AN ANALYSIS OF WRITING QUOTATION LETTER AND ORDER LETTER AT PT KARYA TEHNIK SENTOSA

BINA SARANA INFORMATIKA

A PAPER

Presented to the Akademi Bahasa Asing BSI Jakarta In Partial Fulfillment of the Requirements for Diploma III Programme

By

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Finally, the writer also wishes to thank to his/her colleagues for their support. May this paper be useful to the readers, particularly to the writer.
Jakarta, July 6th, 2017

The writer

Melia Br Sipahutar
ABSTRACT

Melia Br Sipahutar (31140048), An Analysis Of Writing Quotation Letter And Order Letter At PT. Karya Tehnik Sentosa

The objective of this research is to know the process of writing in English correspondence especially in business letter, quotation letter and order letter. The research was conducted in PT. Karya Tehnik Sentosa. The data were collected through observation and analyzing business letter. The writer uses three methods for the observation, they are field research, library research and internet research. Then for the analyzing the writer analyzes some business letter included how the writer of quotation letter and order letter conveys the message with polite approach to recipient and make them feel comfortable with it, And the result of this research indicated that (1) Making sentence a good and polite that can give a good impression with business partners (2) Write a letter to provide information and trust to business partners in ordering goods.

Keywords: Quotation Letter, Order Letter, Business Letter
ABSTRAK

Melia Br Sipahutar (31140048), An Analysis Of Writing Quotation Letter and Order Letter At PT. Karya Tehnik Sentosa.


Kata Kunci: Surat penawaran, Surat Pesanan, Surat Bisnis
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CHAPTER I
INTRODUCTION

1.1. Background and Reason of Choosing the Title

The business world today is growing so rapidly, not only in urban areas but has penetrated to the level of rural areas, ranging from small-scale business to big business business popping up without us knowing it. Rapid business growth will automatically create a very tight competition to the products or services we offer, whether it is local, national and international competition.

Without a business a country will not grow and go forward. Because of the business itself that makes a country that can advance and known other countries. The progress of a business in a country is seen from how the business development from the beginning in the beginning of a business until the business runs.

Every businessmen or businesswomen must expect a profit but business can face a lot of risks, ranging from serious loss of up to bankruptcy. It is important for us to manage all the processes on a business process so that the result achieved can be in line with what we expected. Proper business planning requires precision and discipline in its establishment. As a businesspeople, we have to know detail of the products or services we well.

In the world of business life required the existence of correspondence or business coresponden. The purpose of a person or an organization or office of.
writing a letter is submit information, delivering the purpose and purpose in accordance with the author's heart, streamlining the flow of communication so that the information received is clear and not misinterpreted, saves time, effort, and cost of meeting directly with the intended party. The types of letters are generally classified into three, namely personal letters, official letters, and commercial letters when viewed in terms of form, content, and language. Whereas if classified based on its usage can be divided into three namely personal letters, official letters, and letters of service.

One of the letter in the business world is quotation letter and order letter. Quotation letter is a quotation is a business offer made by a seller to an interested buyer to sell certain goods at specific prices and on certain terms and conditions. It is a reply by the seller to the prospective buyer. Hence, the quotation letter should be prepared carefully by the seller. It should contain information on all points mentioned in the inquiry letter. The seller should send the best possible quotation so that it induces the buyer to place an order because it is the basis on which the interested buyer decides whether to buy or not.

Order letter is the one that is written by the person or company placing the request of purchase from another company. This letter comes into action only when a detailed study of the desired product has been done in the market and based on promised service, quality and price of the product, a decision for a purchase has been made.

The writer only wants to see whether PT. Karya Tehnik Sentosa is in accordance or not. The quotation letter and order letter is very important for
people in work, because the activity of the writer should know about the format of quotation letter and order letter and understand how to create business correspondence. The writer take the data from the PT. Karya Tehnik Sentosa as an object to be analyzed, quotation letter and order letter should be a brief and polite so they can understand about bisnis letter. Sometimes the style of the quotation and order letter have some different style in every company.

1.2. Statements of the Problem

Form the reason and background above, the writer wants to explain what actually the company does for any businesss activities. Concern in technique and process of writing business letter.

Therefore the writer states some of the problems in the following question:

1. What are the polite approach of quotation letter and order letter at PT Karya Tehnik Sentosa?

2. What are the process of writing of quotation letter and order letter at PT. Karya Tehnik Sentosa?

1.3. Scope of the Problem

From the description of the above problems, the writer focused on knowing how to convince and write polite request in an analysis of writing quotation letter and order letter in PT. Karya Tehnik Sentosa.
1.4. Method and Procedures of the Analysis

The writer uses descriptive method and library research get some theories from book in library, the article, internet and journal. The writer also uses field research the writer workes as a trainee in PT. Karya Tehnik Sentosa for on month December 2016. The writer find some references in libray and intement researches to get theory and ideas about business letter that related with this paper. The purposes of this method are to reveal a fact and situation when completed this research.

The writer collected some data such as quotation letter and order letter from PT. Karya Tehnik Sentosa, then compare the differences with book correspondence. The first the writer analysis of technical writing quotation letter and order letter, after that find out theories that related to the title and then the writer also analyses quotation letter and order letter with the theories.
CHAPTER II
THEORETICAL REVIEW

2.1. Definition of Letter

Letter have played and are still playing an important role in communication throughout the world.

