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中国海洋大学出版社

高职高专"十二五"规划教材·经济管理类

外贸函电与业务指南

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中国海洋大学出版社 • 青岛•

内容简介

本书共分7个单元和3个附录,遵循外贸常规流程,依次介绍产品发布与客户开发、询盘回复与跟进、报价与还盘应对、订货与合同、运输与保险、支付、后期跟进与投诉处理;附录转载某光源公司5次业务磋商的全部往来真实信函及外贸业务员考试英语部分试题。每个单元包括业务实操指导、样函学习、语言运用练习、业务拓展知识和业务相关单证介绍等。

全书内容的安排保证学生在掌握基本外贸语言表达能力的同时,也获得从事外贸业务所必需的业务知识与能力。本书既可作为高职高专院校外贸方向的专业教材,也可作为从事外贸业务的工作人员、翻译人员的职业指导用书。

图书在版编目(CIP)数据

外贸函电与业务指南/喻礼会主编. 一青岛: 中国海洋大学出版社,2014.8

高职高专"十二五"规划教材 ISBN 978-7-5670-0736-9

I. ①外··· II. ①喻··· III. ①对外贸易—英语—电报信函— 高等职业教育—教材 IV. ①H315

中国版本图书馆 CIP 数据核字(2014)第 200769 号

出版发行 中国海洋大学出版社

社 址 青岛市香港东路 23 号

邮政编码 266071

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责任编辑 潘克菊

印 制 北京天正元印务有限公司

版 次 2014年8月第1版

印 次 2014年8月第1次印刷

印 数 1-3000 册

成品尺寸 185mm×260mm 1/16

印 张 7.25

字 数 164 千字

定 价 29.00元

本书如有印装质量问题, 本社发行部负责退换

前 言

学习外贸函电的目的是为了提高其外贸业务开展水平,因此,一本有价值的外贸函电 学习用书不仅要使学生获得基本的外贸函电常用的词汇与语式,更重要的是要使学生获得 利用英语函电开展外贸业务的能力。出于这个目的,编者携同企业一线业务人员,共同编 写了本书。

在整个编写过程中,编者始终坚持以外贸业务指导为宗旨,选材精、环节全。

鉴于于外贸业务的开展特点是以信函为媒介,以国内外 B2B 网站为平台,编者建议读者在使用本书的过程中,仔细体会信函的时效性、影响力与执行力,灵活运用书中的语言知识,结合 B2B 平台工作原理,书写正确、高效的信函来提高外贸业务开展成效。

为了使学生获取全面的岗位知识,培养学生上岗开展业务的能力,本书在内容上除了信函示例、常用词语注释、练习巩固等传统组成部分之外,还有如下特点:一是介绍每个外贸环节相关的必备业务知识,如国际国内的外贸业务平台介绍等;二是为每个环节精选该环节的业务开展方法,即业务指导 A 与业务指导 B,如利用搜索引擎工作原理提高产品展示页的曝光率等;三是展示公司业务进展过程中全真的往来信函。

本书由喻礼会任主编,许广霞、熊艺任副主编,杨华、孟曙光、焦恩红、边洁英参与编写。此外,在本书编写过程中还得到一些同行专家和外贸公司业务经理的帮助,尤其是叶丽旋、Tyler 为本书提供了大量的行业资料,在此一并致谢。

由于编者水平所限,书中难免有不足之处,敬请使用本书的师生与读者批评指正,以便修订时改进。如读者在使用本书的过程中有其他意见或建议,恳请向编者(bjzhangxf@126.com) 踊跃提出宝贵意见。

编者

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Unit 1 Posting Products and Finding Customers

Objectives >----

After studying this unit, you are to:

- Be acquainted with several major accesses to global customers.
- Be skillful in writing appropriate letters to seek business relationship on the internet.
- Be well-prepared for the sustainable business relationship.
- Be familiar with the words and expressions useful in search for customers or business partnerships.

Section I Task Details

Suppose it's your first month to work for a foreign trading company. Now your boss asks you to try all possible ways to find new customers.

Section II Trading Instructions

Instruction A How to Find Customers in Global trading

Lead in: Work in pairs and discuss the following questions.

- 1. How many ways are available for us to find new customers in the global trading market?
- 2. Is letter writing essential and crucial in conducting global trading? Why or why not?

Finding customers in global trading is not as difficult as some might think. Actually, the hard part is qualifying trade leads and creating sustainable business partnerships. Read on to learn how to find quality export trade leads for your products.

