

EMAIL INVOICE TEMPLATE

Your latest bill

Hello Cetus

Account Number 4901005393

Thank you for being a Zappy customer, please find attached your latest electricity invoice. We have summarised what's owed and when it's due below.

Previous balance	\$73.13
Payments received	\$81.00
Opening balance	\$7.87 CR
New Charges	\$96.59
Billing period	01/06/2022 to 30/06/2022, 29 days
New charges due date	29/07/2022
Total amount due	\$88.72

Pay your bill now

Pay online at [MyAccount](#) or call us on [1300.00.00.00](#) to pay by Visa or Mastercard. If you would prefer, you can pay via BPay using your internet banking using the biller code 99999 and reference 49010053939. You can also set up a direct debit through [MyAccount](#) to avoid any late payment charges.

PAY NOW

Banner / First sentence

The email banner and first sentence now include the word **first**, **final** or **latest**.

Invoice summary

The summary includes:

- Previous balance
- Payments received
- Overdue amount or Opening balance
- New charges
- Billing period (start and end period, day count)
- New charges due date
- Total amount due

Payment arrangements

Payment messaging is based on:

- If customer is on payment plan (credit card, bank account, or manual)
- If customer is on Smoothpay (credit card and bank account)
- If customer is on direct debit (credit card or bank account)
- If customer is manual payment

PAYMENT ARRANGEMENTS - MESSAGING

IF YOUR CUSTOMER IS ON A PAYMENT PLAN

DIRECT DEBIT – CREDIT CARD

Your payment arrangement

In accordance with your payment plan, your payment of \${{pplan_next_amount}} will be direct debited from your credit card on {{due_date}}. Please ensure there are sufficient funds available to avoid any additional fees.

DIRECT DEBIT – BANK ACCOUNT

Your payment arrangement

In accordance with your payment plan, your payment of \${{pplan_next_amount}} will be direct debited from your bank account on {{due_date}}. Please ensure there are sufficient funds available to avoid any additional fees.

MANUAL

Your payment arrangement

Your payment of \${{pplan_next_amount}} must be made as per your payment plan. Please ensure your payment is received by this {{due_date}} to avoid breaking your payment plan and incurring additional fees.

pay now button

IF YOUR CUSTOMER IS ON SMOOTHPAY

DIRECT DEBIT – CREDIT CARD

Your payment arrangement

In accordance with your smoothpay arrangement, your payment of \${{smoothpay_next_amount}} will be direct debited from your credit card on {{due_date}}. Please ensure there are sufficient funds available to avoid any additional fees.

DIRECT DEBIT – BANK ACCOUNT

Your payment arrangement

In accordance with your smoothpay arrangement, your payment of \${{smoothpay_next_amount}} will be direct debited from your bank account on {{due_date}}. Please ensure there are sufficient funds available to avoid any additional fees.

IF YOUR CUSTOMER IS IN CREDIT

Please do not pay this invoice

Your bill shows that you are in credit. The balance on your account will go towards your next bill.

IF YOUR CUSTOMER IS ON A DIRECT DEBIT

DIRECT DEBIT – BANK ACCOUNT

Please do not pay this invoice

Your payment of \${{total_due_amount}} will be direct debited from your bank account on {{due_date}}.

DIRECT DEBIT – CREDIT CARD

Please do not pay this invoice

Your payment of \${{total_due_amount}} will be direct debited from your credit card on {{due_date}}.

IF YOUR CUSTOMER IS MAKES MANUAL PAYMENTS

Pay your bill now

Pay online at [MyAccount]({{oss_url}}paymybill?accountNo={{account_number}}&amount={{treatment_amount}}) or call us on [{{brand_freephone_number}}](tel:{{brand_freephone_number}}) to pay by Visa or Mastercard. If you would prefer, you can pay via BPay using your internet banking using the biller code {{bpay_biller_code}} and reference {{bpay_ref}}. You can also set up a direct debit through [MyAccount]({{oss_url}}) to avoid any late payment charges.

(pay now button)