According to Poster (2007:8) states, “Letter are written communications that are sent from one person to another”. It means, communicate between human are not only by talking directly but also communication could happen through written message, such writing a letter, and there is a sender and the receive so they could communicate each other through a letter.

According to Tarafder (2008:6) explained that, “A letter is a direct reflection of the persons sending it and by extension the organization that person works for.” It means, a good letter will be reflects directly on the person who is the subject of the letter. It is a reason why a letter must be written properly because it shows professionalism. Letter also should be written clearly and properly, so it will gives a good impression for the recipients.

According to Breen (2002:5) states that, “Letter are form of communication and they need to focus on the person you are writing to. You will need to elicit some emotional response from the person if they are to take action on your behalf.” Based on those statement above, letter can be defined as a part of
writting which is usually used to expand your communication to someone who is near or far from you.

As communication technology has diversified, posted letters have become less important as a routine from communication. For example, the development of the telegraph drastically shortened the time it takes to send a communication, by sending it between distant points as an electrical signal, at the telegraph office closest to the.

2.1.1. Types of Letter

According to Tyagi and Misra (2011:178) states that a letter, in general can be divided into two: formal letter and informal letter. Letters can be also be divided into two broad categories, based on the intended recipient: person to person letters and person to business letter.” According to the statements above, there are two types of letter first the letters which are used in special occasion, and second the letter which are used between the individual, Now the letters which are used in special occasion are known as a formal letters and letters which are used between the individuals are informal letters.

Formal letter is a written message that usually use in a special occasion, typically for business or academic purposes. It requires the use of an acceptable salutation (Dear Sir/Madam) and use a direct objective approach in writing the body. Tyagi and Misra (2011:178) define “Business letter are formal letters. They are written to sell something, make enquiry, place an order, request
for credit, deny credit, collection of money or goods give on credit, issuing
instruction, sending quotation, writting cover letters for proposals, job application,
and many more such situations.” It means formal letter, is a letter written in
formal, is a letter written in a formal language for business purposes.

And the informal letter is a letter written to someone that you know such
as friends or faily to express your feelings, emotions, thoughts, or condition.
According to Tyagi and Misra (2011:179) “ A letter which written to friends,
family members for different occasions such as engagement, marriage party,
invitations, condolence, birthday and festival wishes, etc.” Based on that
statement an informal letter can be describe as a personal letter which is written to
an acquaintance family or a close friend for different situations.”

From the two statement above, the writer can be conclude that formal and
informal letters are has different definition but it has same purposes, to
communicate. Formal letter is use with formal language, professional tone, polite
words and good structure. Because formal letter is use for special occasion such as
business, goverment or academic purposes. Diferrent with informal letter that is
use between individuals, such as birthday invitations and love letter. They usually
do not need formal language for the tecnique of writing.

2.2. Definition of Business Letter

According to Roberts (1998:1) define, “A business letter is a formal
comunication between two people organization who are involved in trading-
exchanging money for goods or service” it means in writting a business letter is
about developing that trade, so it importance to remember that a business letter is an official document of course there are many other communications between people and companies, for instance telephone conversation, email, meeting, presentations, contracts, order and invoice. A business letter is the most powerful communications tool for providing structured and considered information in a formal way.

According to Swaroop and Bhagaban Das (2010:196) define, “Business letter is a letter written in formal language (English), usually used when writing from one business organizations to another or for correspondence between such organizations and their costumers, clients and other external parties.” It means that business letter more formal than personal letter. The overall style of letter will depend on the relationship between the parties concerned.

According to Duta (2013:196) defines that “Business letters are means of business communication. Most non-verbal elements like stylistics, format, layout and the like are invaluable tools to communicate the message more effectively.” It means that business letter needs professional who know put some proper elements of business letter such as words, style, format, tone, etc. To communicate effectively.

Business letter really has the importance part in company because as a written communication with the other company, the letter becomes an important part the business world. With the information or the written record would greatly assist the process the way of cooperation between the two sides of company. In
the world of business letter is often used as authentic evidence of the way the business world

2.2.1. Part of Business Letter

According to Taylor (2004) there are 10 parts in writing a business letter.

1. Reference

In the past letterheads used to have ‘Our ref’ and ‘Your ref’ printed on them. Today this is rarely the case because with modern word processors and printers it is difficult to line up the printing on such pre-printed stationery. Instead the typist normally inserts the reference on a line up the printing on its own. The reference includes the initials of the writer (usually in upper case) and the typist (in upper or lower case, as preferred). A file or departmental reference may also be included.

GBD/ST GBD/st/per1 GBD/ST/134

2. Date

The date should always be shown in full. In the UK it is usual to show the date in the order day/month/year. No commas are used.

12 July 2003

In some other countries the date is typed in order month/day/year, often with a comma after the month.

July 12, 2003
3. Inside Address

The name and address of the recipient should be typed on separate lines as it would appear on an envelope. Care should be taken to address the recipient exactly as they sign their letter. For example, a person signing as ‘Douglas Cowles’ should be addressed as such in the inside address, preceded with the courtesy title ‘Mr’. To address him as ‘Mr D Cowles’ would not be appropriate.

