

[Your Company Name/E-commerce Platform]  
[Billing Department Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]

[Date]

[Customer Name/Business Name]  
[Customer Address]  
[City, State, Zip Code]

**Subject: Notice of Outstanding Balance - Order #[Order Number]**

Dear [Customer Name],

We are contacting you regarding the outstanding balance on your account for the purchase made on [Date of Transaction]. According to our records, payment for the following invoice(s) has not yet been received:

- **Order Number:** #[Order Number]
- **Invoice Date:** [Date]
- **Total Amount Due:** [Currency Symbol][Amount]
- **Due Date:** [Date]

We understand that payment delays can sometimes occur due to technical issues or administrative oversights. If you have already sent the payment, please disregard this notice.

If payment has not been made, please settle the balance via one of the following methods:

- Log in to your account at: [Link to Website/Payment Portal]
- Direct Bank Transfer: [Bank Details/IBAN/Account Number]
- Credit/Debit Card: [Link or Instructions]

If you are experiencing difficulties with the payment process or have questions regarding this charge, please contact our support team immediately at [Phone Number] or [Email Address]. We are here to help resolve this matter quickly.

Thank you for your prompt attention to this account.

Sincerely,

[Your Name/Department Name]  
[Your Company Name]