

An overdue invoice reminder template for COVID-19

An overdue accounts specialist shares her tips and template for cash recovery during COVID 19.

Personalise and customise this reminder template to overdue customers. Feel free to edit and share.

{Date}

Hi {Name} *please use an individual's name, not 'Hi Accounts' or anything impersonal.*

#2 How are you? I hope my email finds you well.

#1 We are trading in unusual and interesting times that are impacting us all in similar ways.

#3 We want to communicate with you regularly to stay abreast of any issues you may be facing.

#4 I want to discuss your account that has an overdue balance totalling {\$0,000.00}. If you're experiencing financial difficulties or waiting for government assistance, such as JobKeeper, which may delay your payment of the account, please call me on {0000 000 000} so we can discuss an amicable and workable solution to get through the next few weeks. This will assist us in managing our cashflow as well.

#5 It's vital we work together through this extreme event and continue to support each other; communication is key. It is important to us that our customers are okay, and we're committed to doing what we can to support you whilst maintaining our own operations.

#6 I appreciate you giving this your attention and I look forward to your payment or communication.

Take care and enjoy your week.

Attachment: {Account Statement}

Regards,

{Name}

{Logo}

{Landline | Mobile | Email}

Tip #1

Acknowledge the current situation

Express your understanding that the trade environment has changed.

Tip #2

Focus on people

Seek to understand how people and their business are coping. Use 'I' statements for a more personal voice.

Tip #3

Encourage a conversation

Invite dialogue. Update your contact details if you are working remotely.

Tip #4

Negotiate for a win:win

Include the total owing. Consider a payment plan.

Tip #5

Emerge together

Your customers will remember your care and compassion as they resume normal trade.

Tip #6

Include a call to action

Let your customer know what you expect them to do next.

About The Retriever

Amanda Lee is a receivables management advisor with more than 15 years' experience turning difficult payers into highly profitable customers who pay on time. www.theretriever.com.au



About ezyCollect

ezyCollect is an accounts receivable platform that automates invoice reminders by email and SMS, accepts online payments, and analyses your debtor book daily for low-to-severe credit risks. www.ezycollect.com.au

