**PRE-MAG MAIL EXAMPLE**

**Subject:** NZ Blood Service - Australia - May 2013 [PreMag]

**(Please do not reply to this sender, this is an automated message. Instead use the contact details in the footer of this message.)**  
  
Dear Sandy,  
  
Your advertising insertion in our May 2013 magazine is due to be published on May 6, 2013 and we have been unable to establish when payment of our Invoice No: **1481** will be made.  
  
All of our client advertising is subject to 'payment upon order confirmation', so it is imperative for us to receive cleared funds in advance of the publications going live on the Internet.  
  
May I apologise in advance if payment has already been made and I would be grateful if you could forward a copy of the proof of payment to [Sascha.French@wdmgroup.com](mailto:Sascha.French@wdmgroup.com).  
  
Once again, thank you for your participation in our digital magazine.

**Sascha French**

*Accounts Coordinator  
Business Review Australia*

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Level 39,2 | Park Street | Sydney | 2000  
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**POST-MAG MAIL EXAMPLE**

**Subject:** Invoice: 21189 [PostMag]

**(Please do not reply to this sender, this is an automated message. Instead use the contact details in the footer of this message.)**  
  
Dear Angesom,  
  
According to our records, we still await settlement of our Invoice No: **21189**.  
  
The invoice in question has been emailed to you when your order was received along with our Terms and Conditions. We are sure that this matter is an oversight on your behalf but would appreciate a response to this email, detailing when payment can be expected.  
  
**Please note that our payment terms are on receipt of invoice.**  
  
We have attempted to make contact during the past few weeks to resolve the oversight but have failed to obtain commitment to conclude this matter and reconcile your account.  
  
If settlement has already been made or is in the processing stage, could you please send proof of delivery to[Cellia.Harvey@wdmgroup.com](mailto:Cellia.Harvey@wdmgroup.com).  
  
Thank you in advance for your cooperation and your participation in our digital magazine.  
  
**Best Regards**

**Cellia Harvey***Credit Manager*

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**CFO MAIL EXAMPLE (note: the bold amount in the e-mail was specified in the Outstanding Value box on Dashboard)**

**Subject: Overdue Account**

**(Please do not reply to this sender, this is an automated message. Instead use the contact details in the lower half of this message.)**  
  
Dear Gilberto,  
  
I am reaching out to you directly to resolve a payment issue with your company.  
  
You may recall the advertisement you placed on the feature article we ran on NEC do Brasil in May 2013.  
  
As a global publisher, our finance system sends alerts when any account falls into the 'seriously delinquent' category. Like all businesses, we rely on customers paying their bills in accordance with the agreed terms and conditions. Unfortunately, our system shows your account is now seriously overdue for the amount of **5989.55**.  
  
This overdue account puts us in a very embarrassing situation given the work we completed was on behalf of your client NEC do Brasil. Per the terms and conditions, all orders were expected to be settled some time ago with payment prior to publication.  
  
In order for us to finalize the NEC do Brasil report, we must have all accounts settled. As such, it is imperative we receive payment immediately.  
  
Please contact our finance team member by email at [Roberta.MarquesReis@wdmgroup.com](mailto:Roberta.MarquesReis@wdmgroup.com) or directly by phone at with payment details.  
  
Roberta Marques Reis  
*Accounts Coordinator for Brazil and Latin America*  
Brazil Tel : [41-3941-6383](tel:41-3941-6383)  
Skype: roberta.marquesreis.wdm

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**FEATURE COMPANY NOTIFICATION MAIL EXAMPLE**

**Subject: Overdue Account**

**(Please do not reply to this sender, this is an automated message. Instead use the contact details in the lower half of this message.)**  
  
Dear Robert,  
  
I am writing to you with the hope that you are unaware of the 'delinquent' status that has been placed on your account with our company.  
  
As you may recall, we recently featured a substantial marketing initiative on behalf of Tanzania Breweries and your company booked and placed an advertisement in conjunction with this program.  
  
As part of our contractual compliance, we are now due to close the file on Tanzania Breweries and send them their final overview but we have been unable to as all monies on the project must be settled before the report can be sent and your account is still outstanding and is now seriously overdue.  
  
Unless we receive your response within 5 working days, we will send the report and will commence immediate legal proceedings to collect the debt.  
  
If you have recently sent us the payment, please can you send a copy of the proof of payment to the following e-mail address -[julian.blakey@wdmgroup.com](mailto:julian.blakey@wdmgroup.com).  
  
If there is any reason why you believe this account is not outstanding, please contact me by return so any issues can be resolved.  
  
Please contact our finance team member by email at [julian.blakey@wdmgroup.com](mailto:julian.blakey@wdmgroup.com) or directly by phone at 01603 217547 with payment details.  
  
Thank you for your participation in our digital magazine and we look forward to settlement of this account.  
  
**Julian Blakey MICM**  
*Senior Credit Manager*

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**FINAL NOTICE MAIL EXAMPLE (note: the bold amount in the e-mail was specified in the Outstanding Value box on Dashboard)**

**Subject: Final Notice**

**(Please do not reply to this sender, this is an automated message. Instead use the contact details in the footer of this message.)**

Dear Sharon,

FINAL NOTICE  
  
Despite previous attempts to recover the amount due of **USD 4,135.00** outstanding in respect of invoice no. **20641** (10/01/2013), this amount has not yet been received.  
  
Unless payment is received by cleared funds into our bank by 17/07/2013, this account will automatically be passed to our solicitor with instructions to commence immediate recovery action.  
  
This action which we have tried to avoid will attract interest of 6% above the UK base rate as indicated in our terms and conditions. Additionally any legal fees incurred will also be liable by you.   
  
Any legal action taken may seriously affect your credit rating and you may have difficulty obtaining credit in the future.  
  
Please contact our finance team member by email at [julian.blakey@wdmgroup.com](mailto:julian.blakey@wdmgroup.com) or directly by phone at 01603 217547 with payment details.  
  
We can only hope that your payment is received in time.  
  
**Julian Blakey MICM**  
*Senior Credit Manager*

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**DEBT RECOVERY MAIL EXAMPLE (note: the text in red in the e-mail was specified in the Outstanding Value box on Dashboard)**

**Subject: Notice of intended Legal Proceedings**

**(Please do not reply to this sender, this is an automated message. Instead use the contact details in the footer of this message.)**

Dear Obert,

 Debt Recovery Notice Amount ZAR 14995.00 Plus 8% Interest 600.00

We have been passed your file from WDM Accounts and is now being handled by the Litigation Department.   
  
It is clear that despite previous requests to obtain payment, you have decided to withhold settlement. Unless payment is received direct into our bank within the next Seven Days instructions will be given to commence immediate proceedings without any further reference to you. Any additional costs including interest of 6% above UK base rate will be liable by you.   
  
Should any legal action be taken, this could adversely affect your credit rating and may make obtaining credit in the future very difficult.  
  
To avoid this potential damaging situation please arrange payment by the due date.  
  
Please contact our finance team member by email at [julian.blakey@wdmgroup.com](mailto:julian.blakey@wdmgroup.com) or directly by phone at 01603 217547 with payment details.  
  
**Julian Blakey MICM**  
*Senior Credit Manager*

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