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Outstanding payment request letter

Overdue payments can cause chaos for small businesses. If your incoming cash is intermittent and unpredictable it's much harder to manage your outgoing cash. Organising and polishing your overdue payment reminder communications is critical to having a functional collections process. One of the best things you can do to encourage your clients to pay on time is to communicate with them regularly via an organised set of payment reminder emails. But what to write in the emails? It's important that all your communications reflect your brand and are professional and polite. You don't want to ruin a good relationship with your client! We've put together four separate overdue payment reminder templates, to help speed up your collection processes. All the overdue payment reminder templates are customisable and ready for you to simply copy and paste and fill in your information. Fluidly helps you distinguish your good and bad payers, showing you how long overdue your invoices are, so you can take appropriate action. 1. Reminder ahead of due date Before an invoice is due, you should send your client an email detailing all the required information that is necessary for payment on time. It's a good idea to do this at this point so that you don't get forgotten about. Ask the client to confirm that they have received the invoice, and acknowledge that the invoice is not yet overdue. You might also enquire about whether there are any known issues that would delay payment. It's helpful for you to know the expected date of payment when an invoice is going to be late. Reminder email template Subject: [your company] - [invoice ref number] Dear [client name], I'm contacting you on behalf of [your company] with regard to the following invoice: [invoice ref number] / [invoice balance] This invoice is due for payment on [invoice due date]. It would be greatly appreciated if you could confirm receipt of this invoice and advise as to whether payment has been scheduled. I have attached a copy of the invoice for your reference. If you require any further information from our side, please let me know. Best wishes, [sender name] Download a free payment reminder template [401kB] 2. Invoices less than 14 days overdue When invoices are overdue by a few days, it's appropriate to send the first communication to chase the payment up. When enquiring about late payments you should always be professional and polite in tone, and it's important not to come across as accusatory. If you charge for late payments, then this reminder is a good place to reiterate what the charges are. First overdue payment reminder template Subject: [your company] - Overdue Payment - [invoice ref number] Dear [client name], Further to my previous correspondence, I'm contacting you on behalf of [your company] with regard to the following outstanding invoice [invoice ref number] / [invoice balance] This invoice is now overdue (due: [invoice due date]). It would be greatly appreciated if you could advise as to payment status. If there are any issues delaying payment (e.g. missing invoice, incorrect information etc.) please do let me know and I can send the relevant information as the due date for this invoice has now passed. I have attached a copy of the invoice for your reference. Best wishes, [sender name] Download a free first overdue payment reminder template [401kB] 3. Invoices more than 14 days overdue Once a payment becomes overdue, remember that you are legally entitled to add interest and compensation to an overdue payment. If you choose to employ these rights for your business, make this clear in your letter. Second overdue payment reminder template Subject: [your company] - Overdue Payment - [invoice ref number] Dear [client name], Further to my previous correspondence, I'm contacting you again on behalf of [your company] with regard to the following outstanding invoice: [invoice ref number] / [invoice balance] / [due date: [due date]] If you need any further information or documentation in order to pay this invoice, please let me know so I can provide this. Otherwise, please advise as to the status of this payment as it is now more than 14 days overdue. I have attached a copy of the invoice for your reference. Thanks for your help, [sender name] Download a free second overdue payment reminder template [401kB] 4. Extremely late invoices At this point you have contacted your client repeatedly for payment on an overdue payment without any luck, this communication should let your client know that you are looking into other means to collect your payment. Remember you are legally entitled to add interest and compensation to an overdue payment. If you choose to employ these rights for your business, make this clear in your letter. This letter gives your client one more opportunity to pay, before you decide to proceed with legal action. This letter escalates the severity of the late payment. Final reminder email template Subject: [your company] - Final Reminder - [invoice ref number] Dear [client name], Further to my previous correspondence, I'm contacting you once again on behalf of [your company] with regard to the following outstanding invoice: [invoice ref number] / [invoice balance] This invoice was due on [due date] and remains unpaid. Given the lack of response on your side after several attempts to contact you, we will shortly begin legal proceedings in order to receive the monies owed to [your company]. Immediate payment will result in us closing this issue without need for legal action. I have attached a copy of the invoice for your reference. Regards,[sender name] Download a final overdue payment reminder template [401kB] 5. Automate your overdue payment reminders At Fluidly, we know that time can be of the essence for small businesses (we also know how long you spend chasing late payments - too long!). Managing your credit control is crucial, which is why we built an AI-powered cashflow forecast so you can distinguish who your good and bad payers are. Having a transparent view of both debt and cashflow puts your finance team in the most insightful position possible - allowing you to spot the issues, take action and keep the company's cash in a positive position. Never miss a payment again with Fluidly's free cashflow tool for business owners. Get access to a free 90-day forecast and our credit control tool which delivers real-time insights about your most urgent debt and how best to chase it. DATEJohn Clemens3476 West