



Two emails for overdue invoices

Free small-business sampler from Practical Business Works. Check your records before sending and replace every bracketed field.

First overdue reminder

Subject: Checking on invoice [number]

Hi [name],

Invoice [number] was due on [date], and our records show [amount] remains unpaid.

Could you confirm that you received it and let me know the expected payment date? Here is the invoice: [verified link].

If payment has already been sent, please share the date and reference so we can reconcile it.

Thank you,

[sender]

Missed promised payment

Subject: Update on payment planned for [date]

Hi [name],

You mentioned that payment for invoice [number] would be made by [promised date]. We have not yet matched that payment to the invoice; [amount] remains open.

Has it been sent? If so, please share the date and reference. Otherwise, please confirm a revised payment date by [response date].

Thank you,

[sender]

Keep the next step visible

Record the customer response, a payment promise if given, and your next follow-up date. Pause routine reminders if there is a dispute that needs review.

For the full tracker, email library, and receivables playbook, explore our small-business tools at practicalbusinessworks.com.