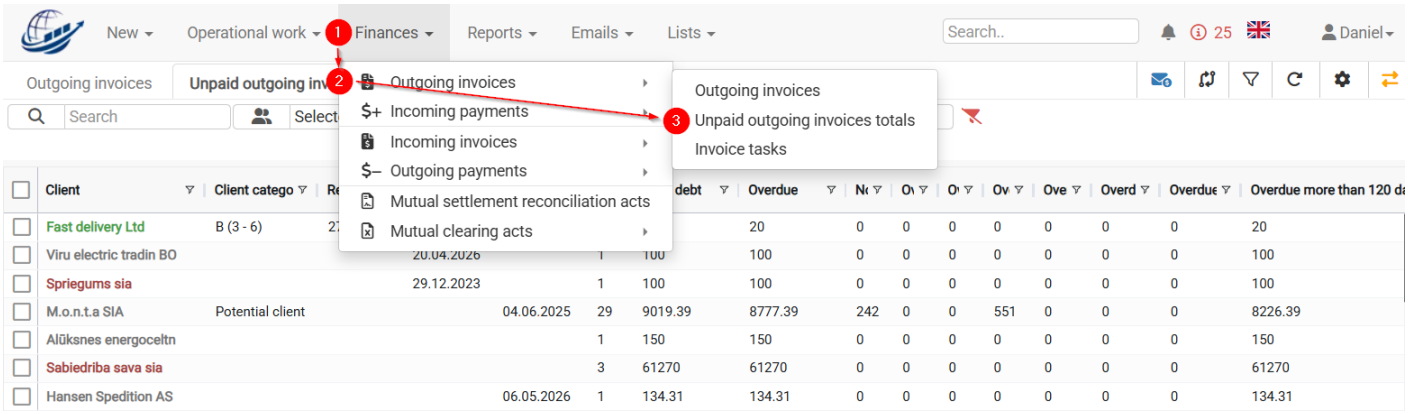
How to send payment reminders for unpaid outgoing invoices?

Use this instruction when you need to send payment reminders to customers for unpaid outgoing invoices.

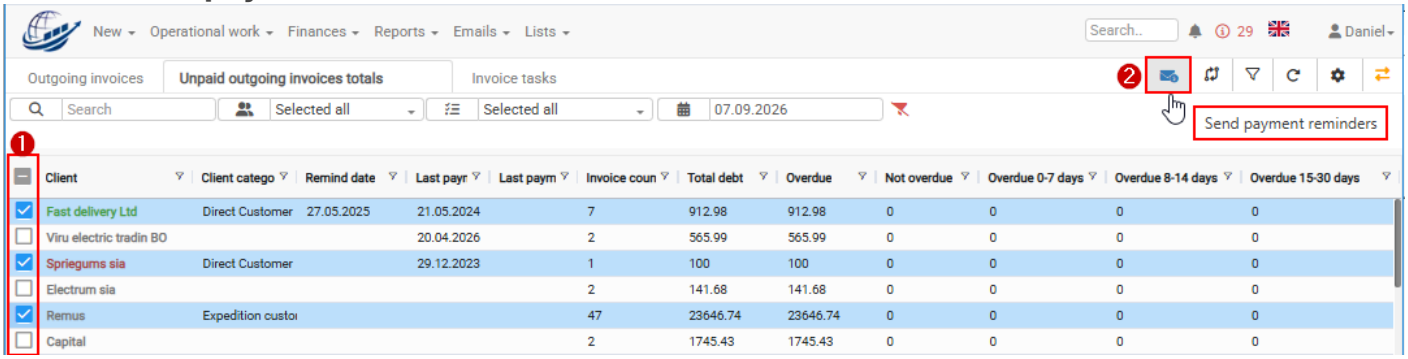
1. Open **Finances → Outgoing invoices → Unpaid outgoing invoices totals**.