Mr Douglas Cowles  
General Manager  
Cowles Engineering Co Ltd  
12 Bracken Hill  
Manchester  
M60 8AS

When writing letters overseas, the name of the country should be shown on the final line of this section. As the letter will be sent by airmail, this should be indicated one clear line space above the inside address. Again note that the appropriate courtesy title (Mr/Mrs/Miss/Ms) should be shown:

AIRMAIL

Mr Doug Allen  
Eagle Press Inc  
24 South Bank  
Toronto  
Ontario  
Canada M4J 7LK

4. Special Marking
If a letter is confidential it is usual to include this as part of the inside address, one clear line space above it. This may be typed in upper case or in initial capitals with underscore

    CONFIDENTIAL

    Miss Iris Tan
    Personnel Director
    Soft Toys plc
    21 Windsor Road
    Birmingham
    B2 5JT

Some decades ago an attention line was used when the writer simply wanted to ensure that the letter ended up on a certain person’s desk, even though the letter was addressed to the company in general, and always began ‘Dear Sirs’.

    FOR THE ATTENTION OF MR JOHN TAYLER, SALES MANAGER
    Garden Supplies Ltd
    24 Amber Street
    Sheffield
    S44 9DJ

    Dear Sirs

In today’s business letters, it should rarely be necessary to use an attention line. When you know the name of the person you are writing to, the name of the recipient should be included in the inside address, and a personalised salutation will be used.
5. Salutation

If the recipient’s name has been used in the inside address, it is usual to use a personal salutation

Dear Mr Leighton  Dear Douglas  Dear Miss Tan  Dear Roseannah

If you letter is addressed generally to an organisation and not to a specific person, the more formal salutation ‘Dear Sirs’ should be used.

Dear Sirs

If you letter is addressed to a head of department of the head of an organisation whose name is not known, then it would be more appropriate to use a salutation as shown here

Dear Sir or Madam

6. Heading

A heading gives a brief indication of the content of the letter. It is usually placed one clear line space after the salutation. Upper case is generally used, although initial capitals with underscore may be used if preferred.

Dear Mrs Marshall

INTERNATIONAL CONFERENCE - 24 AUGUST 2003

7. Complimentary Close

It is customary to end the letter in a polite way by using a complimentary close. The two most common closes are ‘Yours faithfully’ (used only with Dear Sir/Sirs/Sir or Madam) and ‘Yours sincerely’ (used with personalised salutations).
Dear Sir
Dear Sirs
Dear Madam
Dear Sir or Madam

Dear Mr Leighton
Dear Mrs Yap
Dear Caroline
Dear Sam

Yours faithfully
Yours sincerely

8. Name of Sender and Designation

After the complimentary close 4 or 5 clear spaces should be left to that the letter can be signed. The name of the sender should then be inserted in whatever style is preferred-upper case, or initial capitals only. The sender’s designation or department should be shown directly beneath his or her name. In these examples note that the title ‘Mr’ is never shown when the writer is male. However, it is usual to add a courtesy title for a female; this is shown in brackets after her name

Your faithfully       Yours sincerely

PATRIC ASHE       LESLEY BOLAN (Mrs)
Chairman           General Manager

When a letter has to be signed on behalf of the sender, it is usual to write ‘for’ or ‘pp’ in front of the sender’s printed name; ‘pp’ is an abbreviation for per procurationem, which simply means ‘on behalf of’.

Yours faithfully

Shirley Jhonson

For EDWARD NATHAN
Chairman
9. Enclosures

There are many different methods of indicating that an enclosure is being sent along with a letter:

a. Affix a coloured ‘enclosure’ sticker usually in the bottom left-hand corner of the letter

b. Type three dots in the left-hand margin on the line where the enclosure is mentioned in the body of the letter

c. Type ‘enc’ or ‘Encs’ at the foot of the letter, leaving one clear line space after the sender’s designation. This is the most common form of indicating enclosure.

Yours Sincerely

LINDA PATERSON (Mrs)
Marketing Manager

10. Copies

When a copy of a letter is to be sent to a third party (usually someone in the sende’ organisation) this may be indicated by typing ‘cc’ (copy circulated or courtesy copy) or ‘Copy’ followed by the name and designation of the copy recipient. If there are two or more recipients, it is usual to show these in the alphabetical order.

Copy

Ravi Gopal, General Manager
Ahely Ow Yong, Company Secretary
Candice reeves, Accountant
If the writer does not wish the recipient of the letter to know that a third person is receiving a copy of the letter, then ‘bcc’ (blind courtesy copy) is used. This should not be shown on the top of the letter, only on the file copy and bcc copy/ies

Bcc Mr Gordon Clark, Chief Executive

2.3. Definition of Quotation Letter

Quotation letter is one of types of business letter, it replies from inquiry letter. According to Saha (2009:179) states, “Quotation letter is a business letter by which a particular concern place quotation and is considered to be a confidential one. The Quotation letter contains detailed quotation which is a bird to procure an order”. It means quotation letter is issue by procurement division that asking for quotation letter to supplier which is consideration for an order letter and the letter is considered to be a confidential one since it only for the exact customer and not for general public. Quotation letter must includes detail about the prices of specific good selected, terms of payment and conditions of delivery, while writing such letter, seller should clearly state everything as inquired by the buyer.

