

ACCOUNT COLLECTIONS TEMPLATES

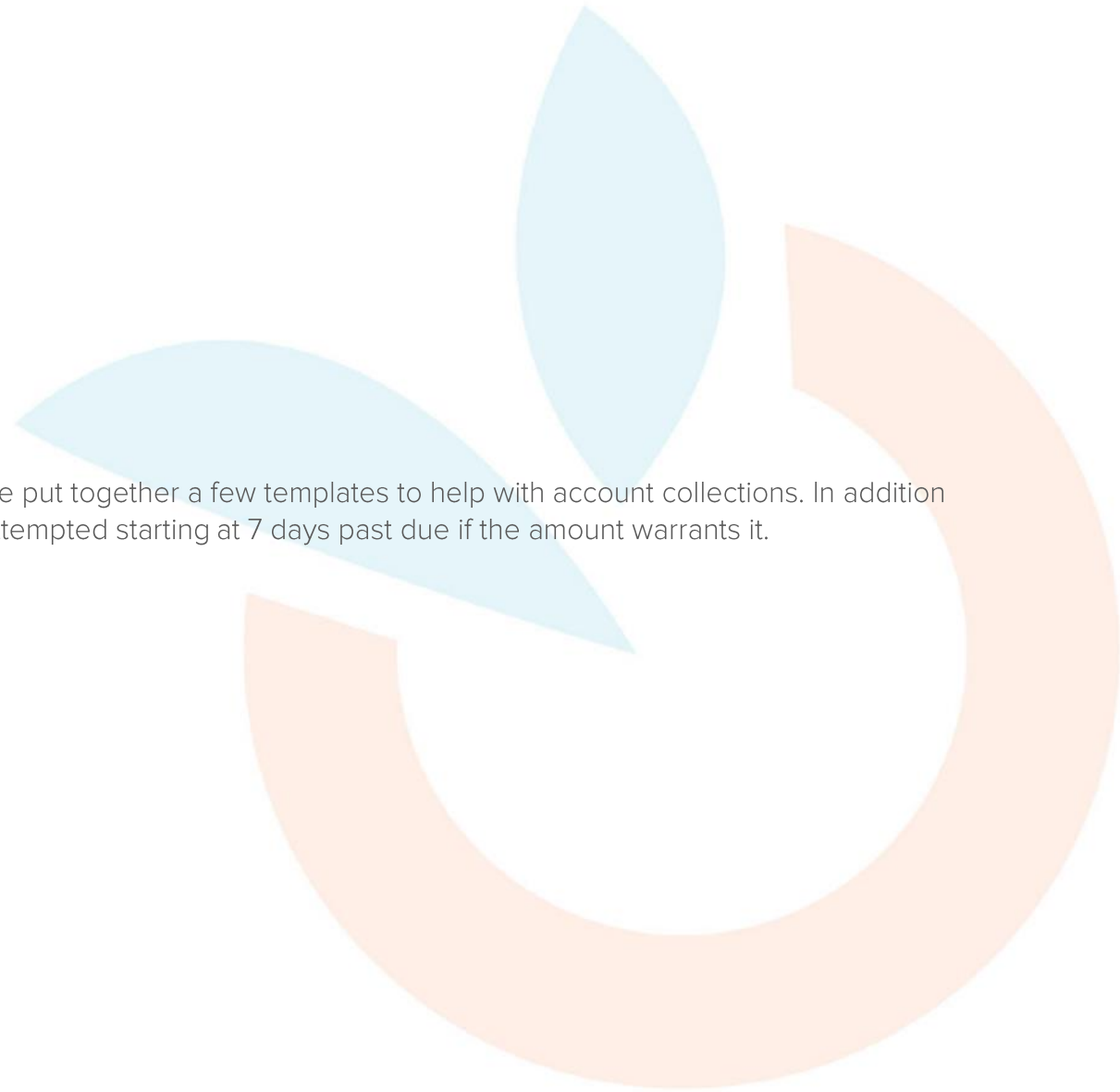




INTRODUCTION

Dealing with overdue accounts is never fun. We've put together a few templates to help with account collections. In addition to these emails and letters, calls should also be attempted starting at 7 days past due if the amount warrants it.

Sharon Hayes



TEMPLATE 1: INVOICE DUE IN 1-3 DAYS

To: (Recipient)

Subject: Friendly Reminder

Hi (insert accounts payable name here),

Just a friendly reminder to let you know that our invoice no. (insert number) dated (insert date) in the amount of \$ (amount due) is due (due date).

