Standard Operating Procedure (SOP)

Coordination Between Finance, IT, and Operations for Student Check-In Compliance

1. Purpose

This SOP outlines the workflow and communication responsibilities between the Finance Department, IT Department, and Operations (Vlad and Mohammed) regarding students who are not cleared for check-in, have overdue payments, or have missed their installment deadlines.

---

2. Weekly Finance Notification

- **Every Wednesday**, the **Finance Department** will send an updated list of all students who are **not cleared for check-in**.
- This list will include any students who:
- Have overdue installments.
- Have not met financial requirements.
- Are otherwise not approved financially for arrival.

---

3. Monday Morning Overdue Review Meeting

- **Every Monday morning**, **Vlad and Mohammed** will meet briefly to review:
- Any **overdues from the weekend**.
- Any students who attempted to check in despite not being financially cleared.
- Any discrepancies or updates needed for room status.

---

4. IT Push Email Notifications

- The **IT Department** will send automated emails at the following times:

a. Three Days Prior to Arrival - An automated email will be sent **3 days before the scheduled arrival date** to any resident who still has **overdue payments**. **b. Day of Check-In Notification (3:00 PM)** - On the **day of the scheduled check-in at 3:00 PM**, a push email will be sent to: - **Vlad and Mohammed** - The **respective sales agent** - This email will flag any students who: - Still have **outstanding installments**, **and** - Have reached their scheduled check-in date without payment.

5. Immediate Unplacement Procedure

Upon receiving notification (from Finance, IT, or Ops), if a student has:

- Missed payment **and**

- Passed the check-in date

The student is to be unplaced immediately.

- Once unplaced:
- The room is to be marked as **available for sale again**.
- Sales and Operations teams may begin reallocating the room to new prospects.

---

6. Responsibilities Summary

Department	Responsibility
Finance	Send weekly list of students not cleared for check-in (Wednesday).
Operations (Vlad & Mohammed)	Review weekend overdues every Monday morning; take action on unplacements.
IT	Send automated push emails for students missing installments after check-in date.
Sales Agents	Follow up with assigned students flagged by IT.

---

7. Effective Date

This SOP is effective immediately and remains in place until updated or replaced.

If any department requires clarification or updates to this process, please contact Operations Management.