

Overdue Accounts

Email Templates to Copy & Customize

1st Email – Send as soon as the invoice is overdue

Subject: Your Account

Dear [xxxx],

I hope you're having a good day and trust that everything has been going well with [insert the services / product you've provided for them].

I'm writing today as I noticed that you haven't yet paid Invoice [xxxx] – which was due [xxxxx]. (I've attached the invoice again here in case it has gone astray.)

I'm sure this is just an oversight but I hope you understand that we depend on our customers to pay on time and extend credit terms trusting that this agreement will be respected.

If there is any problem with our service/products, or any reason that you cannot make payment in the next few days, please don't hesitate to get in touch.

Otherwise, I look forward to getting this cleared up and to working with you again soon!

All the best,

[Your Name]

PS – If you have recently made this payment, please disregard this email.

2nd Email A – Send after speaking with the client and still not receiving payment

Subject: Your Account is Overdue :(

Dear [xxxx],

After speaking with you a little while ago, I wanted to touch base with you again about your account.

Unfortunately it seems that Invoice [xxxx] for [\$xxxx] has still not been paid.

As we discussed, we are a small business and each payment is necessary to keep our operations running smoothly. I don't want to put any pressure on our relationship because we love doing business with you, but I hope you can understand.

Please make arrangements for this invoice to be paid asap. Remember, you can pay by cheque, credit card, or direct deposit.

For your convenience, I've attached the invoice here in case it has gone astray.

Thanks again for your understanding,

[Your Name]

2nd Email B – Send if you have tried to call but been unable to speak with the client

Subject: Your Account is Overdue :(

Dear [xxxx],

I've tried to call you a couple of times but have not been able to connect.

I wanted to speak with you about your account.

Unfortunately it seems that Invoice [xxxx] for [\$xxxx] has still not been paid.

As you know, we are a small business and each payment is necessary to keep our operations running smoothly. I don't want to put any pressure on our relationship because we love doing business with you, but I hope you can understand this requirement.

Please make arrangements for this invoice to be paid asap. Remember, you can pay by cheque, credit card, or direct deposit.

As per my last email, I've attached the invoice here in case it has gone astray.

Thanks again for your understanding,

[Your Name]

3rd Email – Send once you have sent 2 other emails and preferably have spoken with the client about their account at least once

Subject: Your Account is Now REALLY Overdue

Dear [xxxx],

I had hoped this would be resolved by now, but it seems that we still haven't received payment for your invoice and it is now *extremely overdue*.

In case you don't have the details in front of you, Invoice [xxxx] for [\$xxx.xx] was due on [xxxx].

Please take action today to ensure that this is paid asap.

I also would really appreciate an email or call so that I know you're onto this. We value working with you and don't want anything to get in the way of that.

Just to remind you, we take payment by credit card, direct deposit or by cheque.

Of course, if you have any questions or concerns about the work that we have done, we're always available to discuss this.

I look forward to hearing from you and receiving this payment in the next few days.

Regards,

[Your Name]