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https://www.100test.com/kao_ti2020/150/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_150384.htm Dear You deserve an explanation for what went wrong in our accounting department , and I hope that this letter will serve to resolve our recent difficulties. I know that you can appreciate the fact that it has taken some time to find out exactly what occurred , and , therefore , please accept our apologies for the delay in this response. Apparently , your payment was received in a timely fashion , but it was credited to an account which bears a similar name to yours. Therefore , we commenced sending you our standard notices requesting payment , in keeping with our routine policy. Even after the posting error was rectified , our accounting department failed to notify our credit department , which is why you continued to receive our correspondence demanding payment. I know how exasperating this has been for you and I am deeply sorry that it has taken so long to straighten out this problem. While there is a procedure within our firm to preclude this type of error from occurring , we are reinforcing this procedure. You have been a valued customer of ours for a long time and we appreciate your affording us the opportunity to serve you. You may rest assured that this problem will not surface again. 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com