



BOISE STATE UNIVERSITY
UNIVERSITY FINANCIAL SERVICES

Customer with an Outstanding Invoice – Phone Call Script

Hello *Customer Name*,

This is *Your Name*, calling with *Your Department*. I would like to take this opportunity to thank you for your business with *Department's Name*, here at Boise State University. As a courtesy to you, I wanted to personally contact you to alert you that according to our records your account *is close to becoming past due/has become past due*.

Invoice number *###* was due on *###* and is currently *###* days past due. This invoice is for *invoice amount* for *invoice description*.

To keep your account in good standing, we recommend payment be made at your earliest convenience. I can offer you the following information on two different payment options:

1. If you wish to mail your payment, please send the check payment, with the invoice number referenced, to:

Boise State University
Attention Accounts Receivable Department
1910 University Drive
Boise, ID 83725 MS-1247

2. If you wish to pay online, please visit the Accounts Receivable credit card payment center and reference the invoice number when entering your payment info:

https://secure.touchnet.com/C20444_ustores/web/store_main.jsp?STOREID=11&SINGLSTORE=true

Your attention to this matter has been greatly appreciated. Thank you in advance for promptly taking care of this payment. Have a great day!

If the customer already sent payment: Please accept our sincere thanks; this phone call and your payment must have crossed in the mail! Can you provide some information on the payment you sent?

Form of payment	
If check, address send to	

If check, check number	
If check, copy of endorsement on back from customer's bank	
If credit card, uStore used	
If credit card, confirmation number/copy of receipt	
If ACH, bank account info used	
Date payment sent	
Who sent/initiated payment	
Amount of payment	
Has the amount cleared your bank?	
Form of payment	
If check, address send to	
If credit card, uStore used	
If ACH, bank account info used	
Date payment sent	
Who sent/initiated payment	

This information will help the Accounts Receivable Department track down your payment.

If there is problem regarding the invoice(s), or something has come up that affects your customer's ability to submit timely payments: This will allow the customer to ask questions directly with the department that invoiced them. If a revised invoice, credit memo, or void is the result after the conversation, please email AR to get the invoice change processed. If the customer is unable to pay, or would like to make a 'payment plan' this is will be up to your department, please email AR the information so everyone is on the same page.