

Date: [Current Date]

Subject: Important: Payment Pending for Order #[Order Number]

Dear [Customer Name],

Thank you for shopping with [Company Name]. We are reaching out regarding your recent online order, #[Order Number], placed on [Order Date].

Our records indicate that the payment for this purchase is currently outstanding. We understand that technical issues or simple oversights can occur, and we would like to help you finalize this transaction so we can ship your items as soon as possible.

To complete your purchase, please use one of the following options:

- Log in to your account at [Website Link] and visit the "Orders" section.
- Click this direct payment link: [Payment Link]
- Contact our billing department at [Phone Number] to pay over the phone.

If you have already sent your payment, please disregard this notice. If you have any questions or are experiencing difficulties with the checkout process, please reply to this email or call us at [Phone Number].

Thank you for your prompt attention to this matter.

Best regards,

[Your Name/Department Name]

[Company Name]

[Company Website]