

21 Asking for payment

A Make complete sentences by using one phrase from each column. The first one has been done for you.

- | | | |
|--------------------------------|--------------------------|----------------------------|
| 1 I wish to draw | an overdue payment | to continue. |
| 2 There is | be allowed | to my two previous emails. |
| 3 We are concerned that | your attention | to recover the money. |
| 4 This situation cannot | the matter has not yet | on your account. |
| 5 We must urge you to take | your cooperation | received your attention. |
| 6 We have still not | but to take legal action | the outstanding sum. |
| 7 We shall have no alternative | received payment for | in resolving this matter. |
| 8 We would appreciate | immediate action to | settle your account. |

Note: *overdue* and *outstanding* both mean 'not yet paid'; *to settle* means 'to pay the money you owe'.

B Read the emails below. Which email is the:

first reminder second reminder third reminder final demand

Email 1

Following my emails of [DATE/S] I must inform you that we have still not received payment for the outstanding sum of €4,500. Unless we receive payment within seven days we shall have no alternative but to take legal action to recover the money.
In the meantime, your existing credit facilities have been suspended.

Email 2

I wish to draw your attention to my previous emails of [DATE/S] about the overdue payment on your account. We are very concerned that the matter has not yet received your attention.
Clearly, this situation cannot be allowed to continue, and we must urge you to take immediate action to settle your account.

Email 3

According to our records, the sum of €4,500 is still outstanding on your account.
We trust that our service was to your satisfaction, and we would appreciate your cooperation in resolving this matter as soon as possible.

Email 4

On [DATE/S] I wrote to you regarding your company's unpaid account, amounting to €4,500.
May we please remind you that this amount is still outstanding. We would be grateful to receive a bank transfer in full settlement without further delay.

C Tick (✓) the most polite form, a) or b).

- 1a) This invoice should be paid immediately.
b) You must pay this invoice immediately.
- 2a) You have not paid invoice JK387.
b) We note from our records that invoice JK387 has not been paid.
- 3a) This outstanding balance is now overdue.
b) Your outstanding balance is now overdue.
- 4a) Please send a bank transfer to clear this amount.
b) Please send a bank transfer to clear this amount. If you have already dealt with this matter, then please disregard this email.

Note: the first reminder should be polite and impersonal – don't assume your customer has no intention of paying.

D Complete the emails with the phrases from the box.

concerning a payment forward the payment further delay have still not received
now two months overdue shall have no alternative should have been cleared
the outstanding sum to settle your account

First reminder

We are writing to you ⁽¹⁾..... of €12,600 for invoice number KJ678 which is now overdue. A copy of the invoice is attached.
This amount ⁽²⁾..... by the end of last month. Please send a bank transfer ⁽³⁾....., or an explanation of why the balance is still outstanding. If you have already dealt with this matter, please disregard this email.

Second reminder

With reference to my email of 21 March, I must inform you that we ⁽⁴⁾..... payment to clear the balance on your account. I am sure you are aware that late payments create problems for us. We would appreciate payment of ⁽⁵⁾..... without ⁽⁶⁾.....
If you have any queries on this matter, please do not hesitate to contact me. Thank you for your cooperation.

Final demand

I wrote to you on 21 March and 7 April regarding the balance of €12,600 on your account. I attach copies of both emails. This sum is ⁽⁷⁾..... We are very concerned that the matter has not yet received your attention. Please ⁽⁸⁾..... within seven days.
If we do not receive payment from you, we ⁽⁹⁾..... but to take legal action to recover the full amount.