Take advantage of B2B Platforms. Business-to-Business (B2B) Gateways enable information exchange across trading partners and provide businesses an e-commerce platform for integrating with key suppliers and customers quickly and easily. According to 52b2b. cn research, the top 10 B2B platforms ranked by brand influence in Q2 2013 were; Alibaba B2B, HC, Global Sources, DHgate, Focus Technology (Made in China),315. com, Shengyibaoku, Shanghai steel Union (My steel net), the global market, b2b. cn and IBI. Data



showed that Alibaba B2B brand influence in Q2 was still the strongest. Many companies in China have already been the paid members of Alibaba. Be a member of a B2B platform and you can have

access to amounts of global customers.

Attend trade shows for your industry in China and overseas. Focus on trade shows in countries where you want to develop your business. Large trade shows attract international participation, so you will find yourself making contacts from all over the world in one place.

Contact Embassies of China located in countries where you want to find trade leads. Request a list of companies that might be a good fit for your products from the Commercial Officer. This is usually made available at no cost. Some Embassy Commercial Sections also create and sell in-depth industry analysis and manufacturing reports that may be helpful. Some of these reports are available online for free.

Qualify trade leads by evaluating their professionalism which can be predictive of the business relationship, their ability to prepay their first order, the size of their company and length of time in business.

Prepare for your export customers by selecting a freight forwarder and determining a pricing, credit and legal strategy regarding distribution of your products. You will lose business if potential customers have to wait too long to get pricing and to get set up as customers in your system.

Promptly follow up with any potential export customers. Have a communication plan in place and translated marketing materials ready for trade leads.

Try your best to find the clients, then you will be successful.

New Words and Expressions

qualify	['kwɔlɪfaɪ]	v. 核查资格, 使获得资格		
sustainable	[səˈsteɪnəbl]	adj. 可持续的		
request	[rɪˈkwest]	v.(正式或有礼貌地)要求获得		
in-depth	$[\text{ In'dep} \theta]$	adj. 全面深入的		
professionalism	[prəˈfe∫enlɪzəm]	n. 职业水准		

Phrases and Expressions

trade leads	贸易供求信息
integrate with	融合,整合
brand influence	品牌影响力
Q2(Quarter 2)	第二季度
paid members	付费会员,付费用户
Embassies of China	中国大使馆
at no cost	不花一分钱地
Commercial Officer	商务专员
be predictive of	预测, 预知
freight forwarder	货运代理
translated marketing materials	翻译好的宣传资料

Extensive Knowledge

1. B2B: B2B 是电子商务的一种模式,是英文 Business-to-Business 的缩写,即"商业

对商业",或者是"企业间的电子商务",即企业与企业之间通过互联网进行产品、服务及信息的交换。例如,国内阿里巴巴(china. alibaba. com),各类企业可以通过阿里巴巴进行企业间的电子商务(B2B),如发布和查询供求信息,与潜在客户/供应商进行在线交流和商务洽谈等。另外,国内还有 Made in China、环球资源(Global Sources)、环球市场网(the global market)、铭万网(b2b. cn)、我的钢铁网(My steel net)、慧聪网(hc360. com)、敦煌网(DHgate)、生意宝库(shengyibaoku. com)等。

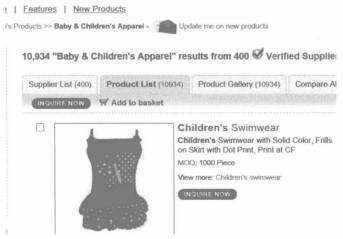
2.52b2b.cn: 即"我爱 B2B",定位于"B2B 行业深度互动平台",以"话题"取胜, "话题讲堂"内容由 B2B 行业人士共同贡献。网站创始人自称"2B 哥",目标是成为"中国 B2B 行业第一社交平台"。

Instruction B Increase Your Search Engine Visibility

Lead in: Work in pairs and discuss the following questions.

- 1. Suppose you are a paid member of Alibaba B2B platform. Do you know how to make your products visible to customers on the internet?
- 2. Do you know how to attract the customers to place orders with you after they have seen your products on the internet?

Suppose you are a paid member of Alibaba B2B platform. You must get some help from the following instructions.



There are hundreds of things you can do at your web site to increase your search engine visibility, and if you're in a competitive market you'll need to do a whole lot more than three of them. Your established competitors have hired search engine experts to get their sites to rank higher than yours and new competitors are coming on board all of the time, looking to displace you from the first page of results. However, sometimes it helps to start with the basics. If you haven't done these three things listed below, now's the time to improve your visibility and rank at Google, Yahoo and the rest of the search engines.

