

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

**Subject: Inquiry regarding your recent order #[Order Number]**

Dear [Customer Name],

We are writing to you regarding your online purchase made on [Date of Purchase] for the amount of [Amount Due].

Our records indicate that we have not yet received payment for this transaction. We understand that life gets busy, and this may have simply been overlooked. We would appreciate it if you could take a moment to check your records or update your payment information.

You can complete your payment through the following methods:

- Online Portal: [Link to Payment Website]
- Phone: [Phone Number]

If you have already sent your payment, please disregard this notice. If there is an issue with your order or if you have any questions, please contact our support team at [Email Address] or [Phone Number].

Thank you for being a valued customer.

Sincerely,

[Your Name/Company Name]

[Billing Department]