StreetGalena, TX 67345Dear Mr. John Clemens, I know you're a very busy man, and sometimes bills can easily get misplaced. However, my records show that you still have an outstanding balance on your account in the amount of \$575.00 with a past due date of [DATE]. I have enclosed a copy of the invoice.If you have already submitted this payment, please accept my sincere apologies. Otherwise, please send the full amount based on our written agreement or I will begin charging a 3 percent interest charge for the amount still outstanding after 60 days. Thank you for your prompt response to this matter. Also, I value you as a customer and hope to continue doing business with you in the future. Sincerely, SignatureMadison McCarthyMcCarthy Designs Email is an incredibly effective tool for credit control. Here at Chaser, we've seen that approximately 80% of unpaid invoices can be successfully collected through email chasing alone. As powerful as that is, a shocking number of finance teams don't keep their email sword sharpened and are likely to see drastically subpar success with their credit control. Common unpaid invoice email aberrations include an unfriendly tone, the appearance of automation/lack of humanity, an aggressive or judgemental approach to overdue invoices, and even chasing payments from the wrong person entirely.We get that writing invoice follow-up emails from scratch is time-consuming and complex, or that existing payment chasing email templates are ineffective or no longer have a good impact due to overuse. We understand that some customers reply venomously, ambiguously, or simply not at all. Then you have your clients who are constantly paying late no matter what. That is., until you read this guide, of course. Forget that - those problems are a thing of the past. Today we're sharing our 4 most effective email templates to chase for payment and get your invoices paid, and if you're looking for more, then check out our extensive list of email templates. These templates enable businesses to mitigate risks highlighted in insights drawn from data provided by leading account software and the Federation of Small Businesses (FSB). Chaser shows how exactly to get late-paying customers to pay. These resources are where you'll learn how to create an effective overdue invoice reminder email. All account managers need to know how to write an email to customers for payment without coming across as rude.These four templates are our own strong, tried and tested, best practice template samples, which are the default for our Chaser users. Give them a try - you'll be pleased with the results! If you're looking for a downloadable set of templates to copy and paste, you can access all 8 of our tried and tested, most effective email templates in this free PDF guide. Before an invoice is due Before an invoice is due, there's only one job you need to focus on doing - ensuring the conditions are suitable for your customer to be able to make payment. Outside of credit control best practices like raising and issuing invoices as close as possible to the sale date, the only other task you need to undertake is politely inquiring if everything is on track for the customer to make payment by the due date.This method not only ensures your invoice is fresh in their mind and harder to "forget" to pay; it also goes a long way in building and maintaining a great working relationship. Our best practice chasing payment email template for this situation is as follows. Note that anything inside the italicised [square brackets] is a placeholder that you should replace with the appropriate information for your specific overdue invoices. The objective here is Relationship building using polite methods for requesting payment via an invoice reminder/polite payment reminder email; this is our polite email to ask for payment. Email Template 1 Subject: [Your business' name]: invoice [invoice reference number] Body: Hi [Recipient's first name] I hope you are well. I just wanted to drop you a quick note to remind you that [amount owed on invoice] in respect of our invoice [invoice reference number] is due for payment on [date due]. I would be really grateful if you could confirm that everything is on track for payment. Best regards [Sender's first name] WATCH Need help with reminding customers about multiple invoices? Need help with reminding customers about multiple invoices? You can see Chaser's full guide of all 8 of the most effective email templates for getting invoices paid, including how to handle numerous invoices when you download the guide on best-practices here. A clear and concise subject line works wonders. With most inboxes limiting the subject line to just a few words, it's imperative to say as much as you can with as little text as possible. Couple this with the considerations of how many emails your recipient receives per day. You're fighting a battle to get your email noticed and actioned. Our testing has found the combination of your business name, and the invoice reference number is required to hit the sweet spot. It lets the recipient know precisely who's communicating (in this case, your business' name) and what this email refers to. In the body of the email, an opening line of well wishes is a nice way for both you and your recipient to check yourselves and serves as a reminder that you're both fellow humans just trying to do their jobs. As a bonus, it'll help lower any defensive guard they might have in place and help you towards achieving a mutually agreeable outcome. The rest of the email is clear and concise, much like the subject line. Framing the inquiry as casual (here, "just wanted to drop you a quick note") goes a long way to dial down the formality and diffuse any potential to be interpreted as harassing them about payment. Remember to cover off: The amount owed The invoice reference number The due date Finally, just as the email was topped with well wishes, it's equally appropriate to tail it with a polite inquiry about the progress of the invoice's processing (here, "I would be really grateful"). Articulating your inquiry, as such, works wonders in building a friendly rapport with your customer and helping future invoices get paid quickly and easily. Before you send this, don't forget to attach a copy of the invoice. If they already have it readily on hand, no harm done, but this method prevents things from getting held up by claims of "oh, I never received that invoice...", should they arise. Of course, if you're emailing them about multiple invoices, attach a customer