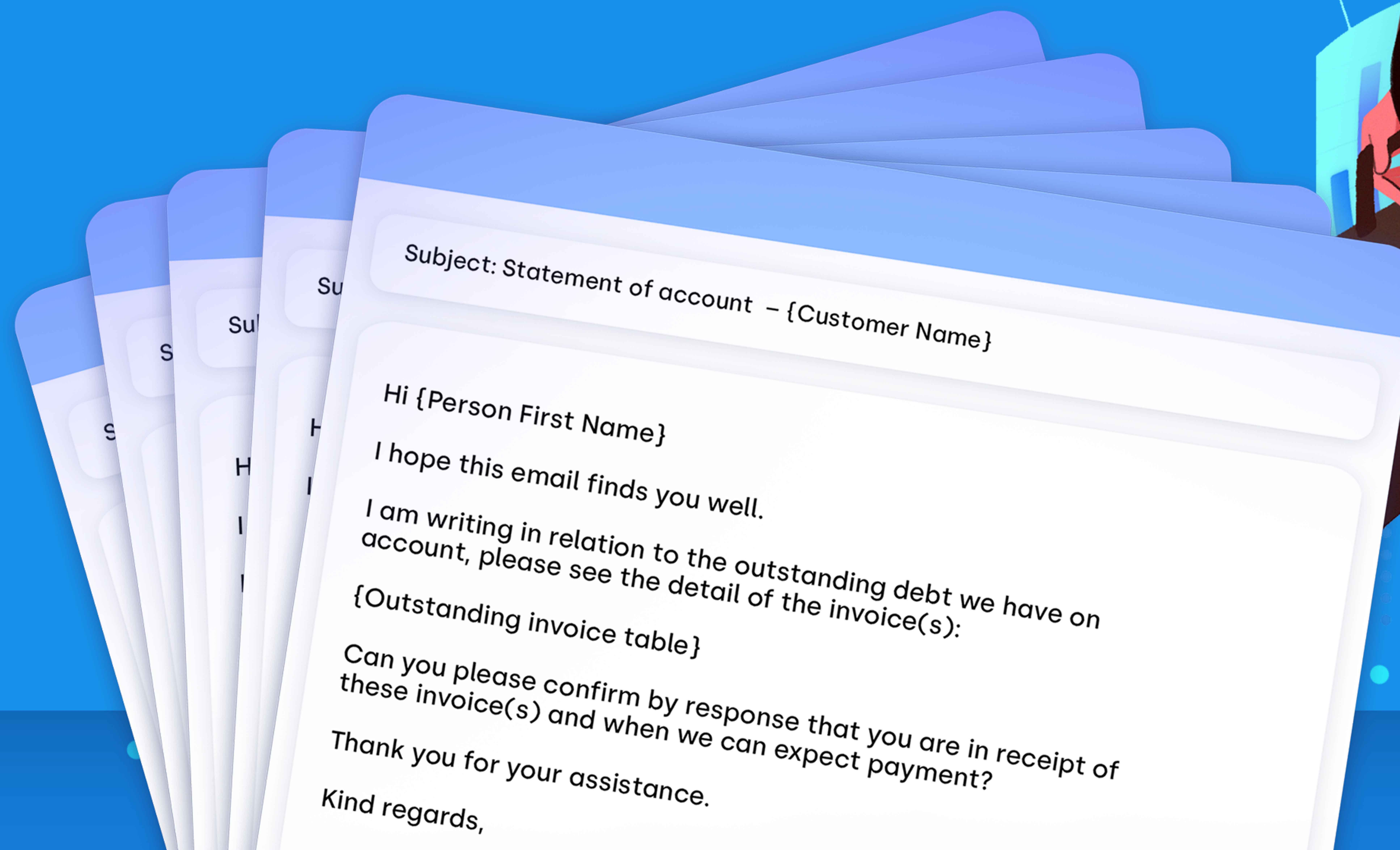


# Your Law Firm's Invoices Are Late for a Reason.

Discover 8 Proven Templates That Work for Your  Clio System.





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Struggling to manually process the payment reminders and tired of going through excel spreadsheets to manage the AR? Try the Kolleno platform for **3-months free** and see how your cash flow improves!

