Service Reminder Messages

Short, friendly wording to send from your own phone or email. Replace the **[brackets]** with what's in your records.

1. Coming up

The recorded due date is within the next 30 days.

Hi **[Name]**, a friendly reminder that by our records, **[Site]** is coming up for septic pumping around **[Date]**. Would you like to set up a time? Just reply and we'll find a day that works.

2. Due or past due

The recorded due date is today or has passed.

Hi **[Name]**, by our records, **[Site]** was due for septic pumping on **[Date]**. If you'd like to book a visit, just reply and we'll find a time.

3. Serviced elsewhere?

Use this when you're not sure your record is current.

Hi **[Name]**, our records show the last septic pumping at **[Site]** on **[Last service date]**. If it's been pumped since then by someone else, could you let us know the date so we can update our records? Thank you!

Keep it accurate and low-pressure

- **Use your records, not alarm.** Mention the site and the date from your schedule. Skip warnings about failures, safety or rules.
- **Offer, don't book.** Let the customer reply; don't set an appointment for them.
- **Contacting isn't servicing.** Leave the last service date alone until pumping is actually done.
- **If they say someone else pumped it,** ask for the date. Once they confirm it, record that as the last completed service.
- **Check the name, site and date before sending,** and send it from your own phone or email.

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