

信用保障团队官方出品

TA商学院

专业

轻松

实用





e收汇订单

本章重点

收看本课程后，您会了解：

- e收汇订单定义&适用情况
- e收汇订单与信保订单的异同
- e收汇订单如何操作

什么是e收汇订单 (英文名： Direct Pay Order)

e收汇订单是阿里巴巴国际站于2020年2月开创性推出的为平台上一般贸易监管方式下且买卖双方已建立交易信任的商家提供资金周转效率更高、成本更低廉的订单服务模式，旨在提供更便捷的订单交易及资金收款服务，帮助平台商家加速数字化贸易沉淀，快速积累信用，彰显实力，从而为平台商家引流更多商机。

e收汇订单适用情况

e收汇订单适用于**已经建立一定贸易信任基础的买卖家**，在此基础上，可推荐以下几类客群使用：

- 原本走信用保障订单，但因数据沉淀不足，额度无法短时间内提升，导致出现资金周转困难的客户
- 在国际站可以获取到稳定大单，但因自身信保额度不足，担心资金周转不畅，把线上订单转至线下出口的客户
- 在线下有稳定外贸单，希望能够转至线上，帮助在线平台沉淀贸易数据的客户

e收汇订单与信用保障订单的异同

e收汇订单与 信用保障订单对比，核心区别点是什么？

大体流程类似，但e收汇订单**基于买卖家已建立的信任关系，不依赖平台保障**

- 卖家**提现不再受信用保障额度限制**，买家确认订单付款信息且卖家资金货物比合理即可操作关联提现
- **平台不参与售后保障环节**，如发生纠纷，平台只提供线上纠纷退款入口，由买卖双方自行协商解决，平台不介入仲裁，也不提供垫赔服务



订单权益

与原信用保障订单所享网站流量积分权益一致；

与原信用保障订单通过一达通代理出口服务所享服务权益一致（注：基于e收汇订单规则，垫赔相关服务不包含）。

类目	规则明细
适用对象	一期支持已准入信用保障服务及CGS且在试点名单内的卖家（试点名单客户线上报名方式）
订单起草&履约	限卖家起草，一期暂只支持通过一达通出口（限一般贸易监管方式-0110）
订单支付	一期暂只支持T/T支付方式（包括国际T/T、本地T/T）
订单收费标准 (与TAO订单收费标准类似)	<ul style="list-style-type: none">• 支付手续费：买卖家协商承担• 交易服务费&基础服务费：无交易服务费，基础服务费同目前一达通订单，RMB计价，按报关出口金额（美金）*1.5%计算，最低200元，最高600元• 收汇&提现手续费：免费
关联&提现	无信用保障额度限制，买家确认订单付款信息且卖家资货比在80%-120%合理区间内即可按实收金额关联提现

e收汇订单如何操作

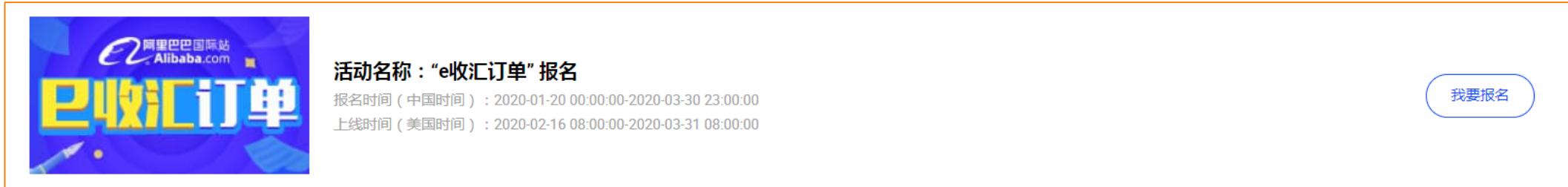
- e收汇准入
- e收汇订单付款信息确认
- e收汇订单外汇款关联
- e收汇订单售后环节（纠纷&评价）

1) e收汇订单准入开通

e收汇订单已于2020年2月20日正式上线，一期只对试点名单客户采取报名开放制。

1. 报名入口：MA后台—营销中心—官方报名活动—e收汇订单报名

(限白名单内客户以主账号登录操作有效，客户报名后T+2个工作日内后台操作开通e收汇订单功能)



2. 报名开放时间：2020年1月20日始，目前持续开放中

*客户如何确认自己是否在一期试点名单内？

两个途径：

- 1.后台将对试点名单内客户发送邮件通知，请客户关注主账号预留邮箱；
- 2.咨询客户绑定的服务拍档；

2) e收汇订单起草入口

➤ 订单起草入口（只能由卖家起草，一期限PC端）：

- 1) 卖家MA首页“交易管理”二级目录
- 2) 卖家订单管理页（右上角）
- 3) 卖家MO下单入口

The screenshot shows the Alibaba.com Seller MA homepage. On the left, there is a vertical sidebar with various navigation items. The 'Transaction Management' item is highlighted in blue. Under 'Transaction Management', there is a 'Secondary Menu' titled 'Order Management' which contains three items: '起草e收汇订单' (highlighted with a red box), '所有订单' (highlighted with a blue box), and '退款管理'. A red arrow points from the '交易管理' section of the sidebar to the '起草e收汇订单' button in the secondary menu.

入口1

The screenshot shows the 'All Orders' page in the Seller MA. At the top right, there is a '起草e收汇订单' (Draft eCollection Order) button, which is highlighted with a red box and has a red arrow pointing to it from the text above. The page displays a list of orders with columns for buyer information, product information, order amount, shipping method, and order status.

