BOISE STATE UNIVERSITY
UNIVERSITY FINANCIAL SERVICES

Customer with an Outstanding Invoice – Email Template

Hello *Customer Name*,

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 contact you to alert you that your account *is close to becoming past due/has become past due.*

Enclosed, please find a copy of invoice number *XXX*. This invoice was due on *XXX* and is currently *XXX* days past due. Listed below are the specific details of the unpaid invoice.

Invoice Number	*XXX*
Invoice Date	*XXX*
Invoice Due Date	*XXX*
Invoice Amount	*XXX*
Invoice Description	*XXX*

To keep your account in good standing, we recommend payment be made at your earliest convenience. Please find payment options below.

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 credit card payment center and reference the invoice number when entering your payment info:
   https://commerce.cashnet.com/boisestateAR

If you have already sent payment, please let us know and accept our sincere thanks. If there is problem regarding the invoice, or something has come up that affects your ability to submit timely payments, please contact *XXXXXX* so we can resolve the confusion and situation.

Your attention to this matter is greatly appreciated. Thank you in advance for promptly taking care of this payment.

Sincerely,

Department Contact & Information

If the customer replies and states that they have already sent payment: Please ask them to provide the following information on the payment they 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?	

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