

UNPAID INVOICES

Informereren naar een onbetaalde factuur

Inhoud	De leerlingen moeten uitzoeken waarom bepaalde klanten van een internetbedrijf hun factuur nog niet hebben betaald. Eerst luisteren ze naar een gesprek van een werknemer van het bedrijf die naar een klant belt om te vragen naar de reden van niet-betaling. Daarna voeren ze zelf een telefoongesprek naar aanleiding van onbetaalde facturen.
Doelgroep	3de graad TSO/BSO
Vakgebied	Engels
Duur	1 à 2 uren
Materialen	werkbladen, neerslag luisterfragment, antwoordsleutel
Doelen	<ul style="list-style-type: none">● relevante informatie kunnen selecteren in instructies (luisteren)● kunnen begrijpen wat een gesprekspartner aanbrengt om een eenvoudig telefoongesprek te kunnen voeren (luisteren)● relevante informatie kunnen selecteren in een nota, een emailbericht, instructies (lezen)● informatie kunnen geven en vragen bij een prijsofferte (spreken)● een eenvoudig telefoongesprek kunnen voeren (spreken)● een formulier kunnen invullen (schrijven)

Lesschema

fase	groepering	activiteit	materiaal
1	klassikaal per twee	<p>ln krijgen de opdracht om de wanbetalers van een internetbedrijf te contacteren</p> <p>ln vergelijken de procedure voor achterstallige betalingen met het overzicht van openstaande facturen</p>	werkblad 1
2	klassikaal per twee	<p>ln luisteren naar een telefoongesprek met een klant over een openstaande factuur en noteren de gegevens in het overzicht</p> <p>ln vergelijken hun gegevens</p>	werkblad 1 luisterfragment
3	per zes per twee	<p>ln achterhalen met behulp van facturen, e-mails en betalingsbewijzen waarom een factuur nog niet betaald is, en bereiden een telefoongesprek voor</p> <p>ln informeren in een telefoongesprek naar de reden van niet-betaling en stellen een oplossing voor</p>	werkblad 2 en 3
4	per zes	ln vermelden de gegevens en afspraken uit het telefoongesprek in het overzicht van achterstallige betalingen	werkblad 1
5	klassikaal	ln gaan na wat ze uit de les moeten onthouden	werkblad 4

Lesbeschrijving

●●● Fase 1

Begin de les met het schetsen van de communicatiesituatie. Vertel de leerlingen dat ze een taak moeten uitvoeren als stagiair bij Nozama.com. Nozama.com is een internetbedrijf van boeken, cd's en dvd's. Elke maand moet er gecontroleerd worden of alle facturen wel op tijd werden betaald.

Deel de werkbladen 1 uit. Laat de leerlingen de documenten lezen en per twee bekijken of ze de instructies in de interne nota 'Procedure for checking on unpaid invoices' begrijpen. Check dit door bij elk groepje na te vragen wat er met de tabel 'Statement of unpaid invoices' moet gebeuren.

●●● Fase 2

Kondig aan dat de leerlingen een telefoongesprek gaan horen tussen een medewerker van Nozama.com en een klant. Vraag aan de leerlingen om naar het telefoongesprek te luisteren en op basis daarvan de tabel 'Statement of unpaid invoices' verder aan te vullen. Laat de leerlingen hun resultaten per twee vergelijken en laat indien nodig het telefoongesprek nog eens horen.

●●● Fase 3

Verdeel de klas in groepjes van zes. Kondig aan dat elk groepje de tabel 'Statement of unpaid invoices' verder moet aanvullen. Dit doen ze door zelf telefoongesprekken te voeren als stagiair en klant van Nozama.com. Ze doen hierbij alsof het 26 januari 2007 is.

Leg uit dat binnen elk groepje de helft van de leerlingen de rol van stagiair (intern) bij Nozama.com moet opnemen en de andere helft de rol van klant. Deel aan het groepje stagiaires de werkbladen 2 uit. Ter voorbereiding van het telefoongesprek moeten zij een interne nota lezen met instructies over hoe ze het telefoongesprek moeten voeren en wat ze te weten moeten komen. Ook moeten ze de drie onbetaalde facturen bestuderen waarvoor ze moeten bellen. Deel aan het groepje klanten werkbladen 3 uit. De klanten moeten uit dezelfde drie facturen en enkele andere documenten zoals een emailadvertentie en een betalingsbewijs afleiden waarom Nozama.com de betaling nog niet ontvangen heeft.

