

OVERDUE INVOICES

PROBLEM

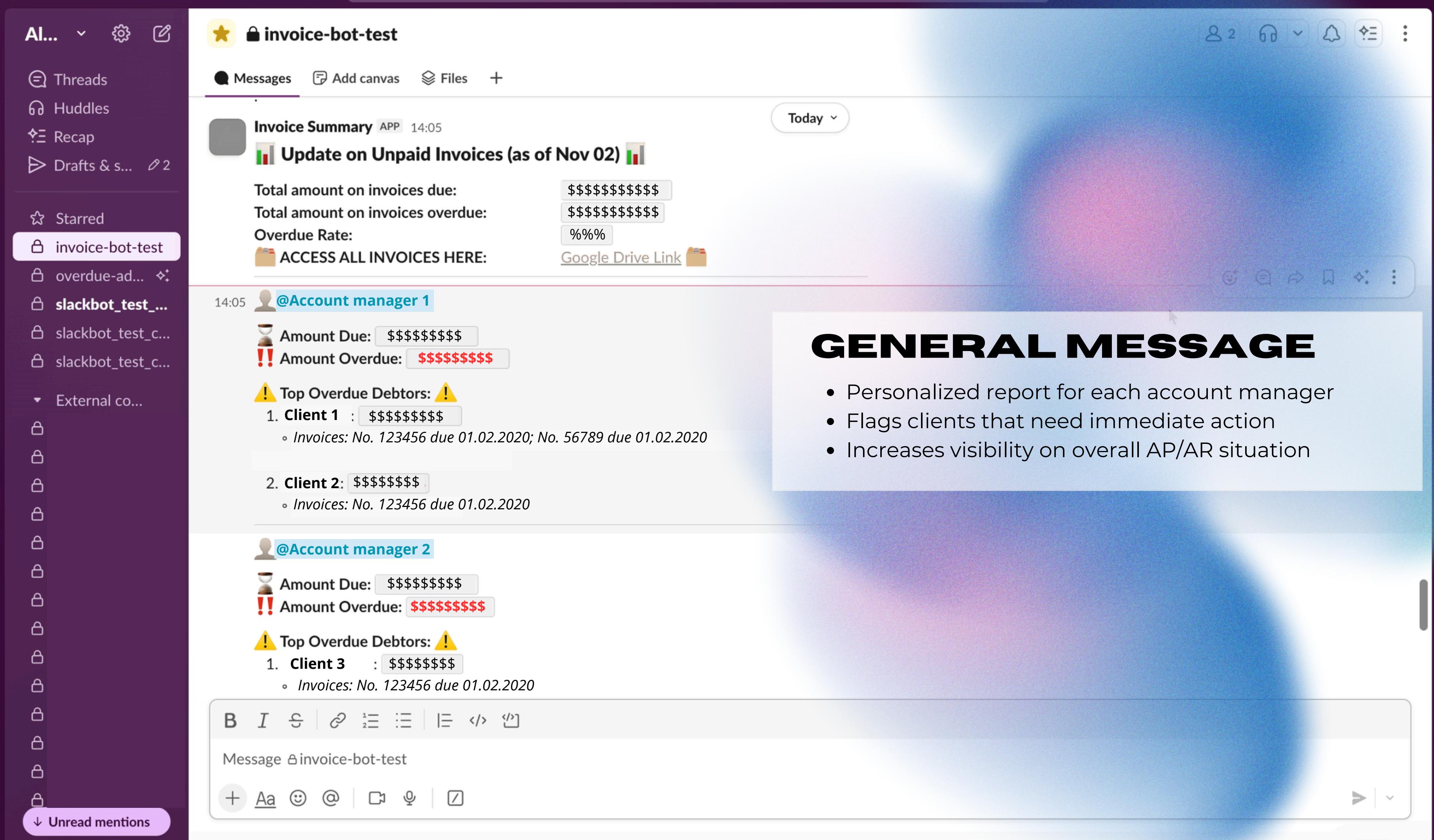
- Clients not paying on time → lower cash liquidity → excessive hours spent on manual tracking and chasing payments.
- Amounts paid differ from amounts invoices (discrepancies or transfer costs) → time-consuming reconciliation process.

OBJECTIVE

- To decrease the average invoice payment time,
- To reduce the number of outstanding overdue invoices,
- To minimize the administrative hours spent on A/R follow-up.

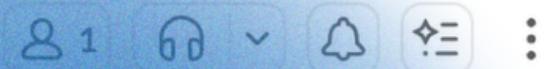
SOLUTION

- Sends personalized reports to each account manager via Slack showing total amounts due and overdue per client
- Sends reminders directly to clients, attaching invoice PDFs



AI... ▾

slackbot_test_client1



Threads
Huddles
Recap
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Messages Add canvas Files +

Reminder generated on 2025-11-02. Please find the overdue invoices in the thread of this message.

Today ▾

11 replies Last reply today at 14:02



Klara 14:02

This is a test channel for client with overdue invoices.