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# Introduction

Are you struggling to communicate to your clients regarding the missed deadline on their invoices?

Are you trying to find the right wording or the right time to make the repayment faster?

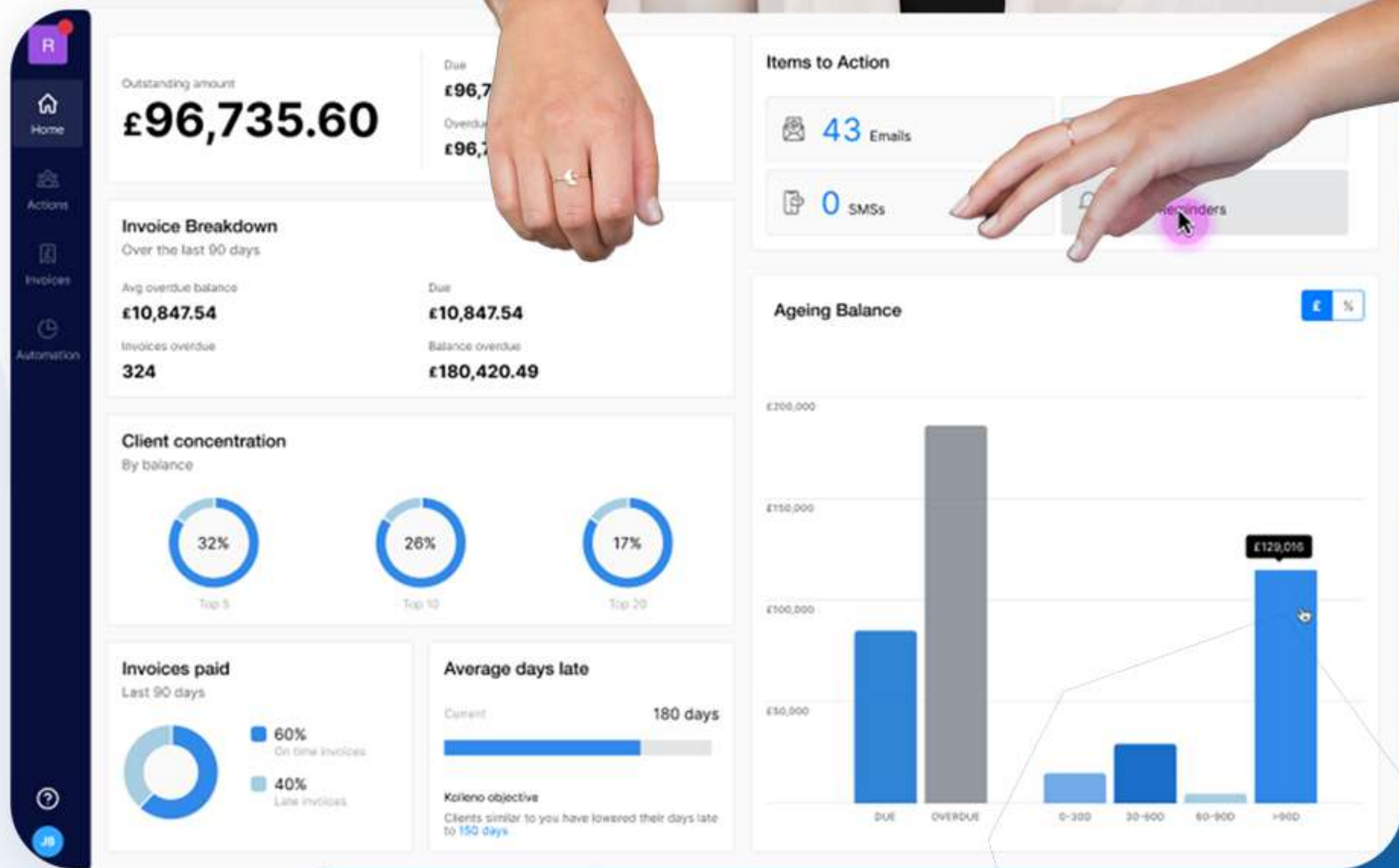
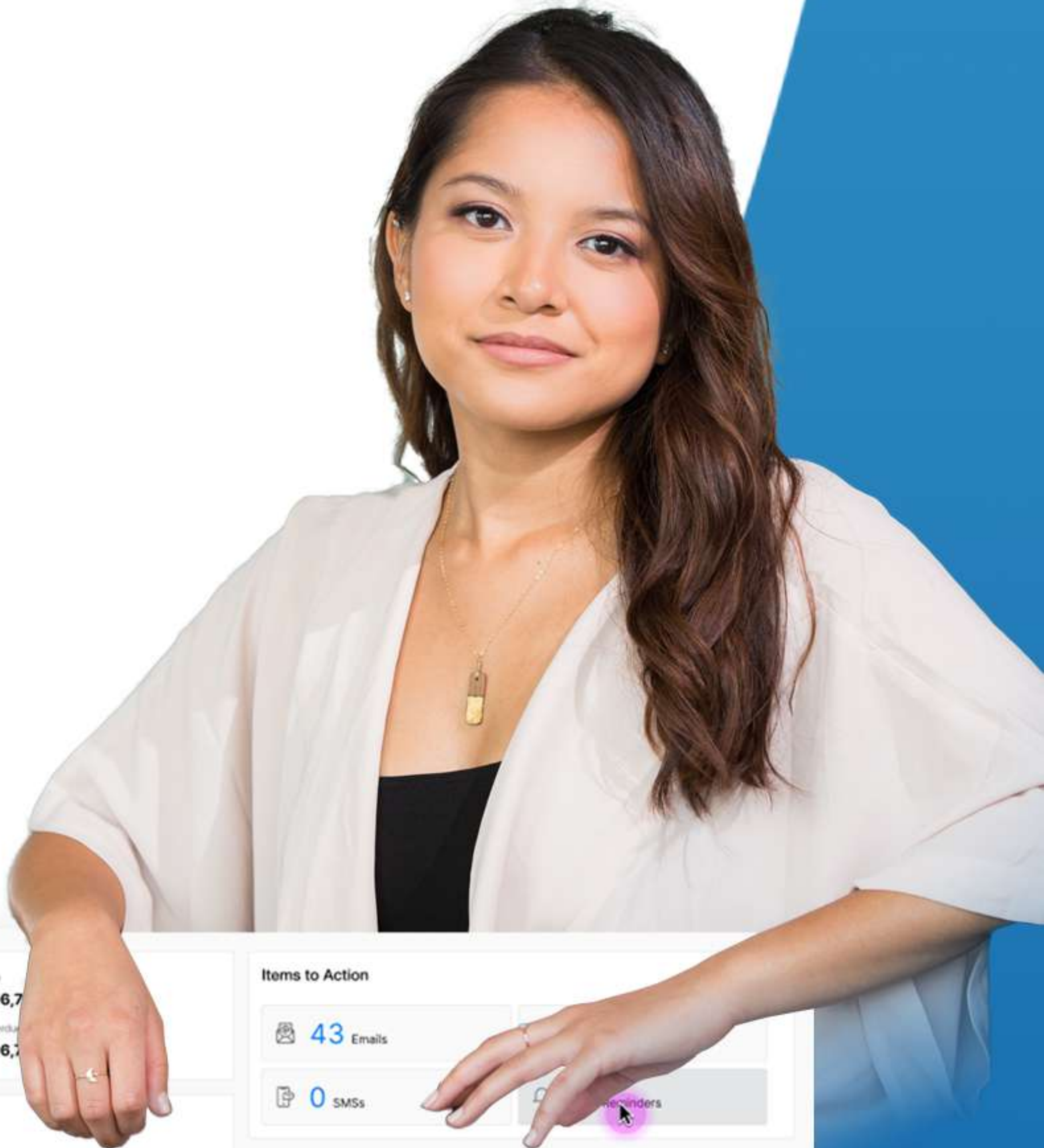
Are you tired of going through the invoices, tracking how many you have sent out, and how the message should evolve with the frequency of reminders?

