 3	5	3,60	/	/	18,00	/
4	Apple pie	DES 1	0	1,60	/	/	0,00	/
5	Fruit roll	DES 2	25	1,50	/	/	37,50	/
6	Fresh persimmon bar	DES3	5	2,00	/	/	10,00	/
7	Fresh blueberry tart	DES 4	15	2,00	/	/	30,00	/
8	Fresh lemon cake	DES 6	10	2,00	/	/	20,00	/

TOTAL	
VALUE WITHOUT TAX	292,00 EUR
TAX VALUE	/
VALUE WITH TAX	/

**Terms of payment:** max 15 days from the issued invoice

**Terms of delivery:** max 15 days from received order, EX WORKS CELJE

Sales representative: Tjaša Jerman

Head of sales: Nastja Fijavž

The company is registered at CUPS, registration number 1001411, nominal capital 350.000,000 €, tax no. SI 20010411, transactional account no. SI56 3001 0410 0600 307 at bank CUPS.

## ORDER FORM:

UP Vitasan d.o.o.  
Kosovelova street 4  
3000 Celje

Order form no.: 01

Buyer:

School	N/A
Practice firm	ComTop GesmbH
Address	Schillerstraße 7b
Post number and city	AT-6800 Feldkirsch , Austria
Tax number	N/A
E-mail	N/A

VAT exempt under Article 138(1) of Directive 2006/112/ES

PRODUCT NO.	PRODUCT NAME	QUANTITY	PRICE IN EUR	VALUE IN EUR
1	Smoothie vitality	15	3,60	54,00
2	Smoothie energy	35	3,50	122,50
3	Smoothie spring	5	3,60	18,00
4	Apple pie	0	1,60	0,00
5	Fruit roll	25	1,50	37,50
6	Fresh persimmon bar	5	2,00	10,00
7	Fresh blueberry tart	15	2,00	30,00
8	Fresh lemon cake	10	2,00	20,00

**Terms of payment:** max 15 days from the issued invoice

**Terms of delivery:** max 15 days from received order, EX WORKS CELJE

Place and date: Feldkirsch, May 3th, 2014

Signature: Mike Ulrich, ComTop

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The company is registered at CUPS, registration number 1001411, nominal capital 350.000,000 €, tax no. SI 20010411, transactional account no. SI56 3001 0410 0600 307 at bank CUPS.

**DELIVERY NOTE:****UP Vitasan d.o.o.**

Kosovelova street 4  
3000 Celje  
Slovenia

Delivery note no.: 01

Customer:

**ComTop GesmbH**  
Schillerstraße 7b  
AT-6800 Feldkirsch  
Austria

<b>Date</b>	<b>May 4th, 2014</b>
<b>Shipping method</b>	
<b>Sales person</b>	<b>Nastja Fijavž</b>

code	Description	quantity	n° boxes	package	gross weight	net weight
SMO 1	Smoothie vitality	15				
SMO 2	Smoothie energy	35				
SMO 3	Smoothie spring	5				
DES 1	Apple pie	0				
DES 2	Fruit roll	25				
DES3	Fresh persimmon bar	5				
DES 4	Fresh blueberry tart	15				
DES 6	Fresh lemon cake	10				
	TOTAL	110				

Received by:

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## REPLY (optional)

ComTop GesmbH  
Schillerstraße 7b  
AT-6800 Feldkirsch  
Austria

May 6th, 2014

High School of economics Celje  
UP Vitasan d. o. o.  
Kosovelova street 4  
SI-3000 Celje  
Slovenia

Dear Sir or Madam,

Thank you for your immediate preparation of the ordered goods. We have been most content with your products, and look forward to doing business with you in the future.

Best regards,

Mike Ulrich,  
ComTop

## SALUTATIONS AND CLOSINGS

<i>Salutation</i>	<i>Closing*</i>
<b>If you don't know the person's name:</b>	
<ul style="list-style-type: none"><li>• Dear Sir or Madam (you don't know the person's name, nor gender)</li><li>• Dear Mr/Mrs/Ms/Miss</li><li>• To whom it may concern (ex: For the head of the sales department)</li><li>• Gentlemen: (US)</li></ul>	<ul style="list-style-type: none"><li>• Yours faithfully</li><li>• Yours truly,</li></ul>
<b>If you know the person's name:</b>	
<ul style="list-style-type: none"><li>• Dear Miss Doe</li><li>• Dear Mrs Smith</li><li>• Dear Ms Jefferson (if you don't know whether a woman is married or not)</li><li>• Dear Mr Zetenburg</li></ul>	<ul style="list-style-type: none"><li>• Yours sincerely</li><li>• Sincerely yours</li><li>• Yours truly</li></ul>
<b>If you know a person very well:</b>	
<ul style="list-style-type: none"><li>• Dear Charles</li><li>• Dear Ruth</li></ul>	<ul style="list-style-type: none"><li>• Yours truly,</li><li>• (Best) Regards,</li><li>• Sincerely,</li></ul>

Keep in mind that most closings are interchangeable.

## Useful phrases for writing:

- OFFERS:
  - Referring to letters/correspondences:
    - In reply to your letter...
    - Thank you for your enquiry about/interest in...
    - With reference to your letter...
  
  - Sending documents/material:
    - We have pleasure in enclosing...
    - We are pleased to submit ... for your approval.
    - Our current price list/most recent catalogue
  
  - Offering discounts:
    - We are able to offer a 10% discount on all orders over 20€
    - We can make you a company offer for...
  
  - Additional services:
    - We have service centers all over the country
    - The equipment comes with optional accessories
  - ENQUIRIES:
    - Referring to recent contacts or advertisements:
      - While visiting...
      - Having recently attended...
      - I'm writing to ask...
      - I was given your name by...
  
  - Expressing interest:
    - I was very impressed with...
    - I greatly admire...
    - I was interested to see/hear/know that...
    - We are interested in...
    - We are looking for potential suppliers of...
  
  - Asking for documents/material/information... :
    - Could you please send...?
    - We would be grateful for...
    - We would like...

- Gaining info about expenses:
  - Please let us know the current freight rate for air/sea/rail/road transport.
  - Could you please quote charges for shipment and insurance if consignment of books measuring 2m by 1m and weighing 200 kilos?
  
- Gaining other info:
  - Could you tell me if...?
  - I would like to enquire if/whether...
  
- Additional requests:
  - Furthermore/in addition/also/besides/as well/...
  
- Asking for an answer:
  - We look forward to Your reply.
  - Please reply as soon as possible.
  - Please send Your reply to...
  - Please contact...
  
- Conclusion:
  - We thank you in advance for any information you can provide.
  - Please do not hesitate to contact us.

## Tips:

Do use online dictionaries like PONS or Google translate for your references.

Search for pre-written examples and patterns online.

Learn to express your intentions the best way you personally can, as there are many ways to say something without using the vocabulary that's too professional/advanced.

If you have the chance, do not limit yourself to only one way of writing letters or emails. Try to switch up a little; change the salutation, the closing, or the way you start your letters. Use dictionaries if necessary.