New



Invoice Summary APP 14:05

Overdue Invoice Reminder for Company Name

This is a reminder that you have **10 overdue invoices** outstanding:

- Invoice No. 12345678 (\$\$\$\$\$\$\$\$\$) dated 2020-01-01 due on 2020-31-03
- Invoice No. 12345678 (\$\$\$\$\$\$\$\$\$) dated 2020-01-01 due on 2020-31-03
- Invoice No. 12345678 (\$\$\$\$\$\$\$\$\$) dated 2020-01-01 due on 2020-31-03
- Invoice No. 12345678 (\$\$\$\$\$\$\$\$\$) dated 2020-01-01 due on 2020-31-03
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Please ensure these are settled as soon as possible. If you have any questions, please reach out to your account manager.

Reminder generated on 2025-11-02. Please find the overdue invoices in the thread of this message.

11 replies Last reply today at 14:05

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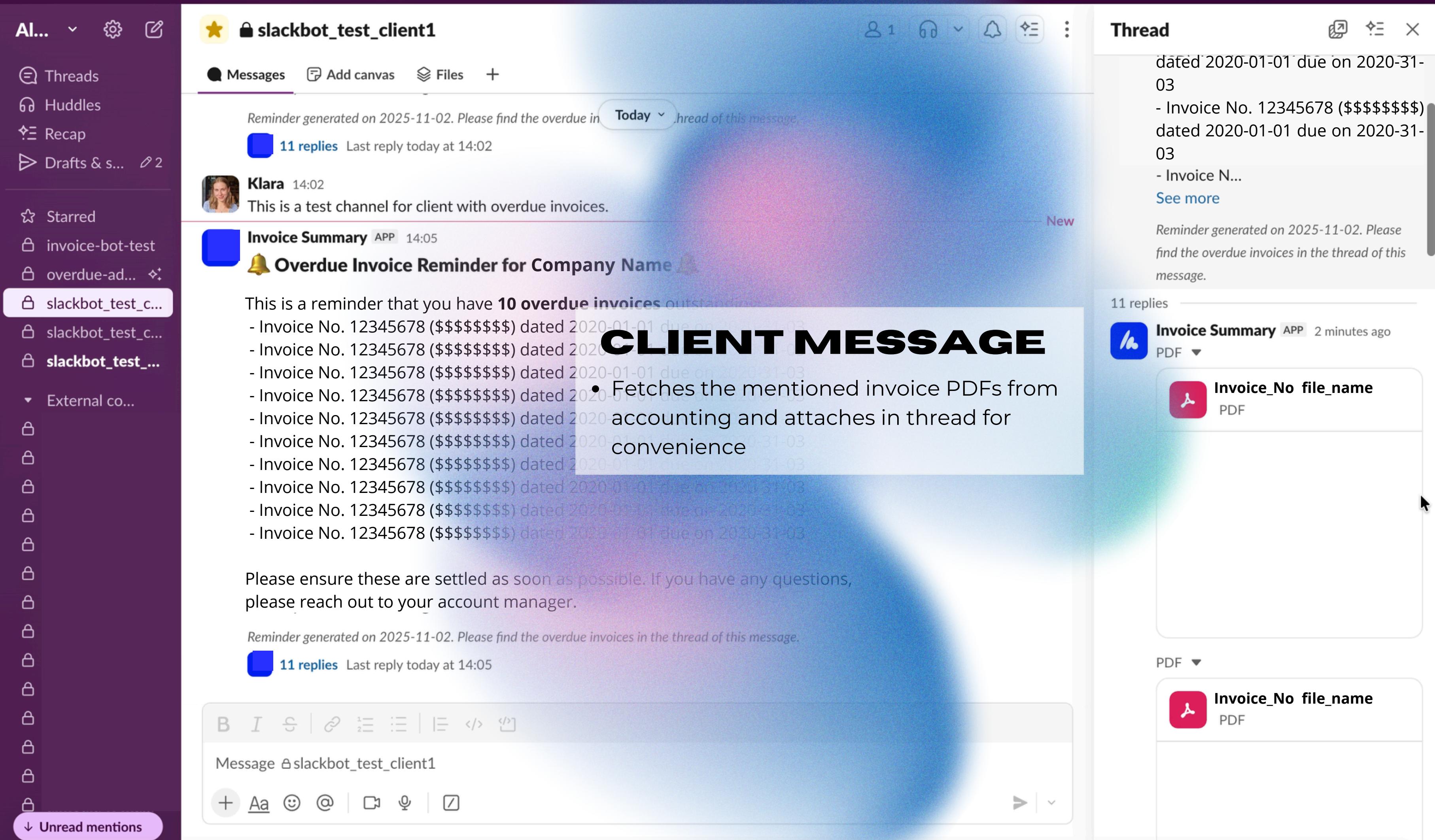
Message slackbot_test_client1

+

↓ Unread mentions

CLIENT MESSAGE

- Posted directly in client's slack (main communication tool for customer relationships)
- Flags invoices that need immediate action
- Fast clarification of edge cases where invoices were paid but not reconciled (due to discrepancies)



OVERDUE INVOICES

SLACK BOT
REMINDERS

RESULTS

- Reduction of overdue invoices from an average of 36% to 16% within a matter of 3 weeks from introducing the automation.
- Less time spent on payment chasing and reconciliation
- Increased visibility of AP/AR situation and engagement/responsiveness of both workers and clients