According to Tyagi and Misra (2011:135) states,“ After receiving the letter of enquiry from a prospective buyer, the sellers apply the relevant information by writing a letter that is called quotation letter” It means that quotation letter will be issued according to enquiry from buyer which is quotation letter made to inform the buyer about the goods that they ask for. The information in quotation letter must be clear and appropriate with customer needs.
According Kinger (2006:22) states that, “A quotations is specific offer for sale. It is made in response to an enquiry from a particular person or businesshouse. A quotation includes about the prices of the specific goods desired, terms of payment, condition of delivery and other detail.”

2.3.1. Function of Quotation Letter

According to Tyagi (2011:135) states,” Business letter that are written keeping the view information asked for, such as price list, mode of payment, discount to be allowed, etc”. It means quotation letter has a function such as giving information to the customer related to the customer enquiry.

According to Agarwal (2010:175) states, “Business letter provides information. When a customer wants to buy a product or service, he asks quotation from several suppliers and then he selects the one most suitable to the requirements” it means, quotation letter provide information for the customer inquiries such as exact quality and quantity of goods, place and time of delivery of goods required and any other special request about mode of delivery or packing.

According to Agarwal (2010:159) states, “These letter of quotation help the buyer to obtain the product of good quality reasonable rates”. It means that, beside of giving information about the products or goods. Quotation letter become a comparison for the prices. So, when the customer deals with the quotation about the price, quality of goods and delivery time, a potential customer will issue a purchase order.
2.4. Definition of Order Letter

According Kishore (2005:21) states, “Letters ordering goods are very important and mark the establishment of business relations. An order should be paid careful attention to in regard to the goods ordered and packing, forwarding and such other things. If an order is placed against the items listed in a catalogue, the serial numbers, prices and the number of articles required should be very clearly mentioned. An incomplete and vague order is a great source of inconvenience entailing delay and annoying correspondence.” It means, be exact and specific in your order so that it may be promptly executed and only required articles of required quality and numbers may be dispatched.

According Kinger (2006:39) states that, “If the quotation is found satisfactory, the buyer accepts it and drafts a letter or sends printed form stating therein the quantity, unit price and amount of the goods.” It means, this is known as order. Full and correct particular of their quality, size, colour, indicate the type of packing, mention the price and terms of which the goods are being ordered, indicate clearly the address to which goods are to be delivered, give special instruction for packing, insurance, payment of customs duty; mention the mode of transport. The cancellation of an order by the buyers is done due to inordinate delay in the execution of order, fall in the market price or bankruptcy of the customer.

According Answershark (2017) states that,” An order letter is a business letter which confirms the details of a purchase of services or goods from one party to another. Also, such terms as a letter of order or a PO (purchase order) can be
used.” It means, the purpose of an order letter is to give the necessary instructions to the seller to fulfill an order successfully. The paper track of a particular transaction starts with it. Since an order letter serves as a legal proof of an agreement, it should be written carefully. A customer should provide detailed information about their order, such as the model number, quantity, size, color, the payment terms, etc. When another party receives the letter, they will start processing the order and, if all necessary details are mentioned, dispatch the merchandise as soon as possible.

2.4.1. Routine Order

According Taylor (2004:110) There are 4 ways routine order:

1. Confirmation of telephone order
2. Tabulated Order
3. Order based on quotation
4. Convering letter with order form

Routine orders may be short and formal but they must include essential details describing the goods, as well as delivery and terms of payment. Where two or more items are included on an order, they should be listed separately for ease of reference.
### 2.5. Differences Between American And British Style

According to Boyanova (2011), in this company, they mostly write a business letter mostly with American style. This is the table which shows the differences between American and British Style:

<table>
<thead>
<tr>
<th></th>
<th>American Style</th>
<th>British Style</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Heading</strong></td>
<td>According to the format but usually aligned to the left</td>
<td>The Heading is usually placed in the top right corner of the letter (sometimes centred)</td>
</tr>
<tr>
<td><strong>Date</strong></td>
<td>October 19, 2005 (month-date-year)</td>
<td>19 October 2005 (day-month-year) Usually placed directly (or 1 blank line) below the heading</td>
</tr>
<tr>
<td><strong>Salutation</strong></td>
<td>Dear Mr/Ms. Smith:</td>
<td>Dear Mr/Ms. Smith,</td>
</tr>
<tr>
<td></td>
<td>Dear Sir or Madam:</td>
<td>Dear sir or Madam,</td>
</tr>
<tr>
<td></td>
<td>After the salutation there is a colon (:)</td>
<td>After the salutation there is a comma (,)</td>
</tr>
<tr>
<td><strong>Complimentary Close</strong></td>
<td>Sincerely,</td>
<td>Sincerely,</td>
</tr>
<tr>
<td></td>
<td>Sincerely yours,</td>
<td>Yours sincerely,</td>
</tr>
<tr>
<td></td>
<td>Yours Truly,</td>
<td>Yours faithfully,</td>
</tr>
</tbody>
</table>

**II. I Table of differences between American and British Style**

*Source: [www.studyenglishtoday.net](http://www.studyenglishtoday.net)*
CHAPTER III
DISCUSSION

3.1. Analyze The Polite Approach in Quotation Letter and Order Letter at PT.Karya Tehnik Sentosa

A. Quotation Letter

Quotation letter is a business offer made by a seller to an interested buyer to sell certain goods at specific prices and on certain terms and conditions. It is a reply by the seller to the prospective buyer. Hence, the quotation letter should be prepared carefully by the seller. It should contain information on all points mentioned in the inquiry letter.

