



For Better Accounts Receivable Recovery



Increase Your Recovery: Early Intervention Strategy for Accounts Receivable

WHY KO BUSINESS SOLUTIONS?

We are not a collection agency, but a partner dedicated to troubleshooting potential repayment issues through early intervention with students.

Our approach includes several key points, including we support student retention while safeguarding the relationship between the student and the university; our goal is to foster student success by encouraging enrollment and re-enrollment with satisfactory payment arrangements; and we provide robust intervention for students who have recently become past due. When you utilize our early intervention programs, your institution is guaranteed:

- **STRATEGIC OUTREACH** - Our management team has led the way in establishing one of the first outsourced call centers in higher education dedicated to managing financial aid and tuition payment issues.
- **ON-DEMAND CAPACITY** - We offer resources on demand, ensuring tailored support to meet the specific needs of your portfolio.
- **GUARANTEED EXPERTISE** - Our team brings extensive experience, having managed over 1,000,000 interactions in the past four years, specifically supporting higher education professionals.



THE BENEFITS

- **INCREASED ENGAGEMENT** - Our outreach strategy aims to boost direct contact with your student population, in many instances up to 25% or greater. This leads to notable outcomes, enhanced student retention and improved cash flow.
- **IMPROVED STUDENT SATISFACTION** - Both current and former students experience higher satisfaction levels when their calls and questions are answered promptly, ensuring a positive interaction with our support services.
- **REDUCED DEMAND ON STAFF** - Our outsourced solution operates as a first-party service, allowing you to allocate your team to mission-critical tasks while we concentrate on delivering the best possible ROI for you.



OUTREACH ACTIVITIES: STRATEGY AND GOALS

KO's goals are to enhance student communication by adding outbound customer service calls, determining if the student plans to return next term, and understanding their reasons if they do not. We aim to assist students in finding an acceptable payment plan to ensure their success. Additionally, we offer the ability to warm transfer calls back to the institution when needed or requested.

Our ultimate focus is on retention, retention, retention!

THE EXPERIENCE

Throughout decades, we have developed and fine-tuned comprehensive Financial Aid and Tuition Outsourced Communication strategies to help educational institutions improve operational efficiency and student satisfaction.

Higher Education Services Targeted Outsourcing Solutions Campaigns:

- **High-Touch & Data-Driven**
 - Our outsource campaigns prioritize a high-touch approach, guaranteeing that we explore every possible avenue of communication to engage effectively with your audience.
- **Branded**
 - Our communication scripts are meticulously customized to resonate with the unique ethos and values of your institution.
- **Personal**
 - By analyzing individual characteristics, preferences, and engagement history, we craft messages that resonate on a personal level, fostering stronger connections and higher engagement rates.

JOURNEY TO RESOLUTION

Outreach Activities Timeline

DAY 0

PROACTIVE OUTREACH FOR PAYMENT SOLUTIONS

Outgoing calls to students would:
Secure their enrollment for the next term.
If a student does not plan to return, we would:
Inquire about the reasons (e.g., issues with roommates, professors, or costs).
Ask where they plan to attend instead.
If financial reasons are cited, we have the option to transfer the student to Financial Aid for assistance.

DAY 15

INITIAL CONTACT: FIRST PAYMENT PLAN OUTREACH

Institution: Send a pre-collect email to alert the student about their balance and inform them of payment plan options.

KO: Make an outbound customer service call to:
1. Confirm receipt of the email.
2. Address any questions the student may have.
• If the proposed payment plan is unaffordable for the student, collaborate with the student and university to develop a feasible payment plan.
• Provide the option to transfer the call to the Bursar or Financial Aid Office as needed.

DAY 22

SECOND ATTEMPT: OTHER PAYMENT PLAN OPTIONS

Institution: Send a follow-up email to the student.

KO: Make an outbound call to inform the student of available options: payment plans, pay-in-full (PIF), or Financial Aid. Offer a warm transfer to the appropriate office if needed.

DAY 30

THIRD ATTEMPT: LAST CHANCE FOR PAYMENT ARRANGEMENTS

Institution: Send a third email to the student reminding them about the payment plan.

KO: Make an outbound call to check on the student's status and ensure they can register for the upcoming term. Address any challenges the student might have (e.g., payment plan too high, not planning to return).

DAY 45

ULTIMATUM: FINAL NOTICE FOR PAYMENT

Institution: Dispatches a final demand notice to the student, cautioning that failure to respond may result in the student's referral to a collection agency or other action deemed appropriate by the institution.

KO: Reaches out to the student via phone to offer guidance on averting collection measures, including potential credit bureau reporting, additional collection fees, and the risk of university suspension. The ultimate aim is to ensure the student's continued enrollment.