Plan of Action for Collections

1) Escaped/Left, Not-Checked-in Students

Overdue Amount: £645,959.76 (ESCAPERS, CANCELAFTERCHECKIN, CANCELWITHPENALTY)

Row Labels	Sum of Outstanding Amount
Cancelaftercheckin	£ 167,926.46
Cancelwithpenalty	£ 174,445.98
Escapers	£ 303,587.32
Grand Total	**£ 645,959.76**

Number of Students: 168

Managing Responsible Member: Burak, Umang, Ijas, and Chester (Asian students)

Actions required by team

- Student to be called, emailed, WhatsApped (providing detailed information such as their unis, addresses, parent details).
- Parents to be called, emailed, WhatsApped.
- Email follow up by Mr Joy, and Umang upon Burak's email.
- Institution, school or university to be reached over email.
- Endless, and group bookings to be considered by Umang.

Separate Action

- CCI will be followed by Burak at the same time.
- Filter UK based students
- Place anything below < 5000 to CCI on immediate basis.

2) **In-House Overdue**

Overdue Amount: £443,021.88

Row Labels	Sum of Outstanding Amount	
CCI	£	46,418.77
Endless	£	91,024.14
Group/School bookings	£	10,635.62
Maintenance issue	£	8,080.10
New Invoice	£	3,316.66
Pre-action letter	£	54,774.09
Proof received	£	27,769.79
proof requested	£	1,783.86
Short payment	£	7,669.42
Unresponsive	£	91,952.01
Will pay	£	99,597.42
Grand Total	**£**	**443,021.88**

Number of Students: 236

Responsible Member: Mustafa & Vlad

Actions required by team

- Print overdue letters.
- Visit residences/rooms for inspections identify room status.
- Meet with students to hand over letters and collect overdue.
- Revoke access if not at home or not paid.
- Request key card reader by operations to see last status of access.
- If escaped report the room status and ensure unplacement.
- Filter high risk students and contact their parents along with full support from sales team and agencies.

3) **Not-inhouse Overdue**

Overdue Amount: 282,237.94

Row Labels		Sum of Outstanding Amount
Endless	£	25,831.42
Group/School bookings	£	206,968.47
Pre-action letter	£	1,610.00
Proof received	£	1,870.00
Short payment	£	532.13
Unresponsive	£	41,446.46
Will pay	£	3,979.46
Grand Total	**£**	**282,237.94**

Number of Students: 55

Responsible Member: Hiba and Team

Actions required by team

- Student to be called, emailed, WhatsApped.
- Parents to be called, emailed, WhatsApped.
- Email follow up by sales member upon Hiba's email.
- Institution, school or university to be reached over email.
- Collective email to sales team in one go including management for support.
- Endless, and group bookings to be considered by Umang.

4) **25/26 Academic Year Overdue**

Overdue Amount: £53,911.19

Row Labels		Sum of Outstanding Amount
Group/School bookings	£	31,500.00
Proof received	£	6,480.00
Unresponsive	£	6,923.33
Update requested	£	8,607.86
Will pay	£	400.00
Grand Total	**£**	**53,911.19**

Number of Students: 7

Responsible Member: Hiba and Team

Actions required by team

- Student to be called, emailed, WhatsApped.
- Parents to be called, emailed, WhatsApped.
- Email follow up by sales member upon Hiba's email.
- Collective email to sales team in one go including management for support.
- Endless, and group bookings to be considered by Umang.