[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: COLLECTION FOLLOW-UP ON RELEASE OF PENDING ORDER**

Dear [CLIENT NAME],

It was a pleasure speaking with you again on [DAY]. As we discussed over the phone, we have released your "pending" order on our terms of net [NUMBER] days, with payment expected before [NUMBER] days from the date of the invoice. We hope that these new terms will be to your convenience.

We will make sure that your account will be corrected to reflect the new changes.

We appreciate your honesty and are looking forward to continuing to serve you in the future.

Kind regards,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]