The seller should send the best possible quotation so that it induces the buyer to place an order because it is the basis on which the interested buyer decides whether to buy or not.

Business letter has so many types and specific purposes in this analysis, the writer wanted to explain the processes of writing quotation letter in PT Karya Tehnik Sentosa. Quotation letter provides information about goods, delivery time and place, quality of the goods and term of payment. Quotation letter will be issued after customer send enquiry letter to supplier.

According to Saha (2009:179) states: “Quotation letter is a business letter by which a particular concern place quotation and it is considered to be confidential one. The Quotation letter contains detailed quotation which is a bid to procure an order”. It includes in formal letter in PT Karya Tehnik Sentosa,
quotation letter will be issue when a potential customer send enquiry letter or RFQ (request of quotation).

III.1 Picture of Quotation Letter PT. Karya Tehnik Sentosa
The language used in this writing is the polite language of the words used:

1. “Dear Mr Ibnu” For salutation, start the quotation letter with the words of salutation use dear, Use "Mr" if the recipient of the letter is male.

2. “We also offer special promo for your company that is giving 10% discount if you buy our product before 07 January 2017. Warranty from our product is 2 years from each product. Payment can be made by paying an advance of 25% of the total price and the installment can be repaid 3 times after the goods arrive at your place.” The writer uses polite language, clear, straight and raw, the contents of the letter based on actual circumstances or according to customer request letter, the contents of the letter should also be attractive to many people who buy it by providing discounts so that customers buy the good.

3. “We hope that our quotation could meet your requirement and if you need any further information, please do not hesitate to contact us.” In compiling a letter beginning with the opening paragraph and the closing paragraph. The closing paragraph is essentially a form of affirmation or conclusion of the contents of the letter and contains a hope or a thank you for all the things put forward in the contents of this letter. So, if the letter does not use the cover paragraph as if it feels unfinished.

B. Order Letter

Order letter is a letter ordering goods or services of certain of the buyer to the seller. Usually orders are made upon receipt of the offer letter or price list.
Order Letter should be drafted very carefully as it needs to pen down all the terms and conditions of the purchase for the benefit of both involved parties. It should have details such as product specifications, quantities, price agreed upon, delivery date, late delivery clauses, etc. It should be addressed to the person responsible for the execution of the order with a copy to the head of department. Since it is totally an official letter it should be typed.

According to the rules of writing the order letter above, we should specify about the description of goods that the company wants to order such as nama barang, quantity, size, price, etc. The writer of this order letter writes it abviously. She writes the quantity, specific name of the product which to order to avoid the supplier made mistakes about the goods that needed.

1. “Dear Mrs Yuli” For salutation, start the order letter with the words of salutation use dear, Use "Mrs" if the recipient of the letter is female.

2. “We hope that our orders will arrive within a week after this letter is received.” The company need that material as soon as possible, so the writer asks the supplier to send the goods lately one week after they received this letter. The writer does not force the delivery as soon as it is because the writer gives one week for delivery. The company should know and should give the goods deliver quickly.
No : 01/XII/KTS/2016
Attachment :

Mrs Yuli,
Marketing Manager
PT. Surya Pratama Mesindo
Jl. Kanal Raya Outer Ring Road
Taman Palerm Lestari Ruko Galaxy
Blok N No.19 Cengkareng, Jakarta

Dear Mrs Yuli,

Given our inventory dwindling, so we intend to order the following items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Name of goods</th>
<th>Qty</th>
<th>price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>End-0030-0078 Cylinder Liner Kit 19744/7745950-21-6374/Part No 877337</td>
<td>1 Pcs</td>
<td>4,750,000</td>
</tr>
<tr>
<td>2</td>
<td>End-0030-00230-Bushing 19744/7745950-21-6374/Part No 11700325</td>
<td>1 Pcs</td>
<td>375,000</td>
</tr>
<tr>
<td>3</td>
<td>End-0030-00078 Bearing Bushing 19542/7745950-21-6374/Part No 11700285</td>
<td>1 Pcs</td>
<td>375,000</td>
</tr>
</tbody>
</table>

We hope that our orders will arrive within a week after this letter is received. The payment will be sent after we receive our orders. Payment will be made after we receive the goods.

Thank you for your cooperation.

Your sincerely,

[Signature]

Aprizal
Purchase Manager

Taman Palerm Lestari Ruko Galaxy Blok N No. 21 Cengkareng - Jakarta Barat
Telp : (021) 5596 5616, 5596 8661, Fax (021) 5566 5617
email : karyateknik_kt@yahoo.co.id

III. 2 Picture Of Order Letter PT. Karya Tehnik Sentosa
3.2. What are the Process of Writing Quotation Letter and Order Letter at PT. Karya Tehnik Sentosa

Business Letter were written for business matter between company and business partner, the company should know what the necessary things are. This company writes all Types of business letter, but these three kinds of business letters are the most often which to receive and sent. Before a company write a business letter, they are should know what is the purpose of the matter of business. With purposes to providing the best services, the company should work properly. If they are too slow in order of duty, they will feel the consequences of it. Lot trust, lost customers and of course they will lost the prosperity. Business will always strive for works on time, discipline and efficient.