入口2

The screenshot shows the 'Export Services' page in the Seller MA. In the center, there is a section titled '请选择您需要的一达通服务' (Please select the Daitong services you need). This section includes a 'Credit Protection Order' option and an 'eCollection Order' option, which is highlighted with a red box and has a red arrow pointing to it from the text above. Below this, there are other service options like 'Immediate Purchase' and 'Export Workstation'.

入口3

3) e收汇订单付款信息确认 (订单详情页)

- 付款信息会按订单维度在页面自动生成，每单均需买家在订单详情页或收银台完成确认，以确保买家对需支付金额及相关事项的知悉，如买家未完成订单的付款信息确认，卖家将无法操作关联外汇至该笔e收汇订单上。
- 建议订单起草后即确认，为确保买家可正常进入后台确认，起草订单时请买家先行验证邮箱是否可正常登陆

The screenshot shows the 'Order Details' page on Alibaba. At the top, there's a breadcrumb navigation: Home > My Alibaba > Order Management > Order Details. Below it, a banner says 'Direct Pay Order A direct way to send payment to your supplier'. A progress bar at the top indicates the order status: Contract (orange), Payment (orange), Shipment (light gray), and Complete (light gray). To the right of the progress bar is the 'Order Number: [redacted]'. Below the banner, there are two main sections: 'Waiting for initial payment' and 'Your initial payment amount: USD 3.00'. Under 'Waiting for initial payment', there are two steps: 1. If you are concerned about the order terms, please contact your supplier to modify the order. 2. Please make sure to make payment to the bank account designated by Alibaba.com. Below this, there are three buttons: 'Send initial payment' (highlighted with a red border), 'Request modification', and 'Cancel order'. To the right of these steps is a box titled 'Direct Pay Order Terms' containing: • Payment processed & secured by Alibaba.com • In case of disputes, please contact your supplier directly • Refund processed only with supplier's consent. At the bottom of the page, there are two sections: 'Order Payment Information' (highlighted with a red border) and 'Shipping Details'. The 'Order Payment Information' section contains the same payment instructions as above, followed by a 'Confirm' button with a red arrow pointing to it. Below this, another 'Order Payment Information' section shows the same information, with a green checkmark and the text 'The above information has been confirmed'.

可提示买家登录MA后台-All Orders-Order Details-找到 Order Payment Information 板块，阅读并确认订单付款信息
(建议在买家支付前完成)

订单信息确认后的页面展示

3) e收汇订单付款信息确认 (收银台)

- 如进入收银台时买家尚未确认订单付款信息，则收银台会展示付款信息确认板块，如未确认付款信息，则无法查看账户信息且会出现拦截提示---如图1
- 如已确认则可正常查看账户信息---如图2

The screenshot shows the Alibaba.com Checkout page. At the top, it says "Direct Pay Order - Direct payment processing secured by Alibaba.com". Below this, there is a red box containing a note: "Please confirm following information to improve payment security." This note lists three points about payment details and negotiation. To the right of the note, there is a section for "Order payment information" which includes a dropdown for "Seller" (set to "XinE"), an "Order Number" field (set to "298"), and a preview of the order details: "TA-MX online test", "USD 4.00 x 32", "Order Date: 02/18/2020 03:03 AM (PST)", "Product Amount: USD 128.00", "Logistics: USD 36.00", "Order Amount (2% Initial): USD 3.00", "Transaction Fee: USD 40.00 (estimated) Charged by remitting bank". Below this, there is a "Payment in USD" section with a button labeled "USD 3.00" and a "View Account Information" button. Further down, there is a "Recommended for large orders" section for "Wire Transfer - T/T" with details: "Wire transfer at a local branch or via an online bank", "Transaction Fee: USD 40.00 (estimated)", "Processing Time: 3-7 business days", and a "View Account Information" button. At the bottom, there is a note: "Why can't I pay with other payment methods?". Partners listed are J.P.Morgan and citibank.

买家收银台示意图1

The screenshot shows the same Alibaba.com Checkout page as in Figure 1, but with a different state. The "Please confirm following information to improve payment security." note is now green and says "The above information has been confirmed". The rest of the page content is identical to Figure 1, including the "Order payment information" section, the "Recommended for large orders" section for "Wire Transfer - T/T", and the footer partners.

买家收银台示意图2

4) e收汇订单外汇款关联

需同时满足以下3个条件：

- 1) 买家已确认该订单付款信息
- 2) 卖家资货比在合理范围内 (80%-120%)
- 3) 通过平台或收汇银行 (机构) 贸易真实性审核 (如有)

5) e收汇订单售后环节

纠纷

- 1) 只能由买家发起
- 2) 以买卖双方协商为准，原则上平台不会介入纠纷仲裁

评价

e收汇订单无评价入口

FAQ

Q: e收汇订单开通后有使用时间限制吗？

A: 订单功能开通后暂无使用时间限制，与信用保障订单起草也无冲突，客户根据实际业务需求使用即可；

Q: e收汇订单买家必须登录后台才能确认付款信息吗？

A: e收汇订单如买家通过系统自动发送至买家邮箱内的支付通知邮件进入收银台页面，可不登录，其余路径需登录；

Q: e收汇订单的收汇账号是什么？

A: 同一买卖家对如果已操作过信用保障订单，将沿用原有的信保收汇账号。如为新买卖家（历史无信保订单记录）首次使用“e收汇订单”，系统会生成新的收汇账号，该收汇账号与信用保障订单共享使用；

Q: 如果客户不在e收汇白名单内，但又有e收汇订单强需求可以申请开通吗？

A: 如非白名单内客户有开通e收汇订单强需求的，请联系您的拍档进行评估及后续申请；



| Trade Assurance

TA商学院