statement as well. If you're chasing new customers for payments, see the '4 questions you must ask new customers in our Ultimate Guide to Accounts Receivable. When an invoice is early overdue In the early days after an invoice is overdue, you no longer want to politely nudge your customer to see if payment is on track. You should still be polite, of course, but your goal is now to get a payment date agreed as soon as possible. Here at Chaser, we offer the following template. A proven method of getting overdue payments paid The objective here is positively but firmly communicating that there are outstanding payments due, and this is a proven method of getting overdue payments paid. This overdue invoice reminder/outstanding payment reminder email is an unpaid or overdue payment reminder email sample. Email Template 2 Subject: [Your business' name]: invoice [invoice reference number] Body: Hi [Recipient's first name] I hope you are well. We have yet to receive payment from yourselves of [amount owed on invoice] in respect of our invoice [invoice reference number] which was due for payment on [date due]. I would be really grateful if you could let me know when we can expect to receive payment. Best regards [Sender's first name] WATCH It follows many of the principles outlined for our Before Due email template. One key difference is the ask for when payment can be expected. This puts the (light) pressure on them to reply to you, as you've asked for a piece of information rather than just expressing the problem of the invoice being unpaid. It also pushes them to define a timeframe within which they will pay, creating another "promise" (beyond the original invoice) that they will be inclined not to break, lest they want to develop a reputation for being unreliable. As with Before Due, remember to attach a copy of the invoice to again prevent getting held up by claims of "oh, I never received that..." (remembering to include a customer statement if emailing about multiple invoices). We recommend Early Overdue emails are sent at a frequency of once every 1-2 weeks so that you project credit control competence to your customer but without harassing them. When an invoice is late overdue If you've chased a customer repeatedly for an overdue unpaid invoice without any luck, it's time to change your accounts receivable tactics. If customer invoices are regularly becoming late, and you have overdue as the norm, it may be worthwhile distinguishing your business' good and bad payers. Follow-ups can be adjusted and tailored accordingly for each group to maximise your chance of prompt payments. The best practice email template continues to try and achieve the goal of Early Overdue (getting a payment date agreed). The differentiators are letting the customer know late payment is not okay and adding an element of urgency to payment reminders. How to follow up on overdue invoices in a professional manner The objective here is to show how best to respond to overdue invoices using ouroverdue payment reminder email sample; it serves as a strong mail for overdue payment and offers an effective solution on how to follow up on overdue invoices in a professional manner. Email Template 3 Subject: [Your business' name]: invoice [invoice reference number] OVERDUE Body: Hi [Recipient's first name] I hope you are well. We have yet to receive payment from yourselves of [amount owed on invoice] in respect of our invoice [invoice reference number] which was due for payment on [date due]. This invoice is now [number of days overdue] days overdue and is becoming really problematic for us. Please could you let us know about when payment will be made as a matter of urgency. Best regards [Sender's first name] WATCH You can see that, along with the other templates so far, this still shares the core principles of clearness, conciseness, and politeness. Letting the customer know late payment is not okay is achieved with the line describing the late payment as "becoming really problematic for us." This taps into your customer's guilt about paying late but without getting aggressive or attacking them. Doing the latter will only put them on the defensive and not help you achieve a mutually agreeable outcome at all, not to mention sour the relationship. The element of urgency is very literally spelled out in the body with the line "as a matter of urgency," as well as made very clear with an "OVERDUE" in the subject line. Again, remember to attach a copy of the invoice to prevents getting held up by claims of "oh, I never received that...", should they arise, including a customer statement if emailing about multiple invoices. When an invoice is late paid Whether it was early, on time, or two weeks late, when a customer pays an invoice, you should be sending them "thanks for paying" emails. The impact can only be positive - they'll either feel guilty about their late payment from your polite handling of it and endeavour to pay earlier in future. Or they'll appreciate you recognising them paying in a timely manner, reinforcing the relationship and ensuring future payments remain timely We recommend the following template for thanking your customers. An email thank you payment message template The objective here is to do relationship-building and encouraging positive behaviour by appreciating clients while also being firm. This email template is thank you for payment message sample. Email Template 4 Subject: [Your business' name]: invoice [invoice reference number] Body: Hi [Recipient's first name] I just wanted to drop you a quick note to let you know that we have received your recent payment in respect of invoice [invoice reference number]. Thank you very much. We really appreciate it. Thanks [Sender's first name] WATCH As with all our above templates, the Thanks For Paying template follows many of the same core principles, such as clearness, conciseness, and politeness. This set of templates go an enormously long way to building a great relationship with your customers and helping you get paid sooner in future. Tried and tested, you can access all 8 of our most effective email templates for free here. For best practice guidance on how to optimise your business' credit control function, see our Ultimate guide to accounts receivable blog. These guidelines will cover everything you need to know, from the fundamental cornerstones of your AR procedure, when, how and why to conduct credit checks and defines how distinguishing good and bad payers is vital.

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