PT. Karya Tehnik Sentosa writes the parts of business letter similar each other. PT. Karya Tehnik Sentosa use American style heading, date, salutation and complementary close. All letters were written with those structures. The heading is aligned on the left, the date is aligned to the left and written in format (month-day-year), and the salutation is mostly using dear Mr/Mrs. Because they are mostly already know each other and if they do not, they uses Dear Sirs for the salutation. For the complementary close, they use Sincerely, Yours Very Faithfully, Yours Faithfully. It has same style from one letter and another, the differences is only the message that conveys based on the purpose of the letters.

After a business letter has been written, the next process is about to sent to business partner. PT Karya Tehnik Sentosa are often sent and receive a business letter to PT. Jasa Armada Indonesia and PT Surya Putra Mesindo all Suppliers.
The Business letter often sent with by email and services of TIKI or JNE for one day services which is the letter will send and receive on same day. And usually sends together with the sales marketing that come directly to the workshop, he will take the letter to their office and it will handled by their division that responsible about it.

For the bill and invoice, usually the employee here sent together with the product that has been finished for repairing. After the checker agent checked the quality of product, the employees from PT Karya Teknik Sentosa continued to administration division of that company and meet the account Payable officer there. The receipts of bill, permission letter and guarantee letter which have been signed by the checker before it is change with the payment letter (invoice). The bills will be sent via transfer on bank account of PT Karya Teknik Sentosa in several days later till the deadline payment has been over. If there is no trouble in the letter, the process is done and finished. Then, the writer is rarely found that the e-mail is required in process of writting a business letter, e-mail is usually sent just for recttification or more detail information for any matter that related with the order. Conversation by phone also need in this company, but it is just for inform or confimation and rarely talk specify about the business. Facsimile is also not really required for it. All the most needed are physical letter that authentic to use.

The problem which often happened in this office is the error in writing sensitive contents. The nominal amount of payment, the date, the type of companies name, the dates are mostly be a trouble. As the writer told above, the
procedure is of course there will any complain of it. It is handled by the manager and will be proceed quickly, even it is waste a time while every complain proceeded. In some cases are the mistakes in structure and the grammar. Business letter are has submissive characteristic. It means that the writer of business letter is must be trained well in basic grammar and structure. Because, in the some companies they are needed a good English to written. In order to satisfying the clients and make it interesting, the grammar, tone and should be correct and properly. A good human resources is needed in this division, beside they are striver for works with accurate, they are also need to know how to do a good writing, with every structure and good grammar there.

In business, there are so much competition and challenging, you need to know what are need to spoken, what are need to explain, authentically and everything should be following the deal of cooperation one and another. The cooperative business relationship sometimes is also get any problems inside, sometimes they are miscommunication each other, but if we can survive with the language which is can be proven by authentic proof, everything can be handled and run smoothly.

3.2.1. The Process of Writing Quotation Letter

Quotation letters allow individuals, companies, and organizations to inquire the prices of materials and services offered by certain businesses. The act of sending quotation letters to businesses cuts down on time and effort that are usually spent by prospective buyers in inquiring the prices of goods and services
one by one. Business letter has so many types and specific purposes. In this analysis, the writer wanted to explain the processes of writing quotation letter in PT. Karya Tehnik Sentosa. Quotation letter provides information about goods, delivery time and place, quality of the goods and term of payment. Quotation letter will be issue after customer send enquiry letter to the supplier.

Enquiry letter usually issued by customer, there are regular customer of PT Karya Tehnik Sentosa such as PT. Jasa Armada Indonesia, PT. Acset Indonusa, PT. Adhimik Precast Indonesia and many other. They send enquiry letter due to their machine needs in company. Every company has different fields so they required different goods that they need

Below is explanation the process of writing quotation letter at PT. Karya Tehnik Sentosa.

1. PT. Karya Tehnik Sentosa usually get RFQ (request for quotation) using emails from PT. Jasa Armada Indonesia whose contents regarding the requests as needed before doing tranksaksi. Information usually required by PT. Jasa Armada Indonesia in the form of price list, amount to be purchased, and discount given.

2. If there is no warehouse stock, PT Karya Tehnik Sentosa will confirm request sample or sample of goods to PT. Jasa Armada Indonesia.

3. PT. Karya Tehnik Sentosa will process as soon as possible at the beginning they will check the stock of goods. When the goods are ready in the warehouse, they need confirmation from the warehouse officer to ascertain when the goods will be completely ready if the order letter is issued.
4. PT. Karya Tehnik Sentosa will make a quotation letter at the request of PT. Jasa Armada Indonesia after receiving all the complete information about the goods and the price. The staff of PT. Karya Tehnik Sentosa will make a quotation letter, which is inside quotation letter attached information about the date, stock status, price, delivery time and payment. A quotation letter that describes the facts of the goods, prices, delivery time, delivery place, payment terms and catalogs of data sheets need approval from marketing staff. Although the leader of the staff will read and sign the quotation letter it will not guarantee that the letter is absolutely has no error on it.