Loop rond en stel open vragen om de leerlingen te helpen het telefoongesprek goed voor te bereiden:

- *Which invoice details are important?*
- *Can you think of some reasons why customers do not pay their invoices?*
- *Which solutions do you propose for the different situations?*

Geef de leerlingen de opdracht om het telefoongesprek te voeren. Vraag de groepjes om drie facturen te verdelen onder de leerlingen die de rol van stagiair of klant spelen. Stagiaires en klanten met dezelfde factuur gaan samen zitten, liefst zo ver mogelijk van een ander paar vandaan, en voeren het telefoongesprek. Observeer de verschillende groepjes. Laat ze eventueel eerst oefenen en het daarna nog eens overdoen.

●●● Fase 4

Laat elk groepje van zes weer samen zitten en de tabel 'Statement of unpaid invoices' aanvullen. Vraag aan de leerlingen die de rol van stagiair hebben opgenomen aan de anderen te rapporteren over het telefoongesprek dat ze gevoerd hebben. De leerlingen die de rol van klant hadden, bevestigen of die rapportage correct is en vullen indien nodig die rapportage aan.

●●● Fase 5

Bespreek de oplossingen van de verschillende groepjes klassikaal. Vraag naar de problemen die de leerlingen hebben ondervonden: *Wat vonden ze moeilijk? Waarom? Waren ze voldoende voorbereid? Hebben ze dingen genoteerd tijdens het telefoongesprek? Wat zouden ze anders doen als ze het gesprek opnieuw zouden moeten voeren?*

Vertel de leerlingen wat ze moeten onthouden van de les.

UNPAID INVOICES

Task 1

The logo for Nozama.com is displayed in a stylized, bold, sans-serif font. The letters are white with a dark outline, and the text is positioned in the upper right corner of the task box. The background of the task box features a faint, light gray world map.

Nozama.com is an internet company that sells books, CD's and DVD's to customers around the world. Every month the bookkeeping department checks on the unpaid invoices. Today, on January 26th 2007, you are asked to help them.

First read the company documents 'Procedure for checking on unpaid invoices' and 'Statement of unpaid invoices'. Think about what you would have to do to fill out the latter document.

Next listen to a telephone conversation between an employer of the bookkeeping department and a customer. Fill out the document 'Statement of unpaid invoices' on the basis of the information that you have found out.



Procedure for Checking on Unpaid Invoices

Rules

The invoice is sent together with the shipment.

Payment is due FOUR WEEKS after shipment.

Unpaid invoices: **Measures**

1. **7 weeks** after shipment:
 - Call customer:
 - Find out why we haven't received payment:
 - The mistake is ours: offer a solution and, if necessary, agree on a new payment date (date of call + 4 weeks).
 - The mistake is not ours: urge for payment. Agree on a new payment date (date of call + 2 weeks).
 - Update 'Statement of unpaid invoices' and, if necessary refer the file to the sales department.
 2. **12 weeks** after shipment:
 - Send a letter of reminder.
 3. **15 weeks** after shipment:
 - Refer the file to head of sales department.
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Nozama.com

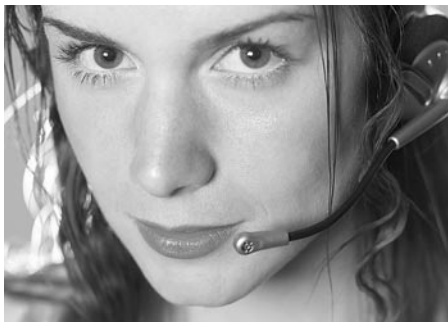
STATEMENT OF UNPAID INVOICES

January 26 2007

Customer	Invoice nr	Date	Items	Amount due	Payment due	New payment due	Action	To do
Tony Allen	835	Dec 8	1 The Secret House ... , Bodanis D 2 Exile on Main Str ... , Greenfield R.	51,39	Jan 5	new term: Febr 26	called 1/26 cust. sent books back (wrong delivery)	refer to sales department (new shipment)
Teo Maniago	839	Dec 8	1 DVD Prison Break 1 2 DVD Prison Break 2	89,9	Jan 5	new term: Febr 9	called 1/26 cust. forgot to pay	check payment on Febr 9
Hazel Woods	849	Dec 12	1 An invitation to ... , Rodham Clinton H.	39,99	Jan 9			
Holly Holt	852	Dec 12	1 Motherless Brooklyn, Lethem J. 2 DVD The Cosby Show 3 The Runner, Voigt, C. 4 Alice in Wonderland, Carroll L.	62,88	Jan 9			
Lori Kane	870	Dec 15	1 MAG SUBS Rolling Stone	88,75	Jan 12			
Jay Hamlin	871	Dec 15	1 Crazy Plates ... , Podlesky J. 2 The Warrior Diet, Hofmekler O. 3 The Food Revolution, Robbins J.	47,07	Jan 12			

PHONE CALLS

Task 2: You are an intern



You are an intern in the company Nozama.com. Today, on January 26th 2007, you have to check on the unpaid invoices. Follow the company's procedure (see document 'Procedure for Checking on Unpaid Invoices') carefully.