Do not worry, Kolleno has got you covered. We are experts in credit control and accounts receivables management. Kolleno has built the platform that allows automating the invoice chasing and thanks to machine learning technology we are able to suggest the time, tone of voice, messaging, and many more.

Our clients benefit from the Actions Centre where all credit control-related actions are clearly listed for better and faster payment recovery.

This paper shares the 8 sequential payment reminder email templates that worked best for our clients in the legal industry. Use this messaging sequence and maximise the chance of recovering the missed payment from a client without jeopardizing your client relationship.

If you would like to learn more about the Kolleno platform and how we can help your legal practice to automate the Accounts Receivable management please reach out for a Demo. Now is an especially great moment to try Kolleno, as we are offering a 3-months free subscription trial.





# Preface

## Sequence

The following 8 templates were used by Kolleno clients, who were sending the payment reminders to their b2b customers.

## From gentle to firm

The emails are starting with a gentle reminder with a gradual transition to a more firm tone of voice to make your clients understand that the overdue invoice has to be paid as fast as possible, without sounding rude or inappropriate.

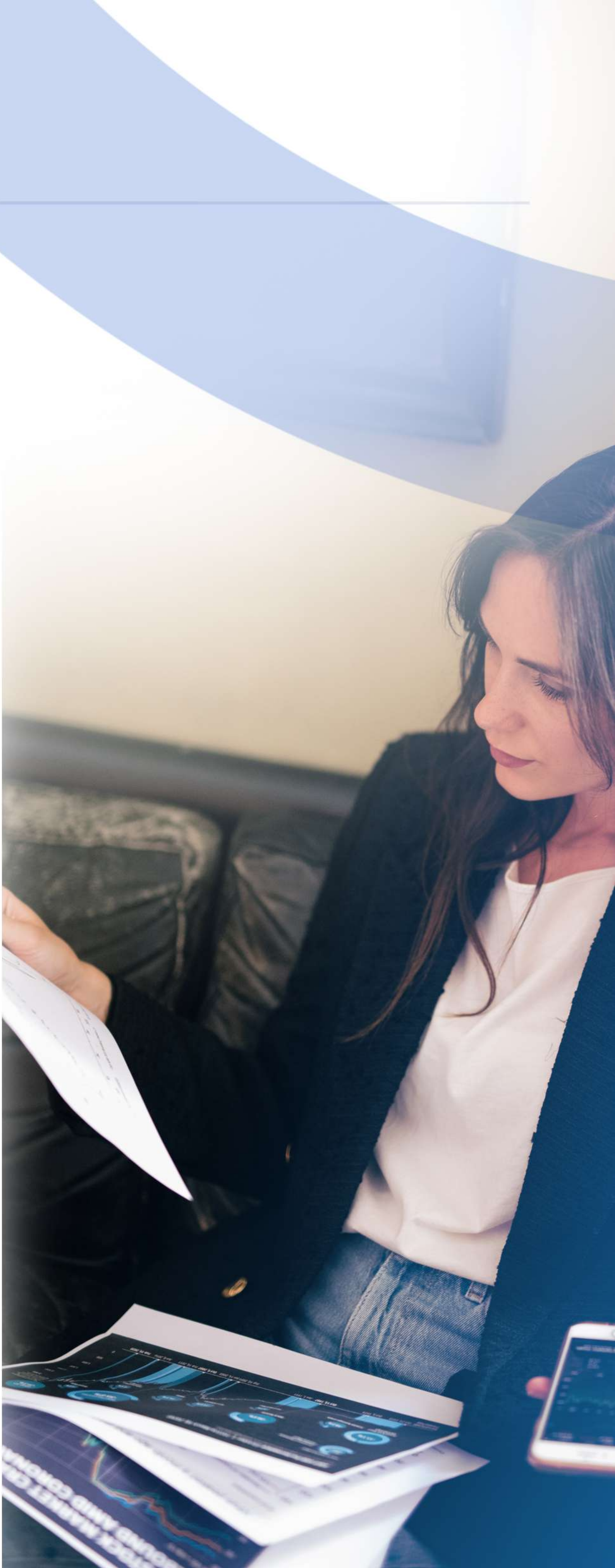
Some clients genuinely forget about not paying the invoice on time and they are stumbled by the inappropriate tone of voice reminders.

## Thank you note:

The accounts receivable management does not only involve payment reminders but also a "thank you" for payment messages. Some firms forget to send a thank you note, which negatively translates into the future payment discipline of their b2b clients.

Struggling to manually process the payment reminders and tired of going through excel spreadsheets to manage the AR? Try the Kolleno platform for **3-months free** and see how your cash flow improves!