5. PT Karya Tehnik Sentosa writes quotation letter of letterhead, place and date of letter making, letter number, rfq, ship name, purchase name PT. Jasa Armada Indonesia, opening greetings, letter contents (opening, core, cover, containing item name, quantity item, item price and discount given), cover greeting, and signature and light of letter maker

6. After all quotation letter with all data sheet and other supporting document complete, PT. Karya Tehnik Sentosa will send quotation letter through email or fax regarding to the customer when they send an enquiry letter. After send it, PT. Karya Tehnik Sentosa will confirm to the customer whether they receive the quotation letter or not.

7. PT. Jasa Armada Indonesia will provide purchasing order letter by email or fax as proof of buying goods to PT. Karya Tehnik Sentosa.
3.2.2. The Process of Writing Order Letter

An Order letter is a letter from a buyer to a seller which is filled with an order of goods or goodwill. It requests the delivery and dispatch of goods or rendering the services, either for payment or on credit. The order letter made after a buyer understand about the information of goods or goodwill being bought. It must include term of payment, mode of delivery, discount agreed, exact description of the goods, quantity ordered, their size, form, quality, etc. As a company who works in tehnic fields, order letter is the mostly letter that sent and received in this company. They order some material to the suppliers with this kind of business letter. The materials that needed are often different from one machine and another. So, it should be specify about the kinds of material, even though the goods can be return if there is any problem and change with the new and correct one. It will wasting time and it means that the company will a little lost for the profit financial. Because in business, time is precious and you should respect about it.

1. Before making order letter, PT. Karya Tehnik Sentosa asks the vendor to clarify some information that PT. Karya Tehnik Sentosa believe in the goods.

2. PT. Karya Tehnik Sentosa to find out in advance how long the delivery time will be done to understand whether PT. Karya Tehnik Sentosa will receive it at the desired time.

3. PT. Karya Tehnik Sentosa started writing a letter of order after determining the purchase of goods.
4. PT. Karya Tehnik Sentosa uses one or two paragraphs to create a letter. Making a preliminary of the date of the letter, the name and address of the supplier company, Then explain details about the order PT. Karya Tehnik Sentosa, contains information about the name of the goods, quantity of goods and the price of goods.

5. PT. Tehnik Sentosa Works must write precisely and clearly. PT. Karya Tehnik Sentosa work should be open about what's ordered, and provide complete information about what to do instead of using the instructions.

6. Following the standard business format. Use the basic font used for writing letters. PT. Karya Tehnik Sentosa writes an order letter in an accurate and easy to read way, the recipient will be able to understand it without difficulty.

8. Prior Submitted a letter order to suppliers of PT. Surya Putra Sealindo, PT Karya Tehnik Sentosa corrects again by reading and correcting spelling and grammatical errors if the creators find it. More importantly, check all the details mentioned in the letter.

The contents need for order letter:

1. A references to visit by the supplier’s representative, or to an advertisement or catalogue, or to sample, or to previous correspondence. This Applies particularly to a first order

2. Details of the goods required : quantity, Quality, catalogue number, packing etc.

3. Conditions and qualifications

4. Alternative which are acceptable if the goods ordered are not available
5. The time and method of delivery

6. A closing sentence

7. An enclosure of an order form

The relationship between company and suppliers need to keep it good, because they are business partner which is provide the materials for the duty in this company. From it, this company also keeps the commitment with concern in the payment of every order. This company can convince the suppliers when they would be able to pay for all the bills, so the supplier will trust and also feel happy for get much financial profit from PT. Karya Tehnik Sentosa. The business relationships between them will go better with understanding each other, keep commitment, and give a trust, polite language and good communication. PT. Karya Tehnik Sentosa know it very much and everything here run smoothly with these methods.
CHAPTER IV

CONCLUSION AND SUGGESTION

4.1. Conclusion

From the observation that have done, the reader can conclude that the process of writing business letter is quite simple. In English for specific Purposes, we should know surely about what we need for special profession. The context, terms and languages are must proper with specific purposes and must be understand surely.

Writing in business letter in English is not about write and convey the message. If you just write and sent it, it would be a flat result and just like we are not trying to reach up level for the relationship in business. You should learn more about the technique of approach the customers. Use the polite words to approach them. Polite Approach in writing business letter is important to convince business partner such as clients and supplier. We should know the proper sentences to get attention from our business partner. From the discussion, we can see the example of style to reach business partner personally. By analyzing the words to reach the feeling to get response and solution about problem that usually happened on business activity, it must be specify, give trust, make them feel comfortable, give utterances of thanks and everything should be certain to convey the purpose of message.

In making writing quotation letter and order letter, PT Karya Tehnik Sentosa is not use all of the provisions stipulated in the manufacture of quotation
letter and order letter, quotation letter and order letter PT Karya Tehnik Sentosa only use company letter head, letter date, but instead using american style, inside name and address, salutation intended style. For the process of sending, maybe it would be different from one company and the others. The writer learns a lot about how to send and deliver the letter here. To make your business letter get accepted by the recipient you need to concern about its content using wise, polite and proper words avoid long-winded words, make a statement that can convince to reader. The writer conclude we can built company if we have a good communication and it will create good relationship between company and business partner, we can get more profit from them and we feel the synergy of take and give. Provide the best services.