- 1 Check whether you understand all the information in the document 'Tips for making effective phone calls' and on the invoices.
- 2 Distribute the invoices so that each group member has one invoice to inquire about. Continue to prepare your phone call individually: pay attention to the structure of the phone call (see 'Tips for ...') and write down difficult phrases, important details, ...
- 3 Sit down with the customer and perform the telephone conversation.
- 4 Report back to the rest of the group and complete the document 'Statement of unpaid invoices' together.

Phone call preparation notes:

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Tips for making effective phone calls

1. Introduce yourself and state the reason of your calling.
2. In a neutral tone, inform the customer of the facts: delivery date, amount due, invoice number and payment due.
3. Ask for confirmation. It is possible that the invoice has been paid, while we haven't received payment yet.
4. Give the customer the opportunity to explain why he hasn't paid.
5. If the customer has made a mistake, ask him politely to make the payment within the week.
6. If we have made a mistake: apologize. Explain what you are going to do to fix it and propose a new date of payment (four weeks after the phone call).

If you don't know what to do to fix the mistake, tell the customer that you will have to consult your supervisor and that you will call back later. Ask the customer when you can call back.

Always be friendly and polite.

We cannot lose good customers because of a bad phone call!

Nozama.com

INVOICE

INVOICE # 870

DATE: DEC 15, 2006

To:

Lori Kane
J. Brelplein 24
B-1000 Brussels

Ship To:

Lori Kane
J. Brelplein 24
B-1000 Brussels

Comments or special instructions:

Shipment #1, 1 item - delivery estimate: December 22, 2006

P.O. NUMBER	SHIPPING METHOD	SHIPPING DATE	PAYMENT DUE
058-9736235-2622164	STANDARD	DEC 15, 2006	JAN 12, 2007

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	MAGAZINE SUBSCRIPTION Rolling Stone	88,75	88,75
		SUBTOTAL	88,75
		SALES TAX	
		SHIPPING & HANDLING	Free
		TOTAL DUE	88,75

Make all checks payable to Nozama.com

If you have any questions concerning this invoice, contact sales@nozama.com

Thank you for your order!

Nozama.com

INVOICE

INVOICE # 871

DATE: DEC 15, 2006

To:

Jay Hamlin
Toverfluitstraat 28
B-1040 Brussels

Ship to:

Jay Hamlin
Toverfluitstraat 28
B-1040 Brussels

Comments or special instructions:

Shipment #1, 3 items - delivery estimate: December 22, 2006

P.O. NUMBER	SHIPPING METHOD	SHIPPING DATE	PAYMENT DUE
058-9736235-2622152	STANDARD	DEC 15, 2006	JAN 12, 2007

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	Crazy Plates (Paperback) by J. Podlesky	14.46	14.46
1	The Warrior Diet by O. Hofmekler	10.99	10.99
1	The Food Revolution by J. Robbins	6.99	6.99
		SUBTOTAL	37.44
		SALES TAX	
		SHIPPING & HANDLING	9.53
		TOTAL DUE	47.07

Make all checks payable to Nozama.com

If you have any questions concerning this invoice, contact sales@nozama.com

Thank you for your order!

Nozama.com

INVOICE

INVOICE # 852
DATE: DEC 12, 2006
To:

Holly Holt
Pleinlaan 2
B-1050 Brussels

Ship to:

Holly Holt
Pleinlaan 2
B-1050 Brussels

Comments or special instructions:

Shipment #1, 4 items - delivery estimate: December 19, 2006

P.O. NUMBER	SHIPPING METHOD	SHIPPING DATE	PAYMENT DUE
058-9736235-2622164	STANDARD	DEC 12, 2006	JAN 9, 2007

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	Motherless Brooklyn (Paperback) by Jonathan Lethem	10.46	10.46
1	The Cosby Show – Season 1 (1984	14.99	14.99
1	The Runner (Tillerman Series) (Mass Market Paperback) by Cynthia Voigt	6.99	6.99
1	Alice in Wonderland (Hardcover) by Lewis Carroll	9.99	9.99
		SUBTOTAL	42.43
		SALES TAX	
		SHIPPING & HANDLING	20.45
		TOTAL DUE	62.88