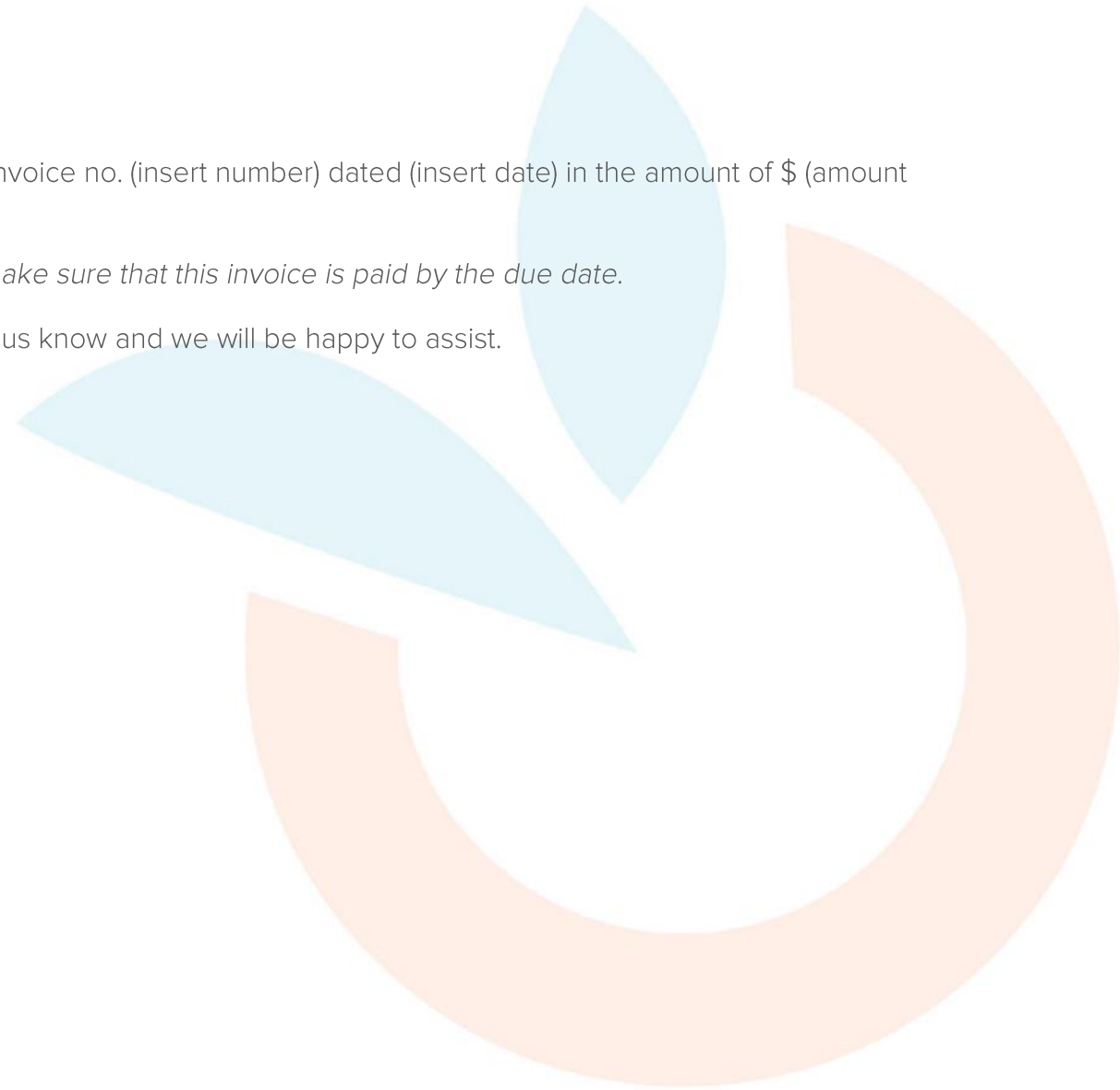
Optional: To avoid disruption of service, please make sure that this invoice is paid by the due date.

If you have any questions or concerns, please let us know and we will be happy to assist.

Thank you,

(insert name)

(insert position title)



TEMPLATE 2: EMAIL FOR 7 DAYS OVERDUE

To: (Recipient)

CC: (Other relevant emails)

Subject: Overdue Invoice Reminder

Hi (insert accounts payable name here),

I wanted to reach out to alert you to the fact that our invoice no. (insert number) dated (insert date) in the amount of \$ (amount due) is due (due date).

Could you please let me know when we can expect payment?

If payment has already been made please disregard this email.

Thanks in advance for your understanding and cooperation.

Thank you,

(insert name)

(insert position title)



TEMPLATE 3: EMAIL FOR 14 DAYS OVERDUE

To: (Recipient)

CC: (Other relevant emails)

Subject: Overdue Invoice Reminder – URGENT ACTION REQUIRED

Hi (insert accounts payable name here)

We regret to inform you that the following invoice is now 14 days overdue:

Invoice Date: (insert date of original invoice here)

Invoice No: (insert invoice number here)

Invoice Amount: (insert invoice amount here)

We require immediate payment of this amount to avoid further action. Could you please let me know when we can expect payment?

