**SMS RUN SHEET FOR LATE PAYERS**

**TIPS**: Use the Storer’s first name - ‘Dear Dave’- and sign off with the Facility name and a manager’s name – ‘Trev, WeRock SS’, this personalizes the SMS and makes it harder to ignore. Psychologically, even if the text is automatically generated by a computer the receiving Storer will find a personal text harder to ignore than a generic one.

Set your systems to send the text at the very start of the business day, so it looks as though you are straight onto arrears as soon as the office opens. This creates the impression that your business takes default very seriously, making them your number one priority of the working day.

Make sure someone is actually in the office and able to take the calls when you send your reminders out. This might include for example, that the computer is fired up and ready to take a payment, or you are not sending the out SMS notices outside working hours when the office is unattended.

**Day payment is due (optional)**

Your Storage Fees of $X [insert amount] are due today. To make your payment on time and ensure you do not incur a Late Fee of $X [insert Late Fee amount] please contact me by 5pm today on 1234 5678 [insert office number].

**One day overdue**

Your Storage Fees are now overdue and a late fee may be applied to your account. Please contact us urgently on 1234 5678 [insert your office number] for immediate payment of $x [insert outstanding amount].

**7 Days**

Your Storage Fees are now 7 days overdue, your Space has been overlocked and a late fee has been applied. Please contact us urgently on 1234 5678 [insert your office number] for immediate payment of $X [insert outstanding amount].

**14 Days**

Your Storage Fees are now 14 days overdue. Your Space is overlocked and access to the Facility suspended. Please contact us urgently on 1234 5678 [insert your office number] for immediate payment of $X [insert outstanding amount].

**21 Days**

Your Storage Fees are now 21 days overdue. We are initiating default procedures, which include preparing to access your Space to arrange disposal of your goods. Please contact urgently us on 12345678 [insert your office number] for immediate payment of $X [insert outstanding amount].

**28 Days**

Your Storage Fees are now 28 days overdue. We will enter your Space in 14 days and may dispose of your goods. Please contact urgently us on 1234 5678 [insert your office number] for immediate payment of $x [insert outstanding amount]. YOUR GOODS MAY BE DISPOSED OF IN 14 DAYS IF YOU DO NOT PAY THIS ACCOUNT. Please note that another LATE FEE of $X[insert Late Fee amount] will be applied to your account if payment is not made within the next few days.

**40 Days**

Your account is now 40 days overdue. We will enter your Space in the next 48 hours and may dispose of your Goods. To prevent the impending disposal of your goods you must pay your full outstanding amount of $X [insert outstanding amount] before 5pm [insert the day and date that will be the Storer’s 42 day default ie it should be 2 days from today]. Please contact us urgently on 1234 5678 [insert your office number] for immediate payment of $x [insert outstanding amount]. YOUR GOODS MAY BE DISPOSED OF IN 48 HOURS IF YOU DO NOT PAY THIS ACCOUNT IN FULL.

**43 Days**

Your account is now more than 42 days in arrears. We may enter your Space TODAY for the purposes of disposing or selling your goods. It is critical that you contact us immediately on 1234 5678 [insert your office number] to avoid disposal of your goods.

**DAY OF ENTRY (Optional – used successfully by many members)**

Please find attached a photo of your goods. We have entered your Space today for the purposes of arranging disposal. If you want to avoid having your goods disposed of, please contact us urgently to arrange immediate payment $X[ insert overdue amount].