

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

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

Subject: NOTICE OF OVERDUE PAYMENT AND ONLINE PORTAL GUIDE

Dear [Customer Name],

Our records indicate that your account is currently past due. As of [Current Date], we have not received payment for invoice #[Invoice Number], which was due on [Due Date]. The outstanding balance is \$[Amount Due].

To avoid any disruption in service or late fees, please settle this balance immediately. For your convenience, we encourage you to use our online payment portal.

How to Access the Online Portal:

1. Visit our website at: [Website URL]
2. Click on the "Customer Portal" or "Pay My Bill" link.
3. Log in using your account number: [Account Number].
4. Navigate to the "Payments" section.
5. Select "Pay Now" and choose your preferred payment method (Credit Card/ACH).

Benefits of Using the Portal:

- View real-time account balances and transaction history.
- Set up automatic recurring payments to avoid future late fees.
- Download and print past invoices.

If you have already sent your payment, please disregard this notice. If you are experiencing financial difficulties or have questions regarding your bill, please contact our billing department at [Phone Number] or [Email Address] so we can assist you with a resolution.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Department]
[Your Company Name]