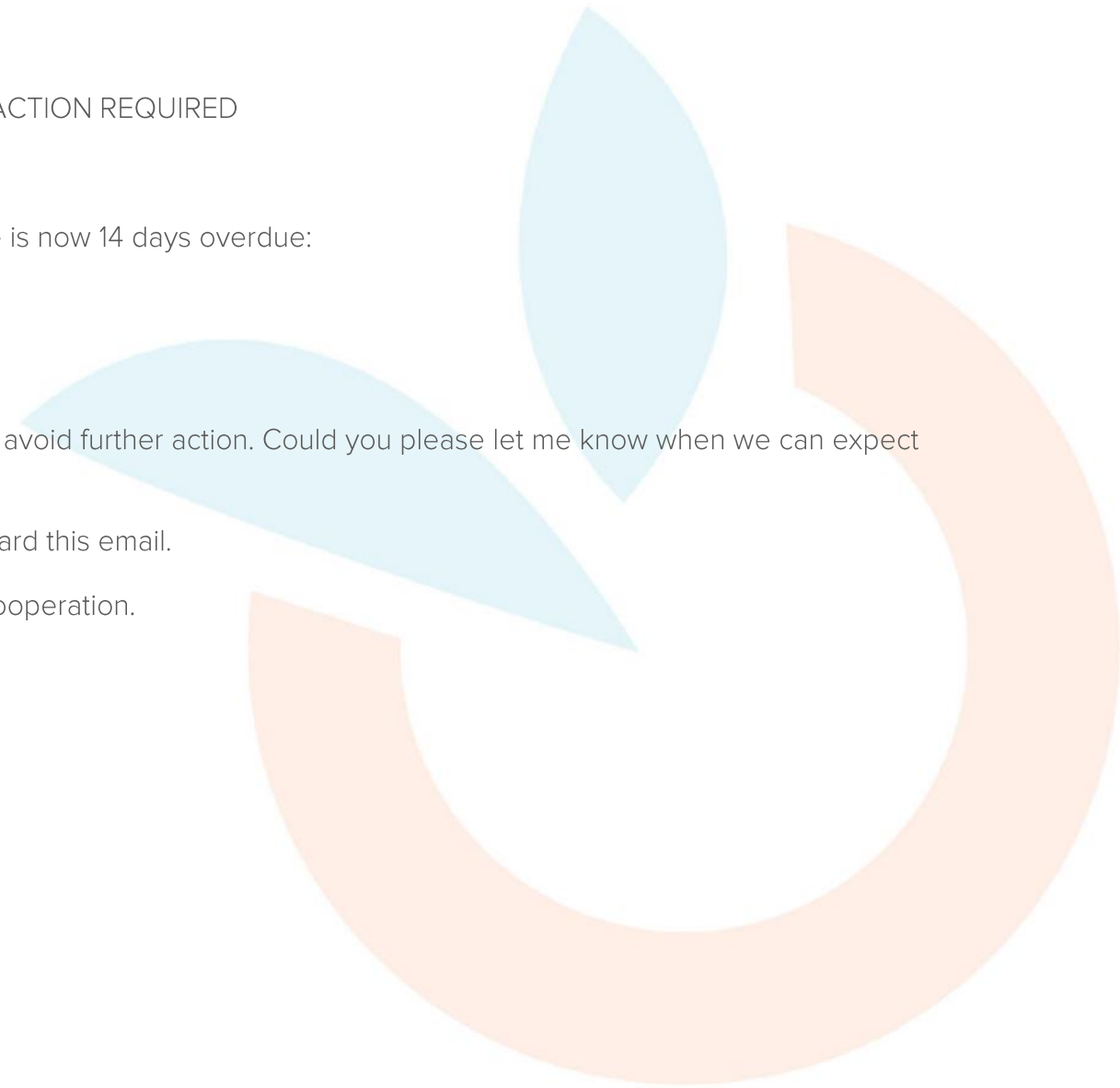
If payment has already been made please disregard this email.

Thanks in advance for your understanding and cooperation.

Best regards,

(insert name)

(insert position title)



TEMPLATE 4: EMAIL FOR 30 DAYS OVERDUE/FINAL NOTICE

To: (Recipient)

CC: (Other relevant emails)

Subject: FINAL NOTICE Overdue Invoice – URGENT ACTION REQUIRED

Hi (insert accounts payable name)

We have tried contacting you on numerous occasions regarding the following unpaid invoice which is now over 30 days overdue:

Invoice Date: (insert date of original invoice here)

Invoice No: (insert invoice number here)

Invoice Amount: (insert invoice amount here)

This matter has now reached a critical point and we require immediate payment of this amount to avoid further action. Please contact me immediately to advise when we can expect payment of this outstanding amount.

If payment has already been made please provide us with details to investigate.

Thanks in advance for your understanding and cooperation.

Best regards,

(insert name)

(insert position title)

TEMPLATE 5: MAILED LETTER OF DEMAND

(insert name here)

(insert address line 1 here)

(insert address line 2 here)

Dear (insert payer's name here),

Re: Letter of Demand for unpaid invoice

Invoice Date: (insert date of original invoice here)

Invoice No: (insert invoice number here)

Invoice Amount: (insert invoice amount here)

As you are aware the above invoice remains unpaid by you.

Despite numerous reminder emails and telephone calls requesting payment of this account, the debt remains owing.

Accordingly we advise that if payment in the sum of (insert invoice amount here) is not received by this office within seven days of the date of this letter, we will instruct our lawyer/attorney/solicitor to issue proceedings against you, to recover the unpaid debt together with our legal costs.

Yours sincerely,

(insert name)

(insert position title)

