

Late Payment Outreach Flow

A consistent, respectful sequence for following up on overdue tuition.
Follow the same steps for every account so outreach stays fair, timely, and documented.

Day 1 — Payment due

Automated reminder

Friendly reminder that payment is due today, with the amount and a link to pay.

Day 3 — Gentle nudge

Email / SMS

"We noticed this hasn't come through yet — let us know if you need anything."

Day 7 — Personal check-in

Phone call

A warm call to understand the situation and offer options.

Day 14 — Offer a plan

Call + written summary

Propose an instalment plan or adjusted dates; confirm in writing.

Day 30 — Formal follow-up

Letter / meeting

Clear written notice of the balance and next steps, with a path to resolve.

ACCOUNT TRACKER

FAMILY / STUDENT	AMOUNT	LAST CONTACT	STAGE	NEXT STEP / DATE