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Sample Friendly Reminder Call Scripts

Payment Reminder Call (Level I - Friendly):

Hello, I am calling from [Your Company]. Hope you are doing well. *[If you know any personal details about your customer, such as kids, family, any recent occasion (wedding, baby), etc., ask about them here]* Just wanted to get in touch with you to make sure you are happy with our service. I am aware that we recently *[explain the service you provided]* and wanted to make sure you were happy with the result. I am sure you guys have a lot going on but just wanted to connect to see if you have any questions or comments.

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Tip: Make this call just to let your customers know that you care about their satisfaction. The point of this call is to not get in an argument with the customer. It's just to let them know that you are closely monitoring your accounts. All you are trying here is to make the law of reciprocity to kick in: when your customers see that you care about what they think, they also start caring about paying you back.
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Late Payment Call (Level II - Friendly):

Hi, hope everything is going well. *[Again, feel free to talk about personal things to break the ice].* Just wanted to get in touch with you to see if you have any questions on the invoice we sent on *[dd/mm].* I am sure you are busy with work, but would much appreciate if you could take a moment to look at the invoice when you get a chance and let us know if you have any questions. Thanks a lot!

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Tip: This is the first call you talk directly about the invoice. Your customer knows that you are tracking your receivables and are on top of your accounts. This is to give your customer the impression that you are organized, disciplined and are closely monitoring your receivables. In Business-to-business settings, try to speak with the same person you spoke with last time so there is a relationship history.
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