

Emails, calls, messages

Ready-to-use templates for late paying clients

Your simple guide to proactively handling delayed payments and overdue.

Email, calls, messages


ready-to-use templates for late paying clients.


Your simple guide to proactively handling delayed payments and overdue.


Dear reader,

In this guide, you will find messages, calls, and email templates you can send to your clients, and use for automation to streamline communications around payment and overdue. We have outlined an entire communications cadence you can implement for your business.

Templates covered in the document

 Upcoming payment reminders

 Overdue payment reminders

 A formal past-due demand letter



Upcoming payment reminders

✓ 15 days before the payment due date (reminder email)

Subject: Friendly reminder: Your payment is due soon!

Hi [Client Name],

I hope this email finds you well! I wanted to give you a quick reminder that the payment for our services is due in just 15 days. Please let me know if you have any questions or concerns about the payment or your invoice. We appreciate your business and look forward to continuing to work with you!

Best regards,
[Your Name]

✓ 5 days before the payment due date (follow-up reminder email):

Subject: Payment Due Soon: Just a friendly reminder

Hey [Client Name],

I wanted to send a quick follow-up email to remind you that the payment for our services is due in just 5 days. Please let me know if you have any questions or concerns about the payment or your invoice. We appreciate your business and look forward to continuing to work with you!

Best regards,
[Your Name]

Overdue payment reminders

15 days after payment is due:

Email

Subject: Payment Request for [Invoice Number]

Hello [Client Name],

I wanted to follow up regarding the payment for the services we provided. It looks like we still haven't received payment for [Invoice Number]. I've attached a copy/copies of the invoice/s for your convenience. Please let me know if you have any questions or concerns about your invoice or payment.

Thank you for your attention to this matter. We appreciate your business and look forward to continuing to work with you!

Best regards,
[Your Name]

25 days after payment is due

Call

Introduction: Greet the client and ask how they are doing.

Subject: We just wanted to touch base regarding the payment for our services. It looks like we haven't received payment for Invoice Number [insert invoice number]. Can you help me understand the situation?

Body: Listen to the client's response and try to understand why payment hasn't been made. Address any questions or concerns they may have and offer to help in any way you can.

Conclusion: Thank the client for their time and ask if there is anything else they need help with. Set a deadline for payment and confirm that they understand the payment terms.

✔ 30 days after payment is due

Email

Subject: Overdue Payment Reminder for [Invoice Number]

Dear [Client Name],

We wanted to follow up with you regarding the payment for the services we provided. It looks like we haven't received payment for [Invoice Number], which is now overdue. We kindly request that you settle the payment as soon as possible to avoid any further inconvenience. If you have any questions or concerns about your invoice or payment, please don't hesitate to reach out to us.

Thank you for your prompt attention to this matter. We appreciate your business and look forward to continuing to work with you!

Best regards,
[Your Name]

✔ 45 days after payment is due

Email

Subject: Overdue Payment Reminder for Invoice Number [Insert Invoice Number]

Hello [Client Name],

We hope this email finds you well. We wanted to remind you that we still haven't received payment for [Invoice Number], which is now past 30 days overdue. We kindly request that you settle the payment as soon as possible to avoid any further inconvenience.

Please let us know if there are any issues or concerns that are preventing payment from being made. We're always happy to help.

Thank you for your attention to this matter. We appreciate your business and look forward to continuing to work with you.

Best regards,
[Your Name]

✔ Email for overdue past 30 days

Email

Subject: Reminder: Overdue Payment for Invoice # [insert invoice number]

Dear [client name],

I hope this email finds you well. I wanted to remind you that your payment for Invoice # [insert invoice number] is now [insert the number of days] days overdue. As a valued client, we greatly appreciate your business and your prompt payment of outstanding invoices.

Please let me know if there is anything we can do to help facilitate payment or if you have any questions or concerns. We are always here to assist you.

Thank you for your attention to this matter.

Best regards,
[Your Name]

✔ +55 days after payment is due

Call

Introduction:

- Hi, this is [Your Name] from [Your Business Name]
- How have you been?
- Small talk/relationship-building (if applicable)

Transition:

- I'm calling today to follow up on the overdue payment for Invoice # [insert invoice number]
- Our records show that the payment is now [insert number of days] days past due
- I wanted to see if there were any issues or concerns preventing you from making the payment

Response/Objection Handling:

- Listen to the client's response and address any concerns they may have
- Offer solutions or alternatives to help facilitate payment (e.g., payment plan, alternative payment methods, etc.)

Closing:

- Thank the client for their time and attention to this matter
- Reiterate the importance of timely payments and how it helps maintain a positive working relationship
- Confirm any action steps or follow-up necessary
- End call on a positive note

✔ Formal email for overdue (sent +60 days after payment is due)

Email

Subject: Final Notice: Overdue Payment for Invoice # [insert invoice number]

Dear [client name],

I am writing to you regarding the overdue payment for Invoice # [insert invoice number]. Despite our previous reminders, the payment is now [insert number of days] days past due, and we have yet to receive payment from you.

As a valued client, we understand that unforeseen circumstances can arise, and we are always willing to work with you to find a solution. However, we must receive payment for the outstanding invoice to continue to provide services to your business.

Please let us know if there is anything we can do to help facilitate payment or if you have any questions or concerns. We remain committed to resolving this matter as soon as possible.

Thank you for your attention to this matter.

Sincerely,
[Your Name]



A formal **past-due** demand letter

Dear [Client Name],

We hope this letter finds you well. We are writing to you today on behalf of [Service Professional Firm Name] regarding the past due balance of [Amount Owed] for services provided to you on [Date(s)].