4.2. Suggestions

The writer wants to give suggestions for the next researchers to you are your own way in English for specific Purposes field that in match with your passion. For their who choose the business letter as their object to analyze, the first is keep in mind that you are interested with english. Then you are in passion with business or entrepreneurship, because you will finished this paper passionately and you will get precious result for the experiences in business. Knowing what are the polite languages and how to approach them personality to build a good communication between business partners, because it is very useful if we have a company someday. And also you can know what the events that potentially happened in business life are.
PT. Karya Tehnik Sentosa already have a good redaction talent in writing business letter, keep the commitments for providing the best service and consistence. They are already master in approach to business partner formally, but maybe need a little correction to be better for the grammar and structure. For the reader find another source to get more information and knowledge about business and business correspondence.
BIBLIOGRAPHY


CURRICULUM VITAE

A. Personal Data

SID : 31140048
Full Name : Melia Br Sipahutar
Place & Date of Birth : Curup, 18 May 1992
Address : Kp. Pangkalan Raya RT004/002 Cibuluh Bogor
Telephone Number : 085210497267
Email : melianasipahutar@yahoo.com

B. Educational Background

I. Formal Education
1. Academy of Foreign Language Bina Sarana Informatika 2014- present
2. SMK N 01 Curup-Bengkulu 2008-2011, graduated
3. SMP N 03 Curup-Bengkulu 2005-2008, graduated
4. SD N 18 Curup-Bengkulu, graduated

II. Informal Education


C. Organization & Work Experience
1. PT Serena Indopangan Industri, Bogor January 2012- April 2013
3. PT Karya Tehnik Sentosa, West Jakarta March 2015- present

Jakarta, July 6th 2017

[Signature]

Melia Br Sipahutar
SURAT KETERANGAN

Yang bertanda tangan di bawah ini:
Nama : Felix Hendi Jusmi
Jabatan : Hrd PT. Karya Tehnik Sentosa

Menerangkan Bahwa:
Nama : Melia Br Sipahutar
Nim : 31140048
Kelas : 31.5B.25
Jurusan/Program Studi : Bahasa Inggris
Akademi : BINA SARANA INFORMATIKA

Adalah benar yang bersangkutan telah melakukan Riset di PT. Karya Tehnik Sentosa mulai tanggal 01 Desember s/d 31 Desember 2016 dengan baik.

Demikianlah Surat Keterangan ini dibuat untuk dapat dipergunakan sebagaimana mestinya.

Jakarta, 4 Januari 2017

(Felix)
Quotation

Merrs : PT.Jasa Armada Indonesia/IPC Marine Service
Date : December 09, 2016
Up : Mr Ibnu
Our Ref No : KTS/37/XII/2016
Phone : 021-4374-002 (ex 103)
Our Tax No : 03.276.206.2.093.000
Fax : 021-4374-003
Rfq : 101015-17-0007
Email : ibnu.adam@ipcmarineservice.co.id
Ship : 101015-TB Bima 035

Dear Mr Ibnu,

According with your request, below we provide the following quotation details:

<table>
<thead>
<tr>
<th>Item</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Unit Price Rp</th>
<th>Total Price Rp</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Rental Genset 100 kva, ph, 50 hz</td>
<td>1 Lot</td>
<td>Rp 37,000.000</td>
<td>Rp 37,000.000</td>
</tr>
<tr>
<td>02</td>
<td>Mob and demob crane on board</td>
<td>1</td>
<td>Rp</td>
<td></td>
</tr>
</tbody>
</table>

Total Rp 37,000.000
Tax Rp 3,700.000
Grand Total Rp 40,700.000

We also offer special promo for your company that is giving 10% discount if you buy our product before 07 January 2017. Warranty from our product is 2 years from each product. Payment can be made by paying an advance of 25% of the total price and the the installment can be repaid 3 times after the goods arrive at your place.

Notice:
Price : Franco Jakarta
Delivery Time : Ready stock
Delivery Place : Jakarta

We hope our quotation could meet your requirement and if you need any further information, please do not hesitate to contact us.

Sincerely Yours,

Rudi
Director

Taman Palem Lestari Ruko Galaxi Bld N No. 22 Cipikareng - Jakarta Barat Telp : (021) 5595 5616, 5596 3661, Fax (021) 5595 5617 email : karyatehnik_jkt@yahoo.co.id
December 20, 2016

Mrs Yuli,
Marketing Manager
PT. Surya Putra Mesindo
Jl.Kamel Raya Outer Ring Road
Taman Palem Lestari Ruko Galaxy
Blok N No.19 Cengkareng Jakarta

Dear Mrs Yuli,

Given our inventory dwindling, so we intend to order the following items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Name of goods</th>
<th>Qty</th>
<th>price</th>
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<tbody>
<tr>
<td>1</td>
<td>End-0030-0078-Cylinder Liner Kit -19744/7745950-21-6374/Part No 877337</td>
<td>1 Pc</td>
<td>4,750,000</td>
</tr>
<tr>
<td>2</td>
<td>End-0030-00230-Bushing -19744/7745950-21-6374/Part No 11700325</td>
<td>1 Pc</td>
<td>375,000</td>
</tr>
<tr>
<td>3</td>
<td>End-0030-00078 Bearing Bushing 19542/7745950-21-6374/Part No 11700285</td>
<td>1 Pc</td>
<td>375,000</td>
</tr>
</tbody>
</table>

We hope that our orders will arrive within a week after this letter is received. The payment will be sent after we received our orders. Payment will be made after we receive the goods.

Thank you for your cooperation.

Your sincerely,

[Signature]

Aprizal

Purchase Manager