Improve Your Title Tags. Titles are the words that appear in the title bar of your browser window, not on the Web page itself. These titles are probably the most important variable when it

comes to ranking well.

Here are some tips for improving your title tags:

Use words that your prospects will use at the search engines. They're more likely to search on what they need, e. g. "green building supplies" or "Cleveland cosmetic surgeon" than the name of your company. Use unique titles on each page. Don't forget that each page on your site is an opportunity to be found by the search engines, so create unique, descriptive titles for each page.

Front load your title with your best keyword phrases. Search engines tend to give more weight to the first few words in a title, so "Skiing with Children: A Practical Guide" will probably do better than "A Practical Guide to Skiing with Children."

Make it easy for search engines to crawl your site. Search engines send "spiders" to grab the content from your site, also known as crawling. If a spider has trouble navigating to some or all of your site, those pages won't appear at the search engines.

Get more incoming links. Since search engines see quality incoming links as "votes of confidence", it's important to cultivate those links. Although there are many ways to get incoming links, here are three proven methods:

Get listed in established directories. Although you may blanche at paying for a listing, it's often the paid directories that carry the most weight at the search engines. If a \$299 per year listing at Yahoo brings in \$1,000 extra in business, that's a good return on investment.

Market your articles. By using an article distribution service like iSnare or The Phantom Writers, you can reach a wider audience and create dozens if not hundreds of links back to your web site from other Web sites that carry your article.

Create link-worthy content. No one's going to link to your online brochure. Create quality content that is of interest to your prospects and customers. Since people are often more likely to link to a blog over a web site, consider posting your content to your blog and use your blog to lead people to your web site for conversion. In Conclusion if any of these tips were news to you, make the appropriate changes and watch your rankings improve. If these aren't enough to give you a satisfactory bump at the search engines, it may be time to bring in a professional.

New Words and Expressions

visibility	[telid eziv	<i>n</i> . 可见性,可见度
displace	[dis'pleis]	v. 取代
variable	['veərɪəbl]	n. 变量, 可变因素
prospect	['prəspekt]	n.(竞赛中)有望获胜者;在本文指有望成功访问
		到网页上产品的客户
navigate	['nævigeit]	v. 导航

Phrases and Expressions

the first page of results 搜索结果显示的第一页 title tag 标题标签

title bar

标题栏

browser window

浏览器窗口

front load...with...

给……前载……;给……前面装上……

have trouble in doing sth.

在做某事上遇到麻烦或阻碍

Extensive Knowledge

MSN: 微软的 MSN, 全称 Microsoft Service Network, 是一种国际通用即时通信软件, 是外贸业务员常用的业务磋谈工具, 另外常用的还有 Skype, ICQ (I seek you), 雅虎通 (yahoo messenger)。MSN 在全世界拥有最多的用户数量。

Section III Sample Letters

A. Contacting Importers Who Demand for Specific Products

Dear Lady/Sir,

We have obtained your name and address from Global Sources and we get to know that you are in the market for leather bags as described in the photos attached. And we're writing because our products are really meet that interest of yours.

We are a leading manufacturer specialized in making all kinds of leather bags. With timeless designs that combine inherent functionality with classic beauty, our craftsmen create leather goods that will last a lifetime. To ensure the longevity and highest quality of each item, we intimately oversee each step of the process.

 $\times \times \times \times \times$ Leather Co., Ltd.

Tel:

Fax:

E-mail:

MSN:

Trade Manager:

Skype:

Website:

Best Regards,

 $\times \times \times \times \times$

B. Contacting Importers Whose Demand is Roughly Described

Dear Lady/Sir,

Your name and address are kindly introduced to us by ABC company and we are desirous to meet your market demand, hoping to establish business relationship with you.

We are the manufacturer specialized in making all kinds of leather handbags. Please let us know if you need our latest catalogue with all details. For more information about our products or quotation, please, contact us and any enquiry is welcome at any time.

Our contact ways are as below:

AAA Leather Co., Ltd.

Tel.

Fax:

E-mail:

MSN:

Trade Manager:

Skype:

Best Regards,

 $\times \times \times \times \times$

C. Invitation to Trade Fairs

Dear Sir/Madam,

We are glad to invite you to visit our booth No. HN10000 for 2nd Guangdong fair from June 12 to June 16,2013. Your attending will be very appreciated and we're looking forward to meeting you in the fair.

Our company is a leading manufacturer of LED related products such as desk lamps, ceiling fixtures and street lights. We have dedicated 20 years to technological innovations in R&D projects developing full line high-efficient RoHS, CE and FCC certified LEDs.

Any question, please feel free to let me know.

