ISABEL ASSIST

A friendly payment reminder

Invoice communication sample

Independent sample project. All businesses, people, situations and data are fictional.

Brief

A business owner asks me to send a friendly reminder about an unpaid invoice. My role is to verify the details, use approved wording and track the next step.

Incoming email or task

Owner's task: please remind the customer about invoice DEMO-AR-017. I checked the payment records on 8 April; according to our records, the €360 invoice is still unpaid. It was due on 6 April.

Verified scenario information

- Invoice DEMO-AR-017 is for €360, with a due date of 6 April 2027.
- The business owner checked incoming payments on 8 April 2027. I do not have bank account access in this sample.
- The owner has approved the reminder. No late fee, new deadline or payment plan is added.

Prepared email

Subject: A friendly reminder about invoice DEMO-AR-017

Hi Martin,

Just a quick reminder about invoice DEMO-AR-017 for €360, which was due on 6 April. As of 8 April, our records show that payment has not yet arrived.

If you've already paid, thank you. Please let me know so we can check that the payment has been received.

If you haven't received the invoice or have a question about it, please get in touch and I'll help find the information. I can resend the invoice if needed.

Thank you.

Best wishes,
Isabel
Assistant at Rada Loovteenused

Tracking an invoice enquiry

Sample business Rada Loovteenused

Sample case DEMO-AR-017. All invoice details and dates are fictional; the business owner confirms receipt of payment.

Invoice and communication overview

Invoice	Amount	Status	Next action
DEMO-AR-017	360 €	Receipt unconfirmed	Reminder 8 Apr 2027
Follow-up	-	Agreed 12 Apr 2027	Owner checks payment before further contact

Checklist before sending

- Compare the invoice number, amount, due date and recipient with the owner's information.
- Obtain an up-to-date confirmation that payment has not arrived.
- Check that the email contains no unapproved charges or payment promises.
- Record the sending date and next review in the communication tracker.

Handover and next step

A friendly reminder has been sent. If the customer reports paying, I will ask the owner to verify receipt. Disputes, payment difficulties or requests for instalments are referred to the owner; I do not agree new terms myself.

This is a communication and administration sample, not an accounting service or a debt demand. No real invoice, payment or payment account has been created.