

Chapitre 10

Invoices and Order Forms Factures et bons de commande

Compétences à acquérir : comprendre les factures et les bons de commande

Dans le test du TOEIC, vous aurez peut-être à lire des factures (**invoice**) et des bons de commande (**order form**). Une facture indique le nom du vendeur et celui du client (**customer**), le prix total de la marchandise (**merchandise**) ou le coût des services fournis, ainsi que la date fixée pour le règlement. Un bon de commande contient les mêmes renseignements. Le client peut aussi y indiquer quand il souhaite que la marchandise lui soit livrée (livrer : **deliver**) et, s'il règle par chèque, il indiquera le montant (**amount**) du règlement.

When you receive an **invoice**, read it carefully to make sure that you understand all the charges and that they are correct. Check to see that the **merchandise** or services listed on the invoice are the same ones that you ordered and received. There may also be charges for sales tax and **delivery**. Check the total **amount due** and the date that it is **payable**. Some companies charge for late payments, so this date is important. On the other hand, some companies reward **customers** for **prompt** payment by taking a percentage off the total charges. Sometimes you may receive an invoice after your order has been **shipped** but before it has arrived at your house or office. You don't have to pay the invoice until you receive your order.

Vocabulaire

Amount (n.) : *quantité, montant, total, somme*

Six weeks is a long amount of time to wait for the package to arrive.

Current (adj.) : *actuel, en cours*

The current amount that we owe is just \$250 since we paid half the invoice last month.

adv. currently : *actuellement, en ce moment*

We are currently waiting for the order to arrive.

▶ Homonymes

Le mot **current** a plusieurs significations :

1. (adj.) in the present time : *actuel, en cours*
2. (n.) flow of air or water : *(le/un) courant*

Customer (n.) : *client*

Customers can make all their purchases from our website.

Delivery (n.) : *livraison*

Delivery of your order will take between one and two weeks.

v. deliver (to deliver something to somebody) : *livrer*

adj. deliverable : *livrable*

They will deliver the package before the end of the week.

The package was not deliverable to that address. (*Il n'a pas été possible de livrer...*)

▶ Attention

Le verbe **deliver** se construit comme suit : to deliver something to somebody

They delivered our goods last night.

Ils ont livré la marchandise hier soir.

He delivered the order to the wrong address.

Il a livré la commande à la mauvaise adresse.

Il n'est pas possible de traduire « *Ils nous ont livrés* » sans la préposition **to** parce que le **nous** français dans ce cas n'est pas un complément d'objet direct, mais indirect. Il faut dire :

They delivered the goods (**to us**).

▶ Synonymes

Ces mots ont la même signification ou des sens proches :

Delivery, consignment, shipment : *livraison, expédition*

Disregard (v.) : *ne pas tenir compte*

If you have already paid for your order, you can disregard this bill.

Due (adj.) : *dû, qui doit être réglé, à régler, à échéance*

Payment is due within thirty days.

adj. overdue : *arriéré, impayé, en retard*

There is an extra charge for overdue payments.

Invoice (n.) : *facture*

We will send the invoice together with your order.

▣▣▣▣ Synonymes

Ces mots ont la même signification ou des sens proches :

Invoice, bill : *facture*

Merchandise (n.) : *marchandise*

The customer was not happy with the merchandise and returned it to the store.

▣▣▣▣ Synonymes

Ces mots ont la même signification ou des sens proches :

Merchandise, goods : *marchandises*

Otherwise (conj.) : *sinon, sans cela, sans quoi, autrement*

Please pay by the end of the month, otherwise there will be a ten percent late charge.

Payable (adj.) : *payable, réglable*

The invoice is payable by the end of the month.

n. payment : *paiement, règlement*

v. pay : *payer, régler*

We expect to receive payment by the end of the month.

Please pay by check.

Process (v.) : *traiter, transformer, s'occuper de*

As soon as we process your order, we will send it to you by mail.

n. process : *processus, procédé, opération*

Paying the invoice is an easy process—just write a check and put it in the mail.

Prompt (adj.) : *rapide, ponctuel, dans les temps*

The company is always prompt in processing orders.

n. promptness : *rapidité, empressement, promptitude*

adv. promptly : *promptement, rapidement, sans tarder, dans les délais*

Because of our promptness in paying, the company gave us ten percent off the cost of our order.

Please pay the invoice promptly.

▣▣▣▣ Homonymes

Le mot **prompt** a plusieurs significations :

1. (adj.) on time : *en temps et en heure, dans les délais*

2. (v.) remind someone to do something : *souffler, rappeler quelque chose à quelqu'un ; pousser, inciter quelqu'un à faire quelque chose*

Ship (v.) : *expédier*

The company charges extra to ship orders.

n. shipment : *expédition, envoi*

adj. shipping : *de port, d'envoi, d'expédition*

You will receive the shipment within 30 days.

Shipping charges are \$10.

▣▣▣▣ Synonymes

Ces mots ont la même signification ou des sens proches :

Ship, carry : *expédier, envoyer*

▣▣▣▣ Homonymes

Le mot **ship** a plusieurs significations :

1. (v.) send something : *envoyer, expédier*

2. (n.) large boat : *navire*

Streamline (v.) : *rendre plus rapide, rationaliser*

You can streamline the ordering process by making your order on our website.

Warranty (n.) / guarantee : *garantie*

All our merchandise is sold with a one-year warranty.

Pratiquez votre vocabulaire

Complétez les formulaires suivants avec des mots de la liste. Vous trouverez les corrigés à la page 318.

customer shipping payable overdue prompt

Apex Office Supplies

PO Box 7

Wilmington, MT

(1) _____:

Charlene Hicks

The Shoebox Company

54 Main Street

Wilkesboro, NH

For:

1 box printer paper \$25

10 printer cartridges \$250

1 box business envelopes \$25

5 pkgs printer labels \$75

subtotal \$375

(2) _____ charge (by US Mail) \$25

Total \$375

(3) _____ by check or money order.

