**【5】船务跟进-到港通知模板**

**订舱后反馈订舱情况，告知客户预计装柜日期和ETD（预计开船日期）**

Dear John,

We have booked the shipment today, the goods will be loaded into container in our factory on 21th oct, the shipment date has been scheduled on 25th Oct.

I will send you the loading photos after the loading in factory, and will keep you updated about the shipment.

Sincerely,

Lily

**装柜当天发装柜照片给客户**

Dear John,

The goods have been loaded into container today in our factory. Attached please find the loading photos.

I will send you the shipping documents in my next mail.

Sincerely,

Lily

**装柜当天发议付单付草本给客户，并让其确认内容**

Dear John,

Enclosed please find the draft copy of the shipping documents, please check and let me know if they are ok.

Waiting for your information.

Sincerely,

Lily

**由于天气原因，预定船期被船公司推迟了**

Dear John,

Due to the bad weather in the seaport, the shipment of [Invoice number] has been postponed to 19th July by the shipping company.

Please kindly note this, and we will keep you updated about the shipment.

Sincerely,

Lily

**开船当天告知客户实际开船日期和预计到达日期（ETA)，以及清关单据预计寄送日期**

Dear John,

The shipment has been made on 28th October, and the ETA is 25th November.

We are working on the shipping documents now, and they are expected to be sent to you on 2nd November.

Sincerely,

Lily

**清关文件寄出后告知客户快递单号和跟踪链接**

Dear John,

The shipping documents has been sent to you by DHL today.

You can track it with the waybill number [12345678] at [Link: http://www.dhl.com]

Have a nice day!

Sincerely,

Lily

**网上跟踪单据是否签收，并和客户确认**

Dear John,

Today I have tracked the shipping documents on DHL website and found that they have been signed by “Donald Trump”. Have you receive it?

In case you have any questions, please let me know.

Sincerely,

Lily

**货物到港前一周，告知客户货物预计到港时间，提醒客户安排清关提货**

Dear John,

How are you?

The shipment are expected to arrive Hamburg port on 28th November(next monday), please kindly pay attention to its arrival and arrange the custom clearance.

In case you have any questions, please feel free to let me know.

Sincerely,

Lily

**货物到港两周后，询问客户是否提到货，货物有无问题**

Dear John,

Have you received the goods?

If you have any questions or problem with this shipment, please feel free to let us know.

Sincerely,

Lily

上述模板仅供参考，具体应用在自己的工作中，还应该根据实际情况做对应调整，终极目的是帮助自己建立工作流程标准化作业。

在这个前期制定过程中，需要花费较多的时间和精力，因为你需要不断的优化打磨。但是一旦你制定完善后，你就可以固化流程，后期不仅可以提高你的工作质量，还能规避犯错风险。

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