Despite our previous attempts to contact you, the balance remains unpaid. As outlined in our contract, payment was due within [Number of Days] days of the invoice date. It has now been [Number of Days Past Due] days since the invoice was issued, and we have yet to receive payment.

We understand that unforeseen circumstances can arise and cause delays in payment. However, we kindly remind you that our services were provided in a timely and professional manner, and we have a contractual obligation to be paid for the work completed.

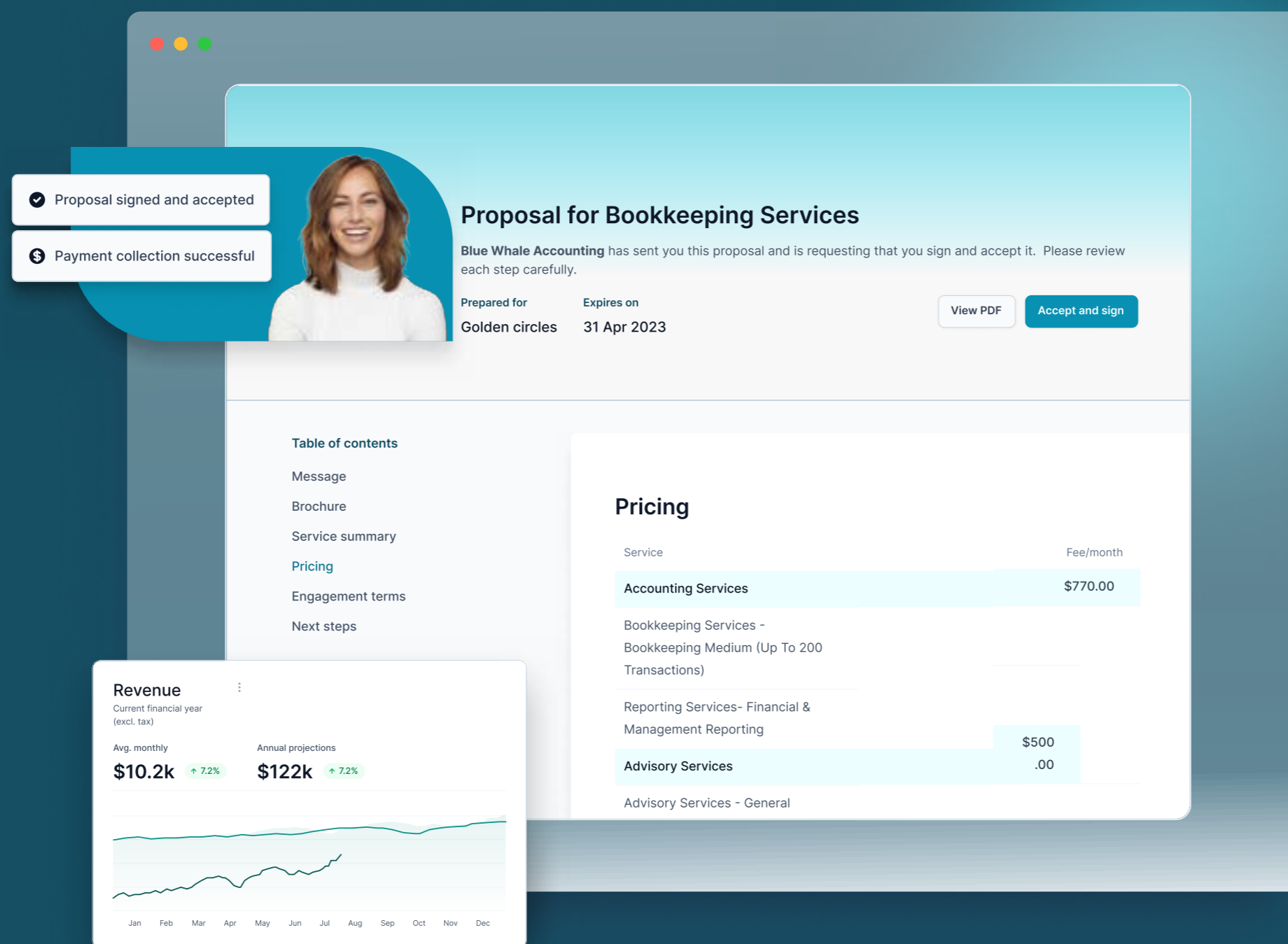
We request that payment in full be remitted immediately to avoid further collection action. Please be aware that if payment is not received within [Number of Days] days of the date of this letter, we will have no choice but to pursue further legal action to collect the debt owed, which may result in additional fees and costs.

We value our business relationship and hope to resolve this matter as soon as possible. If you have any questions or concerns, please do not hesitate to contact us.

Sincerely,
[Your Name]



Automate business workflow with Cone Proposal-to-Payment



We help businesses streamline the process from sending proposals to getting paid. No more delays or inefficiencies in your proposal workflow. Automate time-consuming critical tasks with Cone Proposal-to-Payment, and eliminate multiple tools and manual errors!

- ✓ Create and deliver impressive proposals
- ✓ Negotiate terms and e-sign on the go
- ✓ Standardize fee structure and complex quotations
- ✓ Automate invoicing and collecting payments

Count on us to deliver exceptional experiences that leave a lasting impression. All for an unbeatable price! With exclusive free access and no credit card required, there's no reason not to try Cone Proposal-to-Payment for yourself.

Sign up at www.getcone.io/proposal-to-payment