

invoice

**Mega**

OFFICE SUPPLY

invoice

# 626 521 732-4

Bill to:					Invoice #	626	
Equity Accountants 4545 Oak Street Kensington, PA 990765					Invoice Date:	2010.11.2	
					Customer ID:	EAI	
Date	Your Order #	Our Order #	Sales Rep	Ship Via	Terms	Tax ID	
2010.10.30	626	100967.626	DF	Ultimate Transit	2/10 n30	22988746	
Quantity	Description					Unit Price	Total
500	Paper Clips					\$0.02	\$10.0
20	Stapler					\$15.00	\$300.0
30	Desk Lamp					\$25.00	\$750.0
4	Bulletin Board					\$10.00	\$40.0
10	File Cabinet					\$99.00	\$990.0
5	White Board					\$12.00	\$60.0
10	Dry Eraser					\$3.00	\$30.0
250	Binder					\$1.00	\$250.0
50	Note Pad					\$2.00	\$100.0
10	Cubicle Divider					\$120.00	\$1200.0
Subtotal						\$3730.0	
Tax (9%)						\$373.0	
Shipping						\$150.0	
Balance Due						\$4253.0	

Mega-Office Supply provides superior products and customer service. Please let us know immediately if you are not completely satisfied with your order.

paper clip

bulletin board

cubicle divider

binder

stapler

desk lamp

**Get Ready!**

1 Before you read the passage, talk about these questions.

- 1 What supplies do offices need?
- 2 How much do office supplies cost?

**Reading**

2 Read the invoice from an office supply company. Then, mark the following statements as true (T) or false (F).

- 1 — One bulletin board costs more than one stapler.
- 2 — The customer is required to pay a ten-percent tax.
- 3 — The customer will pick up the order in person.

**Vocabulary**

3 Match the words (1-6) with the definitions (A-F).

- |                |                     |
|----------------|---------------------|
| 1 — note pad   | 4 — cubicle divider |
| 2 — desk lamp  | 5 — binder          |
| 3 — paper clip | 6 — bulletin board  |

- A a small object that holds papers together
- B a book of blank paper used for writing
- C thin barriers that divide office space
- D a device that illuminates a work space
- E a wall panel that people post messages on
- F a notebook with rings or clamps to hold paper

4 Read the sentence pair. Choose where the words best fit the blanks.

1 file cabinet / white board

Update the records, then put them in the \_\_\_\_\_.

Start the meeting by writing your name on the \_\_\_\_\_.

2 stapler / dry eraser

She used the \_\_\_\_\_ to clear the white board.

The papers fell apart. My \_\_\_\_\_ must be broken.

5 Listen and read the invoice again. What is the cost of two staplers, ten note pads, fifty binders and a desk lamp, plus tax?

## Listening

6 Listen to a conversation between a bookkeeper and a customer service representative. Choose the correct answers.

1 What is the dialogue mostly about?

A placing an order      C an order error

B broken merchandise      D shipping times

2 What will the man likely do next?

A give the woman a refund

B ask for more information

C ask the woman to return the lamps

D complete the woman's order

7 Listen again and complete the conversation.

**Representative:** Mega-Office Supply. How may I help you?

**Bookkeeper:** Hi. This is Stacy from Equity Accountants. There's a problem with 1 \_\_\_\_\_ #626.

**Representative:** Sorry to 2 \_\_\_\_\_ that. What's the problem?

**Bookkeeper:** You 3 \_\_\_\_\_ thirteen desk lamps; but we ordered thirty.

**Representative:** I'm sorry, I didn't quite 4 \_\_\_\_\_ that. What did you say?

**Bookkeeper:** I said we 5 \_\_\_\_\_ thirteen desk lamps; but we ordered thirty.

**Representative:** I see. Well, I 6 \_\_\_\_\_ for the error. We'll ship the rest today.

**Bookkeeper:** Thank you!

## Speaking

8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

*There's a problem with ...*

*You sent ... but we ordered ...*

*I apologize for the error. We'll ...*

**Student A:** You are calling an office supply company. Talk to Student B about:

- an error
- what you ordered
- what you received

**Student B:** You work at an office supply company. Answer Student A's questions.

## Writing

9 Use the conversation from Task 8 to complete the packing slip.

# Mega

OFFICE SUPPLY

Original order: \_\_\_\_\_

Units shipped: \_\_\_\_\_

Number of missing units: \_\_\_\_\_

Please accept our apology for our error on your last order.

Thank you for your patience.

Sincerely,

\_\_\_\_\_  
President, Mega-Office Supply