



A DISPUTE OVER AN INVOICE

Situation: SkillUpU are upgrading the rooms in their London building. You are part of the project team that is responsible for the purchase of new computer hardware and furniture. You negotiate a settlement to a dispute over an invoice.

Pointing out mistakes

The supplier, EduTech, sends you an invoice for the equipment.

EduTech Ltd
234 Pine Street
London SE23 4JG

Date: 31 May 20..

Invoice number: 0008762

Invoice to:
SkillUpU.com Ltd
34 Hornacre Road
London NW1 2AB

Model	Item	Quantity	Price/item	Discount	Total
	Consulting fee (hours)	75	£184.00		£13,800.00
RT333	Wireless extenders	7	£459.08		£3,213.56
SS9384	Monitors 50"	4	£1,195.08	20%	£4,302.29
FDG323	Tablets	8	£624.68		£4,997.44
CC2343	Cabling and charging	1	£919.08	30	£919.08
MNT988	Mounts	8	£36.80		£294.40
PI993	Desks	20	£460.00		£13,800.00
BC34	Chairs	120	£183.08	10%	£19,772.64
SSP	Premium Service & Support (12 months)	1	£9,200.00	25%	£7,360.00
	Installation charge				£2,000.00
	Delivery charge				£392.00
	Subtotal				£70,851.41
	VAT (20%)				£14,170.28
	Total Price				£85,021.69

Note that a 25% deposit payment is required in advance.

We thank you for your prompt payment.

Look at the invoice, then do the tasks on the next page.

a) Match the English words (a-g) to the correct German terms (1-7).

1) Anzahlung	a) delivery charge	<u>3</u>
2) Gesamtpreis	b) deposit	<u>1</u>
3) Zustellgebühr	c) installation charge	<u>5</u>
4) Mehrwertsteuer	d) invoice number	<u>6</u>
5) Einrichtungs- und Montagekosten	e) subtotal	<u>7</u>
6) Rechnungsnummer	f) total price	<u>2</u>
7) Zwischensumme	g) VAT	<u>4</u>

b) You have compared the invoice to your previous conversations with Robyn Callahan at EduTech Ltd and have written down the following six items that you think are incorrect. Write a letter of complaint to point out the mistakes that you think they have made.

- 20% discount on monitors agreed
- 30% discount on cabling and charging missing
- only 20 desks ordered
- 25% discount on Service & Support agreed
- delivery charge on invoice not discussed
- total price almost 10% higher!

→ Pointing out mistakes

A few mistakes **have been made**.
The discount **was left off**.
A delivery charge **wasn't discussed at**
any stage.

› Grammar: Passive forms, page 164

Dear Robyn

I've just taken a look at the invoice that you have sent and I'm sorry to say ...

... We are only two weeks away from starting courses in the London office, so ...

RENEGOTIATING AN INVOICE

A day later, you and your boss call Robyn Callahan from EduTech to discuss the mistake

Listen to your boss talking to Robyn about the invoice and note down which items she agrees and what the changes are.

- | | |
|---|--|
| 1) discount on monitors <u>20%</u> | 2) discount on cabling & charging <u>30%</u> |
| 3) discount on Service and Support <u>20% max</u> | 4) the delivery charge <u>no charge</u> |
| 5) number of desks <u>20</u> | 6) any other items <u>reduced consulting fee</u> |



Listen again and complete the following sentences.

- I think there may have been some misunderstandings that I'd like to clear up.
- I'd grateful if you could rectify these mistakes quickly.
- I'm sure you're right. I sincerely apologise for that. I'll make sure that it's corrected immediately.
- 20% is the maximum discount we ever offer. I'm not willing to discount it any further as we'd lose money on it.
- OK. I'm prepared to take your word on that. However, one thing I'm sure it won't do at any stage is the delivery charge on the invoice.
- But, as this is your first order and we've made a few mistakes, I'm happy to waive the delivery charge.
- I really regret these misunderstandings and the bad impression they make.
- How about we reduce our consulting fee?

**ROLE-PLAY: NEGOTIATING A DISPUTED INVOICE – PARTNER A**

The boardroom at SkillUpU has been upgraded with new teleconferencing equipment. You have received an invoice for the upgrade work from BoardRoomTech, but you believe the invoice has some mistakes.

Partner A: Look here.

Compare the invoice with your notes and highlight where you believe the invoice has some mistakes. Then call your partner (who works for BoardRoomTech) to come to an agreement over the final invoice.

BoardRoomTech Ltd24 Wanderers Way
London NE23 7PH

Date: 13 August 20..

Invoice number: 000837629

Code	Item	Quantity	Item price	Discount	Price
ST948	Speaker – Set of 8	1	£2639.12		£2,639.12
PP993	Projector – 4K	1	£6,195.08	5%	£5,885.33
DM394	Desk microphones	20	£128.44	10%	£2,311.92
VC394	Desk-mounted video cameras	16	£239.34		£3,829.44
CC992	Cabling	1	£1,080.00		£1,080.00
SSP	Basic Service & Support (12 months)	1	£823.00	10%	£740.70
	Consultation (hours)	15	£90.00		£1,350.00
	Installation charge				£999.00
	Delivery charge				£199.00
	Subtotal				£19,034.51
	VAT	20%			£3,806.91
	TOTAL				£22,841.41

Your notes from the meeting:

Speaker – set of 8
Projector 4K – 10% discount
Desk microphones – 20 pieces @ 15% discount
Desk-mounted video cameras – 20 pieces @ 15% discount
Cabling – 10% discount
Basic Service & Support (12 months)
Consultation – 1 person for 1 day
Installation charge – approx. £1000
Total with VAT – approx. budget of £20,000

ROLE-PLAY: NEGOTIATING A DISPUTED INVOICE – PARTNER B

You work at BoardRoomTech and have helped SkillUpU with the upgrade of the video conferencing equipment in their board room. You receive an email from SkillUpU asking for a phone call to discuss some issues with the invoice.

Partner B:

Compare the invoice with your notes below and highlight where you believe the invoice has some mistakes. Then take a call from your partner and come to an agreement over the final invoice.

BoardRoomTech Ltd
24 Wanderers Way
London NE23 7PH

Date: 13 August 20..

Invoice number: 000837629

Code	Item	Quantity	Item price	Discount	Price
ST948	Speaker – set of 8	1	£2639.12		£2,639.12
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VC394	Desk-mounted video cameras	16	£239.34		£3,829.44
CC992	Cabling	1	£1,080.00		£1,080.00
SSP	Basic Service & Support (12 months)	1	£823.00	10%	£740.70
	Consultation (hours)	15	£90.00		£1,350.00
	Installation charge				£999.00
	Delivery charge				£199.00
	Subtotal				£19,034.51
	VAT	20%			£3,806.91
	TOTAL				£22,841.41

Your notes from the meeting:

Speaker – set of 8 – no discount
Projector – 4K – 10% discount
Desk microphones – 20 pieces @ 10% discount
Desk-mounted video cameras – 16 pieces @ 10% discount
Cabling
Basic Service & Support (12 months)
Consultation – 1 person for 1 day + 1 day of office work
Installation charge – approx. £1000
Delivery charge – approx. £200