# Friendly Reminder – Outstanding Invoice Template

*This template has been developed by Family Day Care Australia as a guide only. Services should adapt the wording to reflect their local context, policies, and processes.*

Subject:  Friendly Reminder – Outstanding Invoice

Dear [insert accounts payable name]

This is a friendly reminder that the following invoice is now outstanding:

* Invoice Date: [insert date of original invoice]
* Invoice No: [insert invoice number]
* Invoice Amount: [insert invoice amount]

We understand that oversights can happen and would appreciate prompt payment of this amount. Please arrange payment as soon as possible using the details provided on your invoice.

If payment has already been made, please disregard this message.

Thank you in advance for your cooperation.

Kind regards,   
[Insert name]   
[Insert position title]

# Overdue Notice Template

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Subject:  Overdue Invoice – Immediate Attention Required

Dear [insert accounts payable name here]

We are writing to let you know that the following invoice remains unpaid and is now overdue:

* Invoice Date: [insert date of original invoice]
* Invoice No: [insert invoice number]
* Invoice Amount: [insert invoice amount]

We kindly request immediate payment of this amount to avoid further action. Please use the payment details provided on your invoice.

If you are experiencing financial difficulty, please contact us as soon as possible to discuss a payment plan option or to discuss available support options.

If payment has already been made, please disregard this message.

Thank you for your prompt attention to this matter.

Kind regards,   
[Insert name]   
[Insert position title]

# Final Notice – Urgent Payment Required Template

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Subject: FINAL NOTICE: Overdue Invoice – Urgent Payment Required

Dear [insert accounts payable name]

Despite previous reminders, the following invoice remains unpaid and is now [insert number of days late e.g. 7+] days overdue:

* Invoice Date: [insert date of original invoice]
* Invoice No: [insert invoice number]
* Invoice Amount: [insert invoice amount]

Immediate payment is required to avoid further action. Please contact us today to confirm payment or to discuss a resolution.

If payment is not received, or a payment plan agreed within this timeframe, your child’s care may be suspended or terminated, and the account may be referred to a debt recovery provider. These requirements are outlined in your enrolment agreement and our Payment of Fees Policy.

If you are experiencing financial hardship, please contact us urgently to discuss available options.

If payment has already been made, please disregard this message.  
  
We appreciate your urgent attention to resolving this matter.

Kind regards,   
[Insert name]   
[Insert position title]