

# How do I customize letters to suppliers (Order form, Cancellation letter, Complaint letter, Delivery reminder)?

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With the Acquisitions module, you can send letters to your suppliers, by post or e-mail. BiblioMaker offers several pre-defined formats:

Complaint letter  
Order cancellation  
Order form  
Reminders

These formats can be customized on several levels:

***To customize the text of your letter or e-mail:*** in the Titles file, call up the **Print** command, select the desired format and click on the **Options** button. Modify the text in the **Letters** tab. If necessary, use the **Language** pop-up menu to edit the text in another language.

***To customize the e-mail layout:*** in the Titles file, call up the **Print** command, select the desired format and click on the **Options** button. The **E-mails** tab displays the raw HTML code used for the layout. Edit this code. **Warning:** this requires a good knowledge of HTML!

***To customize the layout of your letter:*** in the Titles file, call up the **Print** command and select the desired format. If the format name is displayed in bold type, it is a standard format and you should duplicate it before modifying the copy. Otherwise, select the format (which is already a copy of a standard format) and click on the **Modify** button, which displays the [Layout editor](#) .

Online URL: <https://om-bm.knowledgebase.co/article-2324.html>