

商务英语email高手-催款 PDF转换可能丢失图片或格式，建议
阅读原文

https://www.100test.com/kao_ti2020/278/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_278427.htm

1. 文体介绍催收信是卖放在规定期限内未收到货款，提醒或催促买方付款的函件。写此类信要求文字简练、意思清楚；同时要求语气诚恳、体贴，彬彬有理。不可轻易怀疑对方故意拖欠不付，以免伤害对方感情，不利于达到索款的目的，或妨碍以后的业务。对于某些屡催不付，故意逃款的客户，语气则要强硬，措辞坚决。总之索款要把握一个原则：既要达到索款目的，又要与客户保持友好关系。

2. 实用范例（1）
subject: Demanding Overdue Payment
Dear Sirs, Account No.8756
As you are usually very prompt in settling your accounts, we wonder whether there is any special reason why we have not received payment of the above account, already a month overdue. We think you may not have received the statement of account we sent you on 30th August showing the balance of US\$ 80,000 you owe. We send you a copy and hope it may have your early attention.
Yours faithfully, xxx
主题：索取逾期账款
亲爱的先生：第8756号账单鉴于贵方总是及时结清项目，而此次逾期一个月仍未收到贵方上述账目的欠款，我们想知道是否有何特殊原因。我们猜想贵方可能未及时收到我们8月30日发出的80,000美元欠款的账单。现寄出一份，并希望贵方及早处理。
你真诚的xxx
（2）
Subject: Urging Payment
Dear Sirs, Account No.8756
Not having received any reply to our E-mail of September 8 requesting settlement of the above account, we are writing again to remind you that the amount

still owing is US\$ 80,000. No doubt there is some special reason for delay in payment and we should welcome an explanation and also your remittance, Yours faithfully, xxx

主题：再次索取欠款亲爱的先生：第8756号账单未见贵方对我们9月8日来信要求结算一事之回复。我们再次来函提醒贵方，欠款为80,000美元。毫无疑问，一定有特殊原因使贵方延误付款，我们期待贵方说明原因并寄上汇款。你真真诚的xxx (3)

Subject: Insisting on Payment Dear Sirs, Account No.8756 It is very difficult to understand why we have not heard from you in reply to our two E-mail of 8th and 18th September for payment of the sum US\$ 80,000 you are still owing. We had hoped that you would at least explain why the account continues to remain unpaid. I am sure you will agree that we have shown every consideration and now you fail to reply to our earlier requests for payment, I am afraid you leave us no choice but to take other steps to recover the amount due. We are most reluctant to do anything from which your credit and reputation might suffer and even now we prepare to give you a further opportunity to put the matter right. We therefore propose to give you 15 days to clear your account, Yours faithfully, xxx

主题：三度索取欠款亲爱的先生：第8756号账单我们于9月8日及9月18日两次去函要求结付80,000美元欠款，单至今未收到贵方任何答复，对此我们感到难于理解。我们希望贵方至少得解释为什么账款至今未付。我想你们也知道我们对贵方多方关照，但你们对我们先前的两次询函不作答复。你们这样做恐怕已经使我们别无选择，只能采取其他步骤来收回欠款。我们极不愿意做任何损害你们信誉的任何事情。即使现在我们还准备再给你们一次

机会来挽回此事。因此，我们再给你们15天时间来结清账目。

3.典型句型(1)The following items totaling \$4000 are still open on your account.你的欠款总计为4000美元。(2)It is now several weeks since we sent you our first invoice and we have not yet received your payment.我们的第一份发票已经寄出有好几周了，但我们尚未收到你的任何款项。(3)I ' m wondering about your plans for paying your account which,as you know,is now over 40 days ast due.我想了解一下你的付款计划，要知道，你的付款已经逾期40多天了。(4)We must now ask you to settle this account within the next few days.请你务必在这几日内结清这笔账款。

4 . 商务写作小练习假设你是沪江语林商场经理 (fox) ，现有一名客户赊购了一套VOA CDs ，你在发货一星期后仍未收到汇款，请你发一封e-mail催收账款。

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