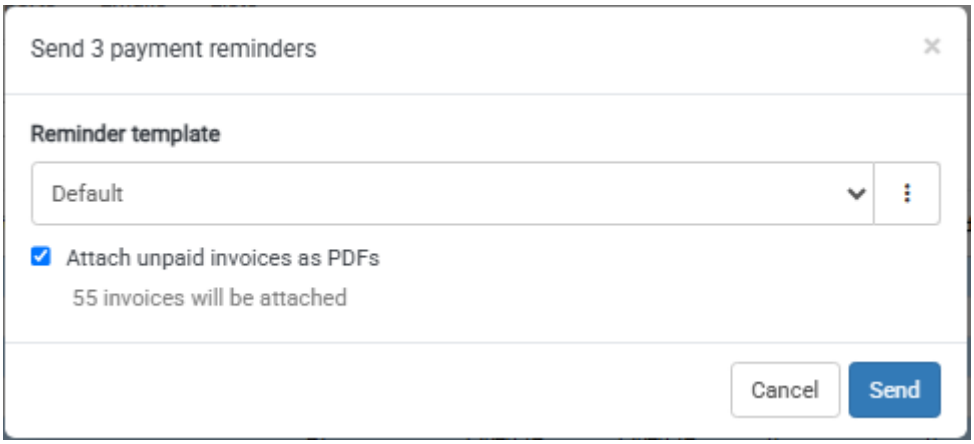
2. In the **Due date** field, select the date you want to check (usually today).
3. CLOUDEX TMS will show the invoices that were still unpaid for the selected due date.

> If no **Due date** is selected, the system will display all unpaid invoices.
> Usually, payment reminders should be sent only for overdue invoices.

4. Select the customers for whom you want to send payment reminders.
5. Click **Send payment reminders**.



6. In the reminder window, select the required payment reminder text.
7. If needed, select **Attach unpaid invoices as PDFs**.
8. Send the payment reminders.

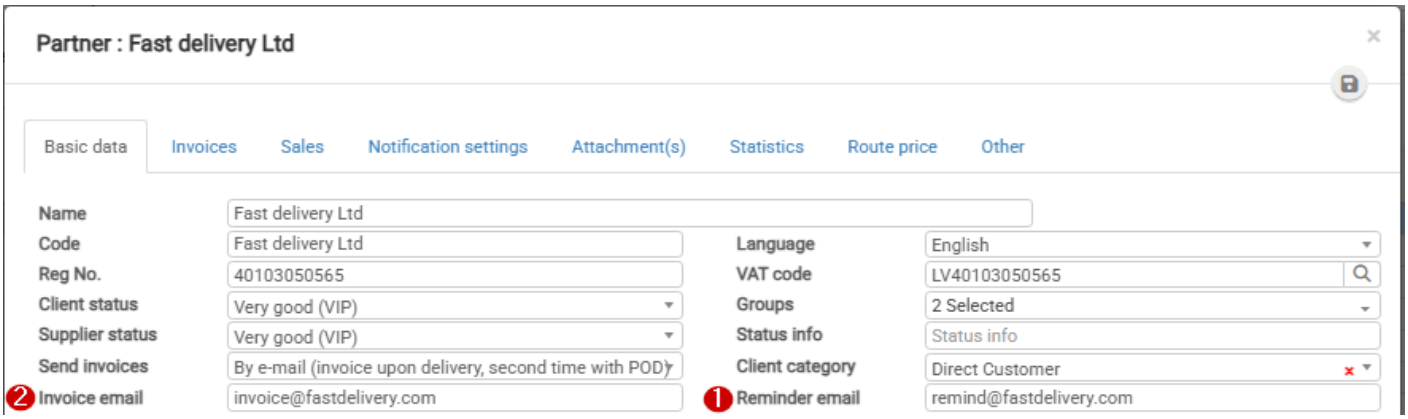


> If **Attach unpaid invoices as PDFs** is selected, the unpaid invoices will be added to the reminder email as separate PDF attachments.

Where will the payment reminder be sent?

CLOUDEX TMS sends the payment reminder using this order:

1. To the customer's **Reminder email**.
2. If the **Reminder email** is empty, to the customer's **Invoice email**.
3. If both fields are empty, the reminder is sent to the manager responsible for the order included in the



Common mistakes

- No **Due date** is selected, so all unpaid invoices are shown.
- The wrong customer is selected.
- The customer's **Reminder email** is empty.
- The invoice is unpaid in CLOUDEX TMS, but it has already been paid outside the system.
- Unpaid invoice PDFs are not attached when the customer needs invoice copies.

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