

Finance Policy – Billing, Collection and Recovery

Lycée Français International Georges Pompidou

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1. Policy Objective

This policy aims to govern the procedures related to invoicing, payment collection, and the recovery of outstanding amounts owed to the Lycée Français International Georges Pompidou (LFIGP). Its purpose is to ensure rigorous, transparent, and compliant financial management in line with the institution's accounting and budgetary requirements.

2. Scope

This policy applies to all members of the Operations (Intendance) Department responsible for billing, payment tracking, and debt recovery, as well as to any person or department involved in providing financial information concerning families or third-party debtors.

3. General Principles

The LFIGP's invoicing, collection, and recovery policy is based on the following principles:

- **Strict compliance with billing schedules** and processing deadlines.
- **Accuracy and reliability of information shared to families**, especially regarding amounts and payment timelines.
- **Confidentiality** of families' financial and personal data.
- **Rigorous and traceable procedures** for payment tracking and debt recovery.
- **Systematic traceability of all operations**: invoicing, collection, reminders, and communication.

4. Invoicing

a. Scope

The present invoicing policy covers all fees related to the educational services and associated provisions offered by LFIGP. The scope includes the following categories:

- **Tuition and academic parcours fees:** including specialized tracks such as sports, language, or cultural programs.
- **Ancillary services:** including extracurricular activities (APS), school trips and outings, as well as textbooks and educational equipment.
- **Occasional services:** such as fees for external examinations, one-off school supplies, activity books, and other educational materials.
- **Various administrative fees:** including application fees, entrance test fees, school medical services, and access to ICT laboratories.
- **LFIGP Association membership:** corresponding to the registration of the family with the LFIGP Association.

b. Family Invoicing Procedure

The invoicing process follows a strict framework designed to ensure transparency, regulatory compliance, and smooth communication with families.

- **Tuition Fee Invoicing Schedule**
Invoices related to tuition fees are issued according to a predefined schedule, communicated at the beginning of the school year. This schedule is set forth in the Parent-School Contract approved by the KHDA (Knowledge and Human Development Authority).
- **Invoicing of Additional Fees**
Invoices for non-tuition-related fees (extracurricular activities, educational outings, exams, supplies, various services, etc.) are generated throughout the school year and approved by the KHDA.
- **Issuance and Delivery of Invoices**
All invoices are generated in the Eduka management system, the school's official platform. A copy is sent by email to families via the official email address of the Intendance – Recovery department.
- **Corrections and Adjustments**
In case of a billing adjustment, a credit note or debit note is issued as appropriate. This adjustment must be validated by the Finance Manager and archived in the system to ensure full traceability.

5. Payment Collection

a. Accepted Payment Methods

To facilitate the payment of fees, several payment options are available to families. Payments must be made within the designated deadlines, in accordance with the communicated due dates. The following payment methods are accepted:

- **Bank Transfer**
Transfers must be made to the school's official bank account, the details of which are specified on the invoice or other billing documents. It is essential to include the student's name and the invoice number or provided reference to ensure accurate accounting reconciliation.
- **Credit Card**
Payments by credit card can be made through the secure online payment platform provided by the institution.
- **Cash Payment**
Cash payments are accepted and must be made directly to the accounting office, in exchange for an official receipt. No cash payments may be accepted outside of the designated procedures.
- **Bank Cheque**
Cheques must be made payable to *Lycée Français International Georges Pompidou* and submitted to the payment collection office. Please allow for processing time for cheque clearance. The institution reserves the right to refuse a cheque in case of a previous payment incident.
- **Payroll Deduction for LFIGP Employees**
Staff employed by the institution may authorize an automatic deduction from their salary to cover all or part of the fees due. This option is available upon request by the employee and must be approved by the Finance Department.

b. Processing of Payments

The processing of received payments follows a strict procedure designed to ensure traceability, transparency, and accounting compliance.

- **Recording Deadline**
All received payments, regardless of the method used, must be recorded within **three (3) working days** of receipt, except during school holidays, when an extended processing time may apply.
- **Issuance of Receipt**
A payment receipt is automatically generated via the management system for online payments. For other payment methods, a receipt is issued to the payer upon request, either in paper or electronic format.
- **Cash and Payment Reconciliations**
Cash and payment reconciliations are carried out weekly by the recovery team in collaboration with the accounting department, to verify the consistency between physical collections and accounting records.
- **Bank Reconciliations**
Overall bank reconciliations are regularly conducted by the accounting department to ensure the accuracy of accounting entries and to detect any discrepancies.