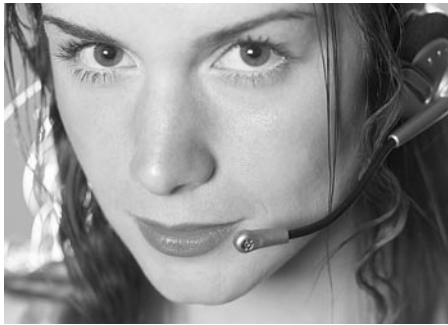
Make all checks payable to Nozama.com

If you have any questions concerning this invoice, contact sales@nozama.com

Thank you for your order!

PHONE CALLS

Task 2: You are a customer



You are a customer of Nozama.com who has recently (December 2006) placed an order. On January 26th, the company still hasn't received payment for your order and is going to call you to find out why.

- 1 Study the invoices together: sort out which documents go with each invoice and figure out the reasons why Nozama.com hasn't received payment. Write down your hypotheses about the reasons why the invoices are unpaid for.
- 2 Distribute the invoices so that each group member can play the role of one particular customer. Sit down with an intern having the same invoice and perform the telephone conversation.
- 3 Report back to the rest of the group and complete the document 'Statement of unpaid invoices' together.

Hypotheses:

Holly Holt, invoice # 852:

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Lori Kane, invoice # 870:

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Jay Hamlin, invoice # 871:

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Nozama.com

INVOICE

INVOICE # 870

DATE: DEC 15, 2006

To:

Lori Kane
J. Brelplein 24
B-1000 Brussels

Ship to:

Lori Kane
J. Brelplein 24
B-1000 Brussels

Comments or special instructions:

Shipment #1, 1 item - delivery estimate: December 22, 2006

P.O. NUMBER	SHIPPING METHOD	SHIPPING DATE	PAYMENT DUE
058-9736235-2622164	STANDARD	DEC 15, 2006	JAN 12, 2007

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
1	MAGAZINE SUBSCRIPTION Rolling Stone	88,75	88,75
		SUBTOTAL	88,75
		SALES TAX	
		SHIPPING & HANDLING	Free
		TOTAL DUE	88,75

Make all checks payable to Nozama.com

If you have any questions concerning this invoice, contact sales@nozama.com

Thank you for your order!

Nozama.com

INVOICE

INVOICE # 871

DATE: DEC 15, 2006

To:

Jay Hamlin
Toverfluitstraat 28
B-1040 Brussels

Ship to:

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SUBTOTAL			37.44
SALES TAX			
SHIPPING & HANDLING			9.53
TOTAL DUE			47.07

Make all checks payable to Nozama.com

If you have any questions concerning this invoice, contact sales@nozama.com

Thank you for your order!

Nozama.com

INVOICE

INVOICE # 852

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Pleinlaan 2
B-1050 Brussels

Ship to:

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Comments or special instructions:

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SUBTOTAL			42.43
SALES TAX			
SHIPPING & HANDLING			20.45
TOTAL DUE			62.88

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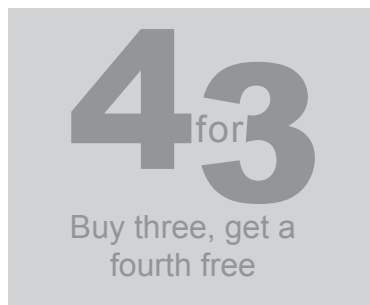
If you have any questions concerning this invoice, contact sales@nozama.com

Thank you for your order!

HOLLY HOLT

to: hollyh@chello.be

Subject: Buy Three Books; Get a Fourth Free at Nozama.com



Dear Nozama.com Customer,

You might like to know about our 4-for-3 promotion: Order four eligible books and we'll give you the lowest-price book free. Choose from tens of thousands of 4-for-3 books in dozens of categories and mix and match with eligible 4-for-3 music and DVDs, too.

We hope you found this message useful. However, if you'd rather not receive future e-mails of this sort from Nozama.com, please visit the opt-out link here: <http://www.nozama.com/gp/qss>

Please note that product prices and availability are subject to change. Prices and availability were accurate at the time this newsletter was sent; however, they may differ from those that you see when you visit Nozama.com.

