<link to portal>

Hi <first name>,

Just checking to see if you are receiving our emails.

I wanted to let you know that we have not yet received a payment for invoice number <invoice number> which was due on <date>.

If you have already made a payment, please contact our customer service team on <contact number>

You can also make the payment via ACH or credit card directly on our portal

Attaching the invoice for your reference.

Thanks,

<Sender’s Name>

<Sender’s Position>

**// If you have an online portal //**