Our contact ways are as below:

ZKY LED Co., Ltd.

Tel:

Fax:

E-mail:

MSN:

Trade Manager:

Skype:

Website ·

Best Regards, Sophie

Notes

1. obtain	[əb'teɪn]	v. 获得; 得到
2. specialized	['speʃəlaɪzd]	adj. 专门的
3. longevity	[lon'dzevəti]	n. 长寿; 寿命
4. oversee	[suvə six]	vt. 监督; 监管; 监视
5. desirous	[dɪˈzaɪərəs]	adj. 渴望的; 想要的
6. catalogue	[ˈkætələg]	n. 目录; 总目; 系列
7. enquiry	[In'kwaJəri]	n. 询问
8. booth	[buːð]	n. 小间; 货摊; 电话亭
9. appreciate	[ə'pri:ʃieit]	vt. 感激
10. manufacturer	[mænjuˈfæktʃərə(r)]	n. 制造商
11. dedicate	['dedikeit]	vt. 致力于; 献出; 提献辞
12. certify	[sartifar]	vt. 证明;保证;证实;颁发证书
13. be in the market for		求购
14. high-efficient		adj. 高效的
15. full line		产品齐全的

Extensive Knowledge

- **1. RoHS**: 危害物质限用指令(Restriction of Hazardous Substances)是由欧盟立法制定的一项强制标准,电气电子产品限值超标将不允许进入欧盟市场。
- **2. CE**:欧洲统一(Conformite Europeenne)。凡是贴有 CE 标志的产品就可在欧盟各成员国内销售。
- **3. FCC**:美国联邦通信委员会(Federal Communications Commission)。FCC 的工程技术 部负责委员会的技术支持,许多无线电应用产品、通信产品和数字产品要进入美国市场,都要求 FCC 的认可。

Section IV Exercises

1. Translate the following expressions.

- (1) fair booth:
- (2) business range:
- (3) mutual benefit:
- (4) latest catalogue:
- (5) leading manufacturer:
- (6) FCC certified LEDs:
- (7) specific enquiry:
- (8) trade leads:
- (9) best selling lines:

么高。(as good as)

	(10) commercia	l integrity:			
	2. Choose the be	est answer.			
	(1) Information	shows that you are	the man	rket	leather bags.
	A. at, of	B. in, for	C. at, for	D. on, of	
	(2) We would _	very muc	h if you inform me	of your requir	rements in detail.
	A. appreciated	B. appreciate it	C. appreciate you	D. appreciate	
	(3) The photos	cover the	e main items availa	able at present	
	A. attaching	B. attach	C. attached	D. are attache	ed
	(4) We would li	ike to receive your	inquiries	our hardware	e
	A. about	B. to	C. for	D. into	
	(5) We wish to	establish direct bus	siness relations	you.	
	A. with	B. for	C. from	D. to	
	(6) We are a m	anufacturer	making all kin	ds of leather h	andbags.
	A. specialized	B. specialized in	C. specializes in	D. special in	
	(7) is	our strong point.			
	A. Relying	B. Reliance	C. Reliability	D. Reliant	
	(8) Our product	ts are now in great	demand and we have	ve h	and many enquiries from
othe	r countries.				
	A. at	B. on	C. in	D. of	
	(9) Is there any	thing yo	ou'd like to know?		
	A. in detail	B. on particular	C. in particular	D. on detail	
	(10) The produc	ct gives you an edg	ge your	competitors.	
	A. at	B. on	C. over	D. for	
	(11) In order to	acquaint	_ you with our busi	iness lines, we	enclose a copy of our ex-
port	list.				
	A. of	B. with	C. over	D. for	
	3. Translate the	following sentence	ces.		
	(1) 读产品具备	各你想要的所有特	占,对此我很肯定	(I'm really	positive that)
,	(-/ 2/ нн// н	117.00	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	20 (,	· · · · · · · · · · · · · · · · · · ·
	(2) 20 年来我们	门始终致力于研发	耐用好品质的 LE	D产品。(dec	licate, longevity)
		47.11. 4.27.24 4 2.72.4		, ,,,,,,	, 0 1,
	(3) 若贵方来参	》加展会,我们将	不胜感谢。(appre	eciate)	
	() [] [,,,,,,,			
	(4) 质量好, 份	个格低,有助于增;	加销售量。(push	the sales)	
	() 3 1 () 2				
	(5) 得知贵方机	以求购此类灯具,	特此来函。(in th	e market for)	
				,	
	(6) 我们的产品	品质量与许多其他	供应商的产品相比	上一样,可是	我们的价格没他们的那

- (7) 我们借此机会接洽你方以建立贸易关系。(avail oneself of ...)
- (8) 我们从驻北京瑞典大使馆的商务参赞处获知贵号及地址。(owe...to...) (Commercial Counselor)
 - (9) 在整个过程中, 所有产品都得经过五次检查。(go through)
 - (10) 至今为止,我们的服务已受到客户很好的评价。(well-received)
 - 4. Write a letter according to the information given below.

