

Tesorio Collection Email Campaign Templates

About Tesorio:

[Tesorio](#) is revolutionizing the way mid-market businesses manage their Accounts Receivables. In a world where it's all about cash flow, Tesorio's A/R Cash Performance Platform turns revenue into *cash now*.

Improving cash performance is critical in a time of inflation and rising interest rates, AR Automation helps businesses accelerate their collections and put them at the front of the line to *get paid first*.

Curious how you can ditch the manual and time consuming process of sending one dunning email at a time? Struggling to uphold the best experience for your customers?

Our friends at [Smartsheet](#) have the ability to send 3,000 targeted emails with Tesorio in 10 seconds! Now their AR team can focus more on customer relationship-building than on constantly chasing after something that's past due which helps drastically improve their customer experience.

To learn more, please visit www.tesorio.com



Trusted by the world's great finance teams.



Cadence Template:

When to send	Email
6 days after invoice is sent	Post-Invoice Email Follow Up
2 days before due date	Friendly Reminder of Payment Coming Due
1 day past due	1st Notice - Dunning Campaign
Up to 30 days past due	Past Due Invoice(s) up to 30 days
Monthly Statement	Monthly Statement Follow Up
60 days past due	Past Due Invoice(s) 60 Days
3 months or more past due	Past Due - Pending Account Suspension

Post-Invoice Email Follow Up

Hello **[Recipient First Name]**,

Hope you are having a great week. I am checking in to ensure you received **[Invoice Number]**, which was sent on **[Sent Date]**. The invoice is due on **[Invoice Due Date]** for the amount of **[Invoice Amount]**.

I have attached the original invoice for you to review at your earliest convenience.

Please let me know if you have any questions.

Thank you,

[Your Name]

Friendly Reminder of Payment Coming Due

Subject: Friendly Reminder **[Sender Company Name]** invoice **[Invoice Number]** is Coming Due

Hello **[Recipient First Name]**,

Invoice **[Invoice Number]** is coming due on **[Due Date]** for the amount of **[Invoice Amount]**.

Thank you,
[Your Name]

1st Notice - Dunning Campaign

Subject: Overdue - **[Sender Company Name]** invoice **[Invoice Number]**; immediate attention needed

Hello **[Recipient First Name]**,

As of today, your invoice **[Invoice Number]** is past due for the amount of **[Invoice Amount]**. Please contact us and let us know when we may expect payment.

Note: If past due balance is related to sales tax please provide us with your tax exempt documentation so we can update our records. Any bank fees and/or charges related to payment is the client's responsibility as stated in our terms and conditions.

Please disregard this email if you have already remitted payment.

Thank you,
[Your Name]

Past Due Invoices up to 30 days

Subject: Past Due Balance for your Account - **[Recipient Company Name]**

Hi **[Recipient First Name]**,

We'd like to notify you that your account is now past due.

Currently, you have **[Aging Invoice Count]** invoice(s) past due for a total past due balance of: **[Aging Late Balance]**.

All past and current invoices for your account are noted in the attached statement. Should you need a copy of the invoice, please contact us at **[Sender Email]**.

If payment is on its way, thank you. As always please let us know if you have any questions by emailing **[Sender Email]**.

Thank you,
[Your Name]

Monthly Statement

Subject: Monthly Statement from **[Sender Company Name]**

Hi **[Recipient First Name]**,

Your monthly statement is attached. Currently, you have **[Aging Invoice Count]** invoice(s) outstanding for a total balance of: **[Aging Late Balance]**.

All past and current invoices for your account are noted in the attached statement.

Thank you for trusting us as your preferred vendor.

Thank you,
[Your Name]

Past Due Invoices 60 Days

Subject: Past Due Balance for your Account- **[Recipient Company Name]**

CC: Sales Rep and Account Manager

Hi **[Recipient First Name]**,

We'd like to notify you that your account is now past due.

Currently, you have **[Aging Late Invoice Count]** invoice(s) past due for a total past due balance of: **[Aging Late Balance]**.

All past and current invoices for your account are noted in the attached statement. Should you need a copy of the invoice, please contact us at **[Sender Email]**.

If payment is on its way, thank you. As always please let us know if you have any questions by emailing **[Sender Email]**.

Thank you,
[Your Name]

Past Due - Pending Account Suspension

Subject: Action Required - Pending Account Suspension by **[Sender Company Name]**

Hi **[Recipient First Name]**,

Please note that your account is now past due and is at risk of being suspended. Please pay all current and past due balances immediately to retain your access.

Currently, you have **[Aging Late Invoice Count]** invoice(s) outstanding for a total balance of: **[Aging Total Balance]**.

All past and current invoices for your account are noted in the attached statement.

As always please let us know if you have any questions by emailing **[Sender Email]**.

Thank you,
[Your Name]

Additional dunning tips:

- Make dunning notices personable and humanize collections. Have a strong relationship with the customer? Include your own personalized snippets, for example, one of Tesorio's customers at Fastly asks how the customer's kids/pets are doing.
- Add emojis! Yes, you may be chasing a payment but including an emoji can catch your customers attention and get your email opened.
- A/B test your subject lines. People don't open emails that sound like they came from a robot. Add your own personal touch to your subject lines to increase engagement.
- Empathize with your customer and if permitted, offer payment plans when an account is pending suspension. Work with your customer to understand the reasons why you may be unable to collect payment.

Interested in learning more about A/R automation and how you can put your collection email campaigns on autopilot?

[Book a free demo](#) to see first hand how Tesorio can work for you.