

Figure 6-6

Good Example of a Routine Claim

Deductive Outline for Routine Claim

1. Request action (refund, replacement, credit on your account, free repairs, etc.).
2. Explain the details supporting the request objectively.
3. Remind recipient of the action requested with an expression of appreciation for taking the action.

The screenshot shows an email client window with a menu bar (File, Edit, View, Insert, Format, Tools, Message, Help) and a toolbar with icons for Send, Cut, Copy, Paste, Undo, Check Spelling, Attach, Priority, Sign, Encrypt, and Offline. The email header shows the recipient as Kelly Haney <khaney@qcs.com> and the subject as Service Pack Needed for Audit Partner Software. The body of the email is as follows:

Ms. Haney,

Please send us a service pack that will correct the errors in the recent release of your Audit Partner software.

Our computer technology advisory group puts new software through extensive testing before we distribute software to our staff and begin our training programs. After just a short time working with Audit Partner 7.0, it became clear that this version contains numerous bugs, especially in the reporting modules. Please examine the attached logs and error messages generated by our computer technology advisory group. Their conversations with your technical support staff confirm our evaluation of this version of your audit software.

Our audit personnel are eagerly awaiting the new version of your software for implementation in our training program tentatively scheduled for next month. We're anxious to receive a service pack that will correct the errors and enable this version to operate as effectively as version 6.2.

Later,

Patrick Byrd
Technology Specialist

Provides a subject line that is meaningful to the reader and the writer.

Emphasizes the main idea (request for adjustment) by placing it in the first sentence.

Provides the explanation.

Ends on a positive note, reminding reader that the company can begin using the software and the user documentation.

Format Pointers

- Limits the message to a single idea—the claim request.
- Composes a short, concise message that fits on one screen.
- Includes a salutation and closing to personalize the message.
- Reflects other formatting guidelines covered in Appendix A.