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# 1. Gentle Reminder

We recommend sending this reminder when the invoice is 5 days before due

Subject: Statement of account – {Customer Name}

Hi {Person First Name}

I hope this email finds you well.

I am writing in relation to the outstanding debt we have on account, please see the detail of the invoice(s):

{Outstanding invoice table}

Can you please confirm by response that you are in receipt of these invoice(s) and when we can expect payment?

Thank you for your assistance.

Kind Regards,





## 2. Reminder Follow-up

We recommend sending this reminder when the invoice is 5 days past due date

Subject: Outstanding Debt – {Customer Name}

Hi {Person First Name},

Further to my below email, I cannot see that I have had a response as of yet.

The below invoices have now come past due:

{Overdue invoices table}

Can you please advise as to when we can expect payment?

If payment has already been made please provide proof of payment.

Thank you for your assistance.

Kind Regards,

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## 3. Overdue - Moderate Chaser

We recommend sending this reminder when the invoice is 15 days past due

Subject: Overdue balance – {Overdue amount} - {Customer Name}

Hi {Person First Name},

We currently have an overdue balance of {Overdue balance amount} on your account.

Can you please provide an urgent update as to when we can expect payment?

Please reach out to us if you are experiencing issues making full payment, as we can look into your case and the possibilities of alternative payment arrangements.

I look forward to your response.



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## 4. Overdue - Firm Chaser

We recommend sending this reminder when the invoice is 20 days past due

Subject: Payment confirmation required – {Overdue amount} - {Customer Name}

Hello,

Further to the below email, we have not received a payment or a response in relation to the overdue balance on the account.

Please be advised that an urgent payment is required to bring your account back within payment terms.

I look forward to your response.

Kind Regards,





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## 5. Overdue Notice

We recommend sending this reminder when the invoice is 25 days past due

Subject: Notice of Overdue Debt – {Customer Name}

Good afternoon/morning,

I am writing in relation to an overdue balance on {overdue amount} with {Law Firm 1}, we have tried to get in contact with you multiple times via phone, email, and SMS.

An urgent payment to clear the full overdue balance is required to reach us within (x) day(s) in order to stop the account from being escalated.

Kindly contact us with confirmation of payment at your earliest convenience.

Kind Regards,



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## 6. Overdue Notice - Stop of Services

We recommend sending this reminder when the invoice is 30 days past due

Subject: Notice of Overdue Debt – Account Stop – {Customer Name}

Good afternoon/morning,

I am writing to inform you that as we have not received payment of the overdue amount currently on account your account has been placed on "stop".

Please make payment here {Payment Link} urgently in order to remove the stop on your account.

Kindly be advised that until this payment is received all work due on your account has been put on hold.

Kind Regards,





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## 7. Notice of Escalation

We recommend sending this reminder when the invoice is 45 days past due

Subject: Final Notice of account escalation – {Customer Name}

Good afternoon/morning,

This is an email for {Person Full name} to inform you that your account has now been escalated due to an overdue balance of {Overdue amount}.

Kindly be advised that if payment is not made within (X) days your account will be escalated for reclamation. Please use the provided link {Payment link} for speedy payment.

Once this action is undertaken your account will accrue an additional fee for the reclamation efforts.

Kind Regards,



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## 8. Notice of Legal action/ Debt collection

