

## Nelnet Payment Plan FAQs

### General Information

1. **Question: What are the benefits of making payments through Nelnet Campus Commerce?**

*Answer: Makes college more affordable by paying for tuition and fees over time. Tuition payment plans break down your tuition balance into affordable monthly payments. There's no interest, payment options are flexible, setup fees are affordable, and it's easy to enroll!*

2. **Question: When will I receive my confirmation letter?**

*Answer: You will receive a confirmation email after the payment plan is set up and is posted to the system within 24 hours.*

3. **Question: What if I haven't received my emailed confirmation letter?**

*Answer: The confirmation letter may have been routed to your spam/junk mail folder. The confirmation letter will be sent from [noreply@factstuition.com](mailto:noreply@factstuition.com).*

4. **Question: How do I print a receipt of my payments?**

*Answer: You can print your agreement history from the Agreement Summary screen.*

### Getting Started with [mycollegepaymentplan.com](http://mycollegepaymentplan.com)

1. **Question: How do I setup an account to view my agreement?**

*Answer: Visit [mycollegepaymentplan.com](http://mycollegepaymentplan.com) and follow the steps to enroll at your institution, or you may enroll from your Banner Web account.*

2. **Question: How do I add an agreement under my current username?**

*Answer: You may add an agreement using the same account information by logging into your Nelnet account either from Banner Web or [mycollegepaymentplan.com](http://mycollegepaymentplan.com) and selecting the payment plan option for the semester you would like an agreement for.*

### Payment Questions

1. **Question: When will payments begin?**

*Answer: When setting up your payment plan, payment due dates will be listed under your payment schedule. If you're still unsure, contact your institution or Nelnet.*

- 2. Question: My payment was debited from my financial institution, why is this not reflected on my student account at the school?**

*Answer: Your payment being reflected on your student account is dependent on your school's procedures for posting payments. Most payments are posted within two weeks; however, some schools only post payments a few times per term.*

- 3. Question: When will the funds be withdrawn from my bank account?**

*Answer: Although Nelnet Campus Commerce specifies the date each payment will occur, it is your financial institution that determines the time of day the payment is debited from your account. Nelnet Campus Commerce recommends you check with your financial institution to determine how far in advance the funds should be deposited into your account to ensure the automatic payment clears. Remember, if your payment date falls on a weekend or holiday, your payment will attempt on the next business day.*

- 4. Question: What happens if I miss a payment?**

*Answer: Only a small percentage of those who pay through the Nelnet Campus Commerce program ever miss a payment as payments are automatically scheduled. However, if you do miss a payment, you will receive an email or letter from Nelnet Campus Commerce with instructions on how the missed payment will be handled. You will also be assessed a \$30.00 Nelnet Campus Commerce Returned Payment Fee for each missed payment attempt.*

## Banking or Credit Card Questions

- 1. Question: Is there a cost to change my financial information?**

*Answer: There is no cost associated with changing your financial information or any demographic information. Note: changes to your bank institution may affect the next scheduled payment due to cutoff dates in place to ensure prompt payment processing. It is suggested to update your financial information at least 2-3 business days prior to the next scheduled payment.*

- 2. Question: I received a new credit/debit card and the number is the same, only the expiration date is different, do I need to update my card?**

*Answer: If you have received and activated your new credit/debit card, your previous card is no longer valid and the card needs to be updated in our system. Failure to do so may result in a returned payment fee for the card returning as expired.*

- 3. Question: I made my first payment from my bank account, am I able to switch future payments to a credit/debit card? (or vice-versa)**

*Answer: Yes, that is an option. Under your account profile select “Change Account” and enter the new payment information you want to use. If you have any issues changing your information, contact Nelnet Customer Service.*

- 4. Question: The original account used for my payments belongs to someone else. Can I use my account for the remaining payments?**

*Answer: The financial account on file would need to be the plan owner. You can switch the plan owner as long as they are an AP (Authorized Party) on the account and will be an option on the homepage under the ‘actions’ button to request the new plan owner.*

- 5. Question: I need to update my financial information and I have more than one agreement. If I change it on one agreement, will all of my agreements be updated?**

*Answer: You need to go in to each agreement and update financial information if a change is needed.*

## Changes to an Agreement

- 1. Question: Is it possible to make changes to an agreement once it is established?**

*Answer: Demographic information, banking, or credit card information may be updated through your account. Changes to balances or payment dates may require authorization from your institution.*

- 2. Question: Why was my agreement terminated?**

*Answer: Reach out to your institution or Nelnet for clarification regarding the termination. There are different circumstances which an agreement may become terminated.*

## Setup a New Agreement

- 1. Question. How do I setup a new agreement?**

*Answer: Visit [mycollegepaymentplan.com](http://mycollegepaymentplan.com) to locate the Simple Steps to Enroll in a payment plan for your school.*

## Additional Questions

- 1. Does Nelnet Campus Commerce offer customer support?**

*Answer: Nelnet Customer Service can be reached by telephone at 1-800-609-8056.*