Suppose you are the Geniuer International Software Corporation in line of software export. You're required to seek business relations with potential customers through E-mails. Write a friendly letter, stating:

- (1) Your business range.
- (2) The intension to establish partnership.
- (3) The chance of mutual benefit.

Section V Extensive Materials: global B2B platforms

1. Liquidity Services (批发剩余的清盘拍卖平台)

域名:www. liquidation. com

这是一个批发和收尾库存的国外 B2B 网站,美国最大的零售商平台,有成千上万的买卖家,产品包括服装、电子、计算机、五金等领域。

2. MFG (模具及纺织等产品制造商和加工平台)

域名:www. mfgquote. com

该平台的制造业涉及加工、制造、铸造、纺织等——企业产品合作制造源,其产品领域包括机械加工车间、制造商、机械加工、纺织、工具、模具、铸造、采购、铸造、加工、模具、原型制作、模具制造等。

3. Kellysearch (英国 Kellysearch. com——凯利商业信息平台)

域名:www. kellysearch.com

这是欧美最大的 B2B 平台, 收录全球 200 多万家公司信息和 1 000 多万产品信息, 是全球采购商最青睐的采购工具网站。产品服务包括建筑与施工、航空、设计、电子、能

源、石油与天然气、餐饮、食品与酒店、礼品、保健、信息与电信、珠宝、制造、营销与商业服务、制药、房地产、出版、安全、体育与娱乐、运输、旅游等行业。全球最大的商业展览公司,全年安排近500个展览会,覆盖52个不同行业,每年参展商20万家。买家主要从展会推广、杂志读者,以及行业网站而来。

4. ThomasNet (托马斯美国工业品供应商平台)

域名:www. thomasnet.com

其包括数控加工、金属冲压、垫片、紧固件和其他工业产品和服务,是查找有关工业 产品和服务供应商在北美最全面的信息资源网。

5. Trade Kdy

域名: www. tradekey. com

TradeKey 是全球知名度和实用性比较强的 B2B 网站,在全球著名 B2B 中名列前茅,也是近年来最受外贸行业关注的外贸 B2B 网站。TradeKey 一直致力于全球买家数据的采集和分析,与全球诸多实力雄厚的集团机构结成联盟的 TradeKey 网站专门为中小企业而设,以出口为导向,已成为全球 B2B 网站的领导者和最受外贸企业欢迎的外贸 B2B 网站之一。该网站拥有一体化的网络贸易服务体系,包括 RFQ、P/I、P/O、L/C 等自动文件处理方式,企业可在线建立网上展厅、商业机会发布、主动查询国际专业买家、买卖双方在线询价等各种不同类型的在线交易工具。

6. GlobalSpec

域名: www. globalspec. com

GlobalSpec 是一个搜索引擎,为工程、工业和技术界的信息资源,可以帮助企业快速找到工业零件、规格和服务。GlobalSpec 主要以空气压缩机、电动机、轴承、条形码扫描仪和其他工程产品为主。服务包括工程搜索、工业供应、制造服务、垂直搜索。

7. EUROPAGES

域名: www. europages. com

它是公司目录网站(全面的企业对企业名录),一个简单的目录,欧洲黄页,专业门户网站目录,鼓励企业对业务交流。欧洲企业目录黄页是商业目录的领导者。

8. KOMPASS (康帕斯企业对企业网站平台)

域名: www. kompass. com

康帕斯是全球领先的国际贸易平台,可以收集有关其他公司的信息并提升客户公司在全球市场中的地位。康帕斯企业名录涵盖全球 60 多个国家或地区,按 57 000 个产品服务分类的 270 万家企业,内含 100 万个商标,500 万个决策人姓名,拥有 2 500 万的国际商务搜索用户,其中买家比例最高,真实详细的 270 万家国际潜在买家信息、70 国子公司和 60 年服务品质。

9. EC Plaza

域名: www. ecplaza. net

为企业提供更多贸易机会, B2B 市场的供求信息包括公司目录、进口商、出口商、制造商、供应商、采购商的产品目录。买家的求购信息平台, 更是中国买家、全球买家检索

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