

Collins: Thank you for calling. This is White Pharmaceutical Company, Michelle Collins speaking. How may I help you?

Takeda: This is Yu Takeda from Green Corporation. I'm calling about the order I placed the other day. There has been a slight change in our plans, and I'd like to change the order. Would it be possible?

Collins: I see. If you could give me the order number, I'll check.

Takeda: Let's see ... the order number is 6700.

Collins: 6700 ... Yes, you can still change your order but there'll be an additional cost. Is that OK?

Takeda: How much would it cost?

Collins: 0.5 percent of the amount of the order.

Takeda: OK. Then I'd like to change it to item number 8080.

Collins: Sure. I'll arrange it.

Takeda: I appreciate it and I'm sorry to trouble you.

Collins: Not at all. Thank you for your order. We look forward to serving you again in the future.