Payment Reminder Messages

Polite wording to paste into your own text or email. Replace the **[brackets]** with what's in your records.

1. Due today

The due date is today. Not late yet.

Hi **[Name]**, a friendly reminder that **[amount]** for lawn care (ref **[bill/reference]**) is due today. If you've already paid, please send the payment date/reference so I can check. Thank you!

2. Overdue

The due date has passed. Use only the overdue amount, not anything due later.

Hi **[Name]**, my records show **[amount]** for lawn care (ref **[bill/reference]**) was due **[due date]** and is still open. Could you let me know when I can expect payment? If you've already paid, please send the payment date/reference so I can check. Thank you!

3. Before an upcoming visit

Something is overdue and you're due back soon. A check-in, not a cancellation notice.

Hi **[Name]**, before your next visit on **[visit date]**, I wanted to check on **[amount]** for lawn care (ref **[bill/reference]**) that was due **[due date]**. If you've already paid, please send the payment date/reference so I can check. Thank you!

Keep it fair and accurate

- **Not due yet? Don't send a late notice.** Wait until the due date.
- **Stick to what you recorded:** the amount, your bill or reference, and the due date. Drop “(ref ...)” if there isn't one.
- **No fees, penalties or legal language** unless they're already in terms your customer agreed to.
- **If they say they've paid,** check your bank, payment app, cash and checks before following up again.
- **Check the name and amount against your records before you send.** You send every message yourself; nothing is sent for you.

© 2026 Rabbit River Systems · For use in your own business. Please don't share or resell.