外贸业务员在工作的时候，有时不知道怎么更好的去给客户发邮件，引起他的回复，推荐以下几种情况的邮件模板：

**1. 未付款订单的催款模板（请根据您产品的自身特点对描述内容进行修改）。**  
Dear xxx,  
We have got your order of XXXXXX. But it seems that the order is still unpaid. If there’s anything I can help with the price,size, etc. please feel free to contact me. After the payment is confirmed, I will process the order and ship it out as soon as possible.   
Thanks!  
**2. 查看到买家付款完成的订单后，给买家发送订单确认邮件，并且告知预计发货时间。**  
Hi, xxx,  
Thank you for your payment for orders xxxxxxx.We will be dispatching these items within the next 3 days. If you have any questions or problems,contact us directly for help.  
**3. 填写了发货通知后告知买家当前状况（订单号、发货单号、运输方式和发货日期）。**  
Hello, xxx,  
We are happy to tell you we have dispatched your order! You can track its progress with the following tracking number:xxxxxx.You can also track the delivery of your order yourself here: www.xxxxx.com. It usually takes about 30 days for your order arrive, but as this is the shopping season, the logistics companies are very busy and some orders may takes lightly longer to arrive.If you have any questions or problems, contact us directly for help.

**4. 超过5天还未更新物流信息，让买家再等待。**  
Dear xxx,  
As we all know, it’s the busiest part of the shopping season and the logistics companies are running at maximum capacity.Your delivery information has not been updated yet, but don’t worry- we will let you know as soon as an update is available.Thank you for your patience!  
**5. 货物退回，换物流方式重新给买家发货，并延长收货时间。**  
  
Hello, xxx,  
Due to the overwhelming demand for logistics this shopping season, the original dispatch has failed.Don’t worry! We have already dispatched your order with a different logistics company. You can track the new delivery of your order here:www.xxxxx.com.We have also extended the time period for you to confirm delivery.If you have any questions or problems, contact us directly for help.  
**6. 长时间在途，确认是否收到货物，减少买家未收到的担忧。**  
Hello, xxx,  
If you haven’t received your order yet, please don’t worry. We just checked the tracking information and it’s on its way!Don’t worry about your money or your purchase either if you do not receive your package, we will resend your order, or you can apply for a full refund.If you have any questions or problems, contact us directly for help.

**7. 距离确认收货超时还有1周，依然未妥投，告知买家物流的大致情况，并且告知买家会给他延长收货时间，请买家不要提交纠纷。**  
Hello, xxx,  
We have checked the tracking information and found your package is still intransit. This is due tothe over whelming demand for logistics this shopping season. We have also extended the time period for you to confirm delivery.If you have any questions or problems, please contact us directly for assistance, rather than submitting a refund request. We aim to solve all problems as quickly as possible!Thanks!  
**8. 客户投诉产品质量有问题(表示歉意，并愿意配合解决问题，承诺下次购买能给予折扣)，请根据订单实际情况进行更改。**  
Dear xxx，  
I am very sorry to hear about that. Since I did carefully check the order and the package to make sure everything was in good condition? Before shipping it out, I suppose that the damage might have happened during the transportation. But I’m still very sorry for the inconvenience this has brought you. I guarantee that I will give you more discounts to make this up next time you buy from us. Thanks for your understanding.  
**9. 货物断货，推荐类似产品（建议大家及时把断货的商品下架）。**  
Dear xxx,  
We are very sorry that item you ordered is out of stock at the moment. I will contact the factory to see when it will be available again. I would like to recommend some other items of similar styles. Hope you like them too. You can click on the following link to check them out XXXXXX. If there’s anything I can help with, please feel free to contact us. Thanks!  
**10. 折扣产品推荐。**  
Dear xxx,  
Thanks for your message. Well, if you buy both of the XXXX items, we can offer you a XXX %discount. Once we confirm your payment, we will ship out the items for you in time. Please feel free to contact us if you have any further questions.Thanks & Best regards!

**11. 买家议价（填写希望买家购买的件数和您所能提供的折扣）。**  
Dear xxx,  
Thank you for taking interests in our item. I’m afraid we can’t offer you that low price you bargained as the price we offer has been carefully calculated and our profit margin is already very limited. However, we can offer you a XXX %discount if you purchase more than XXXX pieces in one order. If you have any further questions, please let me know. Thanks!  
**12. 向买家推荐新品(圣诞节/新年等节日畅销产品推荐)。**  
Dear xxx,  
As Christmas/New year/…… is coming, we found XXXXXXXXXX has a large potential market. Many customers are buying them for resale on eBay or in their retail stores because of its high profit margin. We have a large stock of XXXXXXXX. Please click the following link to check them out XXXXXXXXXX. If you order more than 10 pieces in one order, you can enjoy a wholesale price of XXX. Thanks.  
**13. 货物在海关。**  
Hello, xxx,  
We have checked the tracking information and found your package has now arrived at your country’s customs agency. Please let us know as soon as your order arrives at your delivery address. If your package experiences any delays at customs, please contact them tore solve any problems.Thanks!  
**14. 货物已经处于签收状态，提醒买家确认收货。**  
Hello, xxx,  
The tracking information shows that you have received your order! Please make sure your items have arrived in good condition and then confirm satisfactory delivery. If you have any questions or problems, please contact us directly for assistance, rather than submitting a refund request. We aim to solve all problems as quickly as possible!Thanks!