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JAY HAMLIN

to: J.hamlin@yahoo.co.uk
Subject: Your inquiry regarding refunds

Dear Nozama.com Customer

You may return most new, unopened items sold and fulfilled by Nozama.com within 30 days of delivery for a full refund. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).

Items that are opened or returned more than 30 days after delivery will receive a partial refund. See our Refunds page for more details.

Read our full General Returns Policy for information on exchanges, and for further details and policy exceptions.

If you need to return an item, our online Returns Center will guide you through the returns process and provide you with a printable return shipping label.

BETALINGSBEWIJS

	De Post Veldstraat 9 1040 Etterbeek
05-01-2007 10:53 11 000000053	USA Non-Prior 20, 30 euro
Totaal	20, 30 euro Cash: 21, 00 euro Terug: 0, 70 euro

LORI KANE**BEWIJS VAN OVERSCHRIJVING**

Memodatum 24-01-2007	Bedrag 88,75 euro
Opdrachtgever 001-4265235-22 Lori Kane J. Brelplein 24 1000 Brussel	Begunstigde Nozama.com 3340 Pilot Knob Road St. Paul, MN 55121 USA
Mededeling Payment of invoice #870	

EVALUATION

Task 3

In this lesson you had to inform about unpaid invoices and write down the actions you have undertaken in a document 'Statement of unpaid invoices'.

First you listened to a telephone conversation between an employer of an internet company and a customer. Then you had a telephone conversation with another classmate. Either you were an intern of the company and had to call a customer or you were the customer and, after studying the necessary documents (invoices, receipts, an email ad, order details), had to explain why the company hasn't received payment.

Evaluate the lesson with your group and write down what you have learned.

What have you learned from this lesson?

- How to have a telephone conversation in which you inform about a business matter.

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- How to read instructions about a business procedure.

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Bill: head sales department Nozama.com

Cust: customer

Bill *ring ring*

Cust Goodmorning, Hazel speaking.

Bill Goodmorning madam. Bill Shea speaking, head of sales at Nozama.com. I am calling about your order of a series of books. It was shipped two months ago, but we still haven't received payment.

Cust Nozama.com did you say? Yes, I have received the books two weeks ago. I didn't pay because I did not receive a correct invoice.

Bill What do you mean?

Cust The invoice was for a different order. I sent the invoice back. Can you hold on for a second? I think I kept a copy.

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Cust I have found the documents. I received the invoice together with the books. But the invoice was for an order I placed in March, last year. So I sent it back.

Bill I see. Then we must have made a mistake. We probably sent you a copy of an old invoice instead of sending you the new one. I apologize. I will send the correct invoice today.

Cust I will pay the invoice when I receive it.

Bill Of course we will allow you more time to pay the invoice. Lets see: today we are January 26th. Is February 26th all right with you?

Cust That is fine with me.

Bill Then this is settled. Again, I hope you accept my apologies for our mistake.

Cust No problem. Have a nice day.

Bill Have a nice day.

Nozama.com

STATEMENT OF UNPAID INVOICES

January 26 2007

Customer	Invoice nr	Date	Items	Am. due	Paym. due	payment date	Action	To do
Tony Allen	835	Dec 8	1 The Secret House ... , Bodanis D 2 Exile on Main Str ... , Greenfield R.	51,39	Jan 5	new term: Febr 26	called 1/26 cust. sent books back (wrong delivery)	refer to sales department (new shipment)
Teo Maniago	839	Dec 8	1 DVD Prison Break 1 2 DVD Prison Break 2	89,9	Jan 5	new term: Febr 9	called 1/26 cust. forgot to pay	check payment on Febr 9
Hazel Woods	849	Dec 12	1 An invitation to ... , Rodham Clinton H.	39,99	Jan 9	new term: Febr 26	called 1/26 cust. received old invoice	send correct invoice
Holly Holt	852	Dec 12	1 Motherless Brooklyn, Lethem J. 2 DVD The Cosby Show 3 The Runner, Voigt, C. 4 Alice in Wonderland, Carroll L.	62,88	Jan 9	new term: Febr. 26	called 1/26 incorrect invoice: no promotion applied	check with sales dept. (credit note + new invoice)
Lori Kane	870	Dec 15	1 MAG SUBS Rolling Stone	88,75	Jan 12		called 1/26 cust. paid Jan 24	check payment
Jay Hamlin	871	Dec 15	1 Crazy Plates ... , Podlesky J. 2 The Warrior Diet, Hofmekler O. 3 The Food Revolution, Robbins J.	47,07	Jan 12		called 1/26 cust. sent items back	refer to sales dept. (credit note)