

The background of the slide is a photograph of a business meeting. Several people are seated around a wooden table, looking at documents and a laptop. A coffee cup is on the table. A large teal shape is overlaid on the left side of the image, containing the main title. The title is in a bold, dark blue font. The word 'NEW' is in a smaller font size than 'BUSINESS' and 'ENGLISH 6'.

# NEW BUSINESS ENGLISH 6

## Lesson 29

### Asking for Payment



# LEARNING **GOAL**

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- ◆ Asking for Payment (Chasing Payment)



# Warm-up



To: customer1@email.com, customer2@email.com, customer3@email.com

Subject: Reminder of the overdue invoice

Dear customer,

This is the last reminder of your overdue invoice. Please pay the invoice as soon as possible.

The next step in our process is to proceed with legal actions without any further communication. You may contact us if you would like to make another financial arrangement.

\*If payment has recently been made, please ignore this reminder.  
Thank you for your cooperation.

Best regards,  
Abby Lee



Send





**Abby makes a call to confirm whether Tracer has received the goods. She also has to press Tracer for payment since he has not replied to her reminder letter.**

# Situational Dialogue

Listen to the audio.

**Abby:** Hello, Tracer. This is Abby. I would like to confirm if you have received your order, along with the invoice.

**Tracer:** Hi, Abby! We're glad to receive it on time.

**Abby:** Great! However, according to our records, you still have an **outstanding** sum of 10,000 USD on your account. We would appreciate your cooperation in **resolving** this matter as soon as possible.

**Tracer:** Sorry, but we are currently facing problems with our cash flow.

**Abby:** Well, what I can suggest is that - you pay half of it this month, and the other half will be next month. So you won't have to **pay in one go**.

**Tracer:** That's a good **compromise**, and please accept my apologies.

## Email Review

Read the email and answer the questions.

**Abby:** Hello, Tracer. This is Abby. I would like to confirm if you have received your order, along with the invoice.

**Tracer:** Hi, Abby! We're glad to receive it on time.

**Abby:** Great! However, according to our records, you still have an outstanding sum of 10,000 USD on your account. We would appreciate your cooperation in resolving this matter as soon as possible.

**Tracer:** Sorry, but we are currently facing problems with our cash flow.

**Abby:** Well, what I can suggest is that - you pay half of it this month, and the other half will be next month. So you won't have to pay in one go.

**Tracer:** That's a good compromise, and please accept my apologies.

# Learning Goals

## ∴ Dealing With Poor Payment Behavior From Customers

1. State the fact



2. Seek cooperation



3. Give a solution

According to our records, you still have an outstanding sum of 10,000 USD on your account.  
**We would appreciate your cooperation in resolving this matter as soon as possible.**

Sorry, but we are currently facing problems with our cash flow.

**Well, what I can suggest is that** - you pay half of it this month, and the other half will be next month.

# Learning Goals

## ∴ Dealing With Poor Payment Behavior From Customers

### Excuse 1: They forgot to pay.

**Customer:** *My apologies, I got busy and forgot to pay.*

#### You can say:

Thank you, I understand that can happen.  
Are you in a position to make a payment now?

I've made a note in my system to reflect the promised payment and we'll look forward to receiving it. Have a great day.

### Excuse 2: The invoice hasn't been approved.

**Customer:** *Unfortunately, the invoice has not yet been approved by my director.*

#### You can say:

Sorry to hear that. I know these things are out of your control. Has there been a query with the invoice for it to be left unapproved?

Is it possible to request for it to be approved today?  
The invoice is now overdue. If your director has any queries at all, feel free to contact me by phone.



# Learning Goals

## ∴ Dealing With Poor Payment Behavior From Customers

### Excuse 3: The invoice is incorrect

#### If the customer is correct

##### **You can say:**

Apologies and thanks for explaining. I'll have that looked into right away. I'll issue an updated invoice as soon as this has been resolved. I'll be back in touch shortly.

#### If the customer has misunderstood

##### **You can say:**

Thank you for explaining, however, there seems to have been a misunderstanding.  
(*Explain the misunderstanding*).

We'll endeavor to make this clearer in the future, however, for now this invoice remains due. Let me know if there's anything I can do to help facilitate payment.

**Customer:** *I haven't paid as the invoice is incorrect.*  
**You:** *I'm very sorry to hear that. Could you please explain what the problem is?*

# Oral Practice

## Scenario:

Imagine you're calling a customer to chase payment.

Choose one situation below and make a short dialogue with your teacher.

**Customer:** *So sorry,  
I was too busy to  
pay on time.*

**Customer:** *I haven't  
paid as the invoice  
is incorrect.*



**Customer:** *I'm afraid  
that the invoice has  
not yet been approved  
by my supervisor.*

**Customer:** *Sorry,  
there is a problem  
with our cash flow.*

# Overview

## Keywords and expressions

*outstanding / resolve/ compromise/ pay in one go*

## Key expressions in chasing payment:

- 1. State the fact: According to...*
- 2. Seek cooperation: We would appreciate your cooperation in resolving this matter as soon as possible.*
- 3. Give a solution: Well, what I can suggest is that ...*

*Made by Sensen  
Proofread by Anape*

