STANDARD OPERATING PROCEDURE

AlphaBEST EDUCATION	Version:	1.0
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Title:	Accounts Receiveable Collection

SOP Owner:	Department:	Applies To:
Director of Financial Accountability and Growth	Accounts Receivable	Accounts Receivable Team Field Managers Regional Directors

Purpose:

This SOP defines and aligns the responsibilities of the Accounts Receivable Team, Field Managers, Regional Directors, and the respective Vice Presidents in the collection and enforcement of outstanding receivables.

The objective is to protect company revenue, improve cash flow, ensure consistent enforcement of payment policies, and establish clear accountability and escalation procedures.

Scope:

This policy applies to the Accounts Receivable Team, Field Managers, Regional Directors, and the rexpective Vice Presidents.

It governs invoice generation, collection outreach, enforcement, escalation, exception approvals, and balance adjustment controls.

Standard Collection Process:

3.1 Invoice Generation

- Weekly Accounts: Invoices generated every Sunday
- Monthly Accounts: Invoices generated on the 1st of each month
- All invoices issued through KangarooTime

3.2 Automated Reminder Cadence

KangarooTime issues automated payment reminders on Tuesday and Thursday.

3.3 Wednesday AR Review
Each Wednesday, the Accounts Receivable Team reviews aging reports, identifies accounts more than two (2) weeks in arrears, and notifies respective Field Managers and account holders.

3.4 AR Notification to Field Managers and Account Holders
Notification includes account holder name, total past due amount, last day of attendance, and designated disenrollment date.Field Managers must verbally contact the parent/guardian, communicate the outstanding balance, reinforce the payment deadline, advise of disenrollment if unpaid, and note conversations and/or efforts in KT internal notes.

3.5 Friday Enforcement Review
Each Friday, the AR Team verifies payment status.

Disenrollment will proceed if payment is not made by the end of the day on Thursday. AR Team will process disenrollment in KangarooTime. AR Team will notify sites and Field Managers of all disenrolled accounts.

Regional Director Exception Authority:

AlphaBEST does not offer payment plans.

Field Managers may request a Regional Director exception for short-term payment due date extensions. Requests must include account holder name, past due amount, current disenrollment date, reason, and proposed revised payment date. Extensions may not exceed a two-week period.

Exceptions must be approved by an RD, documented, and communicated to AR. Recurring extensions are not permitted.

Financial Controls:

All accounts in arrears are managed exclusively by the Accounts Receivable Team.

Field Managers may not request balance adjustments, credits, invoice modifications, or status changes from other departments without AR Team knowledge and approval.

Compliance & Accountability:

Adherence to this SOP is mandatory. Failure to comply with response timelines, escalation requirements, or financial control standards may result in escalation and performance review consideration.