6. Reimbursement and Discounts

a. Reimbursements

- Reimbursements are governed by strict rules, in accordance with the guidelines set out in the Parent-School Contract and approved by the KHDA (Knowledge and Human Development Authority), or where applicable, at the discretion of the institution in specific situations (e.g., early departure, force majeure, duly justified medical reasons).
- All reimbursement requests must be submitted in writing and accompanied by the necessary supporting documents.
- The reimbursement process is initiated by the Finance and Collection Office and must be validated by the Financial Manager (RF) or the General Manager.

b. Discounts for Large Families:

Tuition fee discounts are granted to families enrolling multiple children at the school, based on the following scale:

- **15%** discount starting from the **third enrolled child**
- **20%** discount starting from the **fourth enrolled child**
- **25%** discount starting from the **fifth and subsequent enrolled children**

c. Staff Discounts :

- LFIGP employees are eligible for tuition discounts, in accordance with the provisions set out in the school's conditions of service. In accordance with the Tuition Rebate Policy approved by the KHDA.

d. AEFE Scholarships :

- Scholarships awarded by the AEFE (Agency for French Education Abroad) are applied to tuition billing after official notification.
- The Finance and Collection Office ensures proper implementation of these scholarships, in coordination with the consular services and school administration.

7. Collection

a. Payment Deadlines

Payment deadlines (including re-enrollment deadlines) are contractually defined and clearly stated on each invoice. A summary schedule of invoicing and payment deadlines is shared at the beginning of the school year. These deadlines are set forth in the "Parent-School Contract" issued by the KHDA.

b. Follow-up and Reminders

A progressive recovery policy is implemented to efficiently monitor outstanding payments. Each step involves a specific action within a defined timeframe and an appropriate escalation level:

Level	Days After Due Date	Action	Responsible
1st Reminder	+1 day	Email reminder	Collections Department
2nd Reminder	+7 days	Email reminder	Collections Department
3rd Reminder	+14 days	Email reminder and phone call	Collections Department
1st Formal Notice	+20 days	Phone call and official letter signed by the General Manager	General Manager
2nd Formal Notice	+27 days	Phone call and official letter signed by the General Manager	General Manager
Final Reminder / Alert	+30 days	Phone call – Possible service suspension according to the KHDA Parent-School Contract terms	General Manager + Academic Direction

c. Payment Installment Plans

Payment installment plans may be arranged to support families experiencing temporary financial difficulties.

- **Justified Request**

Any request for an installment plan must be submitted in writing, clearly stating the reasons and including relevant supporting documents (such as financial statements, official attestations, etc.). Each request is reviewed on a case-by-case basis.

- **Formal Agreement**

If approved, a formal agreement is drafted, specifying the payment terms (amounts, due dates, and duration). This agreement must be signed by the student's legal guardian and approved by the Financial Manager or the School Management.

- **Monitoring and Compliance**

The Accounting and Collections Department ensures strict monitoring of the agreed payment schedule. Any delay in payment, failure to meet deadlines, or lack of communication from the family will trigger an automatic alert and a case review. This may result in the suspension of the plan or escalation to more stringent collection measures.

8. Communication with Families

Communication between the institution and families regarding financial management (invoicing, collections, reimbursements, etc.) is strictly regulated to ensure traceability, clarity of exchanges, and consistency of the information shared.

- **Official Channels**

All exchanges must be conducted exclusively through official communication channels, namely:

- The institution's official email addresses (including Finance Office, Financial Manager, General Manager, Board)
- The official LFIGP phone number (during administrative business hours)

No actions will be taken based on communications through unofficial channels (e.g., personal messaging apps, social media, etc.).

- **Response Time**
Any request submitted by families will receive a response **within 48 to 72 business hours**, excluding administrative closure periods or school holidays.
- **Decision Approval**
No commitment, financial agreement, payment plan, or discount may be granted without prior approval from the appropriate authority, namely the Financial Manager or the General Manager of the institution.

9. Controls and Audits

The invoicing and collection process is subject to regular controls to **ensure the reliability of operations, regulatory compliance, and traceability of financial flows**.

- **Monthly Reconciliation**
A systematic reconciliation is carried out each month between the invoices issued and the payments received. This operation is jointly conducted by the Finance–Collection department and the Accounting department to ensure consistency of records and detect any discrepancies.
- **Archiving and Traceability**
All related documents (invoices, receipts, bank statements, email correspondences, payment agreements, etc.) are archived in digital format within a secure space, in compliance with accounting traceability requirements and applicable regulations.
- **Internal and External Audits**
The process may be subject to:
 - An annual **internal audit**, conducted according to a defined internal control plan, based on a representative sample of transactions.
 - Or an **external audit**, conducted by an **independent firm** appointed by the institution, either as part of a periodic compliance review or at the request of regulatory authorities.

10. Archiving

All documents (invoices, correspondence, payment plans, reminders) are archived in digital format within the designated family file, in accordance with the institution’s Data Protection Policy.

11. Review and Update

This policy is reviewed annually at the end of the school year. Any updates are communicated to the Finance Office team and the School Management.