

[DATE]

[NAME]
[COMPANY]
[ADDRESS]
[CITY, STATE, ZIP]

Dear [NAME]:

Thank you for your order for [QUANTITY] [MERCHANDISE]. We will ship your order as soon as possible.

Before we ship, however, we need to know how you would like us to ship the order. You failed to indicate on your order whether you wanted to ship overnight delivery, motor freight or UPS. If you will call us at [PHONE NO.], we will ship you your order immediately.

Thanks again for your order. We look forward to filling it as soon as we receive your instructions.

Sincerely,

[YOUR NAME]