We recommend sending this reminder when the invoice is 60 days past due

Subject: Notice of Legal action for account {Customer Name}

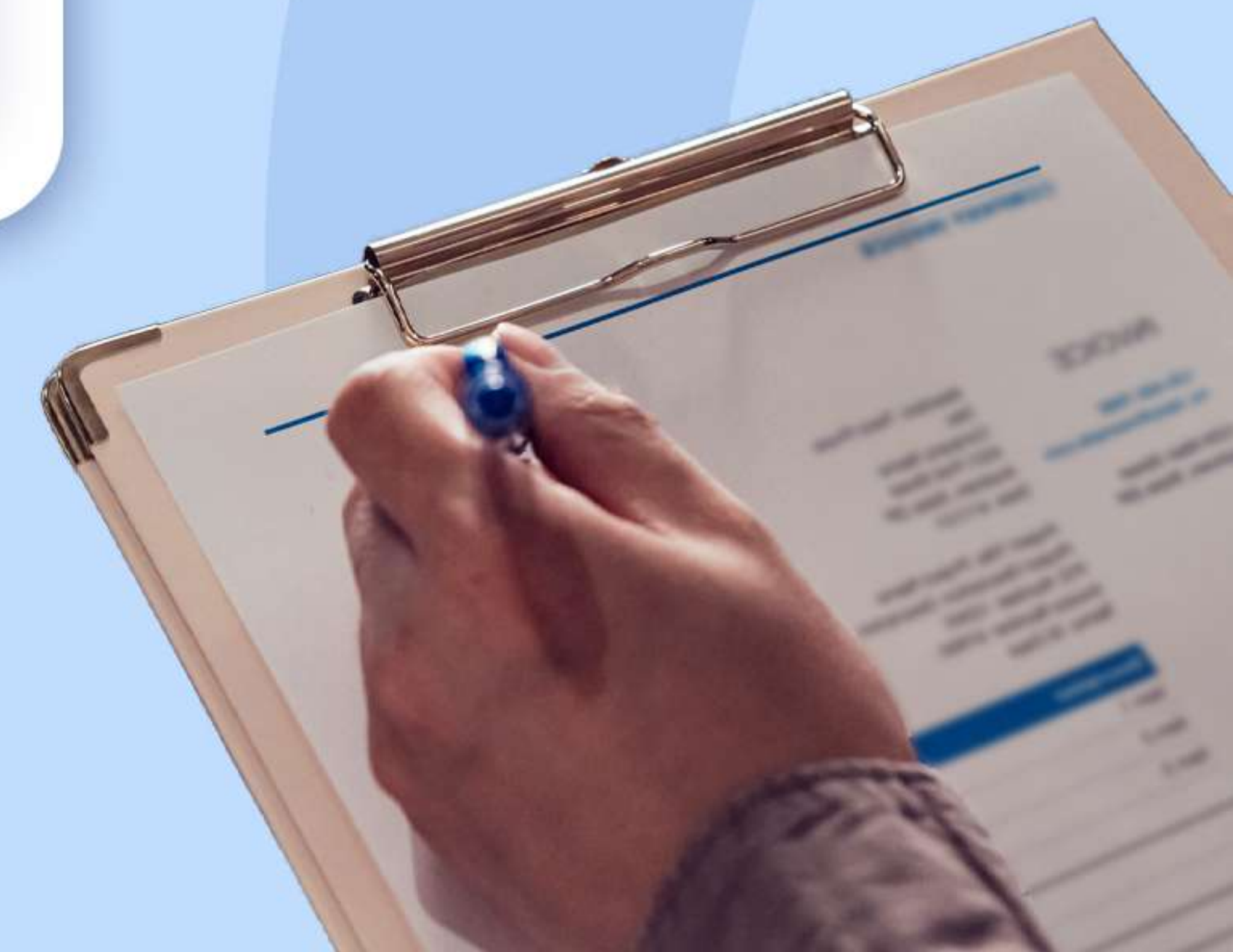
Dear {Full Name},

This email serves as a letter of notice that your account has been passed to the reclamation team.

Please be advised that as this account has been escalated to the reclamation team there is now a surplus charge of (£X) added to the debt owed.

This brings your total balance owed to £XXX, when making payment please ensure you quote ref XXX.

Should you have any queries please contact the reclamation team at {Legal contact details}.









# About Kolleno

Kolleno is a global, cloud-based, B2B accounts receivable management and cash collection platform for businesses of all sizes.

As a company, we are on a mission to help our clients thrive by empowering them to seamlessly track, monitor and recover outstanding receivables.

- 1. Get data insights and analytics on your Accounts Receivables
- 2. Automate manual tasks and eliminating errors
- 3. Benefit from AI-powered and machine learning technology that will suggest the right time, tone of voice, content and channel to expedite the payment of your B2B invoices.

Kolleno is compatible with various popular business tools such as QuickBooks, Xero, Clio, and many more.

-  [kolleno.com](https://kolleno.com)
-  [linkedin.com/company/kolleno](https://linkedin.com/company/kolleno)
-  [twitter.com/KollenoHQ](https://twitter.com/KollenoHQ)
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