

VIRTUAL CREDIT CONTROL

STANDARD EMAIL
TEMPLATES



Here are our standard VCC email templates and procedure. These can be tweaked accordingly to your tone of voice. We have used the example of GoCardless for the payment service, but this can be changed to your payment service of choice, or taken out completely - just let us know!

Where you see **<text>** - these are the placeholders for the merged details from the Chaser software.

THANK YOU FOR PAYING EMAIL

Hi <recipient_firstname>

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_refnum>. Thank you very much, we really appreciate it.

If you'd like to set up a Direct Debit for future invoices please set this up here <insert GoCardless link>.

Thanks
<sender_firstname>

Hi <recipient_firstname>

I just wanted to drop you a quick note to remind you that <invoice_amount_owed> in respect of our invoice <invoice_ref_num> is due for payment on <due_date>.

I would be really grateful if you could confirm that everything is on track for payment,

Thank you
<sender_firstname>

Attachment: copy of invoice & customer statement

EMAIL 1 - DAY BEFORE DUE

EMAIL 2 - 3 DAYS OVERDUE

Hi <recipient_firstname>

I hope you are well. This is a friendly reminder that we are yet to receive payment from yourself of <invoice_amount_owed> for our invoice <invoice_refnum> which was due for payment on <date_due>.

If you've already paid it, please ignore this email and sorry for bothering you. If you've not paid it, I would be really grateful if you could let me know when we can expect to receive payment.

Our bank details to pay by bank transfer are sort code XX-XX-XX and account number XXXXXXXX. Alternatively, if you would like to set up a Direct Debit for this and future invoices please set this up here <insert GoCardless link>.

Thanks,
<sender_firstname>

Attachment: copy of invoice & customer statement

Hi <recipient_firstname>,

I hope you are well. Just a little reminder that we are yet to receive payment from yourself of <invoice_amount_owed> for our invoice <invoice_refnum> which was due for payment on <date_due>.

If you've already paid it, please ignore this email and sorry for bothering you. If you've not paid it, I would be really grateful if you could let me know when we can expect to receive payment.

Our bank details to pay by bank transfer are sort code XX-XX-XX and account number XXXXXXXX. Alternatively, if you would like to set up a Direct Debit for this and future invoices please set this up here <insert GoCardless link>.

Thanks,
<sender_firstname>

Attachment: copy of invoice & customer statement

EMAIL 3 - 7 DAYS OVERDUE

EMAIL 4 - 14 DAYS OVERDUE

Hi <recipient_firstname>

I hope you are well. This is your third reminder that we are yet to receive payment from yourself of <invoice_amount_owed> for our invoice <invoice_refnum> which was due for payment on <date_due>.

Our bank details to pay by bank transfer are sort code XX-XX-XX and account number XXXXXXXX. Alternatively, if you would like to set up a Direct Debit for this and future invoices please set this up here <insert GoCardless link>.

This invoice is now <overdue_days> days overdue and we would really appreciate if you could advise when we can expect to receive payment as soon as possible.

Regards,
<sender_firstname>

Attachment: copy of invoice & customer statement

Hi <recipient_firstname>,

This is your fourth reminder that we are yet to receive payment from yourself of <invoice_amount_owed> in respect of our invoice <invoice_refnum> which was due for payment on <date_due>.

Our bank details to pay by bank transfer are sort code XX-XX-XX and account number XXXXXXXX. Alternatively, if you would like to set up a Direct Debit for this and future invoices please set this up here <insert GoCardless link>.

This invoice is now <overdue_days> days overdue and we would really appreciate if you could advise when we can expect to receive payment as soon as possible. If you are having problems in making payment please get in touch and we can look to set up a repayment plan.

Regards,
<sender_firstname>

Attachment: copy of invoice & customer statement

EMAIL 5 & PHONE CALL 1 - 21 DAYS OVERDUE

EMAIL 6 & PHONE CALL 2 - 28 DAYS OVERDUE

Hi <recipient_firstname>

Despite our previous reminders, we are yet to receive payment from yourself of <invoice_amount_owed> for our invoice <invoice_refnum> which was due for payment on <date_due>.

This invoice is now <overdue_days> 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.

Our bank details to pay by bank transfer are sort code XX-XX-XX and account number XXXXXXXX. Alternatively, if you would like to set up a Direct Debit for this and future invoices please set this up here <insert GoCardless link>.

If you are having trouble making payment please contact us to arrange a repayment plan.

Regards,
<sender_firstname>

Attachment: copy of invoice & customer statement

Hi <recipient_firstname>,

Despite our previous reminders, we are yet to receive payment from yourself of <invoice_amount_owed> for our invoice <invoice_refnum> which was due for payment on <date_due>.

This invoice is now <overdue_days> days overdue and is really problematic for us. Please could you let us know about when payment will be made as a matter of urgency. If this invoice remains outstanding we will have no alternative but to pass your account to a debt collection agency.

Our bank details to pay by bank transfer are sort code XX-XX-XX and account number XXXXXXXX. Alternatively, if you would like to set up a Direct Debit for this and future invoices please set this up here <insert GoCardless link>.

We will not be able to provide further services or support until this amount is paid in full.

Thanks,
<sender_firstname>

Attachment: copy of invoice & customer statement

EMAIL 7 & PHONE CALL 3 - 35 DAYS OVERDUE

EMAIL 8 - 42 DAYS OVERDUE

Note: Letter from debt collection service also sent out same day giving 7 days to make payment or court proceedings will be commenced.

Hi <recipient_firstname>

Despite our previous reminders, we are yet to receive payment from yourself of <invoice_amount_owed> for our invoice <invoice_refnum> which was due for payment on <date_due>.

This invoice is now <overdue_days> days overdue and is extremely problematic for us. Please could you let us know about when payment will be made as a matter of urgency. If this invoice is not paid within the next 7 days we will have no alternative but to commence legal proceedings.

Our bank details to pay by bank transfer are sort code XX-XX-XX and account number XXXXXXXX. Alternatively, if you would like to set up a Direct Debit for this and future invoices please set this up here <insert GoCardless link>.

We will not be able to provide further services or support until this amount is paid in full.

Regards,
<sender_firstname>

Attachment: copy of invoice & customer statement

At this point we would recommend commencing legal proceedings to enforce the overdue payment, plus interest. This can be done via HMRC's Online Small Claims Service or we can recommend a solicitor to assist. We will be in touch prior to getting this point to discuss your options.

Please note we are able to assist if you choose to proceed with the Small Claims Service at an additional cost - this is not included within your VCC monthly package.

48 DAYS OVERDUE