

Communication and Reminders

All official communications relating to fee dues, payment deadlines, and related financial notifications shall be issued through the student's official IBA email account and reflected, where applicable, on the University Management System (UMS). Students are responsible for regularly reviewing these communication channels to remain informed of their financial obligations. Non-receipt or failure to review such communications shall not, by itself, be considered a basis for extension or waiver of prescribed payment timelines.

Follow-up and Recovery Process

The Revenue Section shall manage the follow-up and recovery of outstanding student dues through a **system-driven, time-bound process** administered via the University Management System (UMS) and other approved institutional platforms. All reminders, notifications, application of late fee charges, and enforcement actions shall be **automatically generated** through the system to ensure consistency, transparency, and elimination of human error.

Timeline (Post Due Date/Deadline)	Action by Revenue Department
Day 03	The UMS shall automatically generate and dispatch a first notification to the student's official IBA email account and, where enabled, a supplementary SMS alert, advising of outstanding dues and the applicable payment deadline. The outstanding balance shall be visible on the student's UMS dashboard.
Day 07	Follow-up phone calls shall be made to students and/or their guardians, accompanied by a second email reminder. The student's account may be temporarily locked , and a financial hold may be applied on academic records and related services.
Day 12	A second round of reminder emails and follow-up calls shall be issued to the student and/or their guardians regarding any outstanding dues. Continued non-compliance at this stage will result in escalation to the relevant program office or administrative department for further action.
Day 20	• Implementation of administrative restrictions including: • Suspension of course registration and enrollment activities (e.g., add/drop or next-term registration). • Blocking access to grade reports and transcript requests.