We appreciate your (4) _____ payment. Please pay by April 30.

There is a 10% charge for (5) _____ payments.

merchandise streamline process warranty delivery

Wixstead Office Machines

Order Form

Send to:

Gary Clarkson

482 State Street

Suite 101

Hampton, ME

Item number	Description of (6) _____	Quantity	Price
540912	Deluxe coffee maker	1	\$75
968409	Cordless office telephone	2	\$125
948328	Super Bright desk lamp	5	\$150
		subtotal	\$350
		tax	\$35
		TOTAL	\$385

All our products come with a one-year (7) _____. We will repair or replace any defective item for one year from date of purchase.

We will (8) _____ your order on the first business day after we receive it. We guarantee (9) _____ to your home or office within one week.

Please help us (10) _____ your order. Make sure you have included complete information and that your check is enclosed.

current invoice otherwise amount disregard

Office Cleaners, Ltd.

We keep your workplace sparkling clean!

To:

The Plympton Company

Office Tower Suites

3910 Southern Boulevard

Springfield, VT

For the following services performed on August 15:

Cleaned carpets in all rooms \$375

Washed all exterior windows \$500

(11) _____ charges: \$875

Previous charges (July cleaning): \$650

Total (12) _____ due: \$1525

Please pay the charges on this (13) _____ by September 30, (14) _____ we will have to add a late charge and possibly take legal action. If you have already sent your payment, you may (15) _____ this notice.

Grammaire

L'impératif

On utilise l'impératif pour donner des ordres, des indications, des instructions ou des conseils. L'impératif de la 2^e personne du singulier est identique à la base verbale.

Send payment before the end of the month.
Please *enclose* a check for \$25.

L'impératif négatif se forme ainsi : **don't** + base verbale.

Don't forget to pay the invoice.

Les phrases à l'impératif sont les seules phrases en anglais qui ne mentionnent pas spécifiquement le sujet. Le sujet sous-entendu est **you**. Les pronoms ou les adjectifs possessifs qui se réfèrent au sujet sous-entendu d'une phrase impérative sont donc ceux de la deuxième personne (**you, your, yours**).

Enclose a check with *your* order.
We will send our payment today. Send *yours* today, too.

Pratiquez votre grammaire

Choisissez la forme du verbe qui convient pour compléter les phrases suivantes. Vous trouverez les corrigés à la page 318.

Enclose – Don't enclose – Deliver – Don't deliver – Disregard – Don't disregard – Buy – Don't buy

- _____ all your office supplies from this company. They have good prices and quality products.
- _____ this package to the customer today. She needs the items right away.
- _____ office supplies at that store. You will pay less if you buy them on the Internet.
- _____ this package to the customer's office. She wants to receive it at her house.
- _____ a check with your order form. We require payment before we ship your order.
- _____ the late fee if you pay on time.

- _____ your payment with the order form. We will send you an invoice later.
- _____ the tax and shipping charges. You have to pay all the charges on the invoice.

Révision lexicale et grammaticale

Vous trouverez les corrigés à la page 318.

Phrases à compléter

Choisissez le mot qui convient pour compléter les phrases suivantes.

- We will _____ the package before the end of the week.
(A) deliverable
(B) delivering
(C) delivery
(D) deliver
- To thank you for your _____ payment, we will take ten percent off the charges on the invoice.
(A) prompt
(B) prompted
(C) promptly
(D) promptness
- _____ the merchandise if you are unhappy with it. Just return it to us and we will give you your money back.
(A) Keep
(B) Keeping
(C) Don't keep
(D) Doesn't keep
- We will send the _____ before the end of the month. Please pay it on time.
(A) customer
(B) invoice
(C) process
(D) warranty

5. We want to provide our customers with the best service possible. Please send us _____ comments and suggestions.
- (A) our
(B) ours
(C) your
(D) their
6. _____ ten dollars to the total due if you want overnight delivery.
- (A) Will add
(B) To add
(C) Adding
(D) Add
7. We ordered 500 envelopes, but you sent us a smaller _____.
- (A) amount
(B) payment
(C) merchandise
(D) ship
8. Send complete payment before the end of the month and we will give _____ a free gift as our thanks.
- (A) it
(B) you
(C) us
(D) our
9. Please let us know when the _____ arrives.
- (A) ship
(B) shipped
(C) shipment
(D) shipping
10. If there are any problems with your order, please _____ our customer service office for assistance.
- (A) don't call
(B) call
(C) calls
(D) to call

Exercice de compréhension

Lisez la facture ci-dessous, puis répondez aux questions.

Invoice

Frampton's Furniture, Inc.

Customer:	Pringle Printers
Order shipped on:	April 25
Invoice Date:	May 1
For:	
5 desk chairs @ \$75 each	\$375
2 lounge chairs @ \$225 each	\$450
1 computer desk @ \$175 each	<u>\$175</u>
subtotal	\$1000
tax	\$100
total amount due	\$1,100

Payable by check or credit card. Please pay by the end of this month.
Add a ten percent late charge to the total for overdue payments.

- What is the cost of one desk chair?

(A) \$75
(B) \$225
(C) \$375
(D) \$450
- If the invoice is paid before June 1, what is the total amount due?

(A) \$120
(B) \$1,000
(C) \$1,100
(D) \$1,210
- The word *shipped* is closest in meaning to

(A) requested
(B) sent
(C) lent
(D) delivered
- The word *amount* is closest in meaning to

(A) order
(B) size
(C) quantity
(D) tax