Nelnet Payment Plans FAQ

- What information is available regarding Nelnet Payment Plans?
  - To read about Nelnet Payment Plans, please visit the Nelnet web site: [http://www.campuscommerce.com/](http://www.campuscommerce.com/) then click on “Actively Managed Tuition Payment Plans” menu item. You may also contact Nelnet with questions at 1-800-609-8056 for more information.
  - There is a request form for literature on their website. This is recommended if you are thinking about signing up for a payment plan.

- How do I sign up?
  - Please go to POUNCE, log in.
  - Click the menu item: “Nelnet Payment Plan”
  - Select the academic term on which you will be setting up the payment plan. This should be the current term each time.

- How much will the payment plan allow me to budget:
  - $5500 is the maximum allowed on the plan
  - $100 is the minimum allowed on the plan

- How do I contact Nelnet?
  - 1-800-609-8056
  - Make sure you let them know you are a student at Augusta University, a University System of Georgia Institution

- What payment options does Nelnet have?
  - Nelnet allows you to sign up with a bank account to pay automatically by ACH draft or you may enter a valid credit card number. **Credit cards carry a 2.75% convenience fee** if you choose that method.
  - The convenience fee charge for paying with credit may appear as a separate charge amount on your statement, or on the person's statement who is paying on your behalf.
  - Visa, MasterCard, American Express and Discover are accepted. The fee will be charged for each payment you make using the credit card method.
  - If your bank account information changes, you must make the change with Nelnet by going to [http://www.mycollegepaymentplan.com/augustau](http://www.mycollegepaymentplan.com/augustau) and logging in.

- What if I owe the University more than $5500?
  - Any remaining balance will be included in your down-payment amount on the plan.

- How much will my down-payment percentage be?
  - Your down-payment percentage is determined by the date on which you sign up. Earlier signup results in a lower percentage and lower enrollment fee.
  - The Enrollment fee goes up as we near the last day of add/drop.
  - In addition, the later you sign up, the fewer the number of payments Nelnet offers, and the cost of each payment goes up.
  - The specific options and timeline for these amounts is available on the website, and also appears on the Nelnet Bookmark available in all student services offices.
• If I have signed up for a payment plan and then I add more classes during add/drop, will these be added to my payment plan?
  o Yes, if you have not already added financial aid to cover the balance.
  o Additional financial aid added after you contract with Nelnet for a payment plan will then be uploaded by the Business Office to Nelnet so that Nelnet will use that funding to reduce the amount that you owe. Any amount over the cost of tuition and fees will be refunded once payment is received from Nelnet.

• If I sign up for a payment plan and then I get more financial aid awarded, can I apply that to my payment plan to reduce it?
  o Yes until the cutoff date set up by Nelnet for the semester. After this date you will have to become refunded for any overage and then pay Nelnet directly to reduce your payment plan.

• My financial aid is not disbursed, but it is in authorized status. Will it reduce the balance I need to budget for my payment plan?
  o Yes, all pending payments that are on POUNCE, including financial aid, third party payments, or any prepaid tuition in memo status or authorized status are counted towards your balance reduction.

• If I sign up for a payment plan and then decide I want to make a change, can I?
  o The payment plan sign up process provides many steps and you can back out until you click “submit”. After that, the payment plan contract is between Nelnet and you, the student. You will have to contact Nelnet for options at that point. Down payments are charged to your bank account or credit card immediately.
  o Payment plan payments will show on your bank statement as an Augusta University payment to ensure you know that this is your Nelnet Payment Plan deduction.
  o If you pay your payment plan with a credit card, a separate charge for the 2.75% convenience fee will appear on the credit card statement. This is not a duplicate charge.
  o If someone other than you is responsible for your payment plan, be sure to make them aware of the information in this FAQ, including how payment deductions will appear on their statements.
  o FERPA authorization is required to be on file for the Business Office to speak with someone other than the student about financial information including Nelnet. The FERPA release form can be found from the Business Office web site and on the Registrar’s website.

• What if I can’t make my payment plan payments timely?
  o Nelnet will charge you various penalties for non-payment. Please see their websites for more information. Be responsible when signing up for a plan. If you cannot complete the payment schedule, do not sign up.
  o If you do not make a successful first payment, your payment plan is canceled and you will owe your full balance to the University immediately. Nelnet will attempt your payment three times before they turn your balance back over to the University.
  o If you default or submit an invalid payment type, you will not be able to participate in payment plans with Nelnet again.
The institution cannot intervene in any issue between a student and Nelnet regarding their payment plans.

- If I don’t pay Nelnet, does it affect my financial status at the University?
  - There is no effect on financial status at the University other than you will not be able to sign up for a payment plan in a future term if you default or become in arrears with Nelnet.
  - However, if your Nelnet agreement does not begin with a valid, timely payment, the payment plan may be revoked for the current term of enrollment and you will need to then remit your outstanding balance to the University in full. This will occur if the payment type you send to Nelnet is rejected due to being invalid or if it has insufficient funds for your first payment.
  - The University will notify you via email if you owe a balance, but it is your responsibility to check your POUNCE account and your University email account and to stay in contact with Nelnet to ensure timely payments on your student account and your payment plan.

- I contacted the University and I was told it was too late to sign up for a payment plan this term. How can I make sure I get to sign up for future terms?
  - Payment plans are available after registration opens for each term. The latest you should sign up for a payment plan is by the payment due date which is generally the business day before the first day of classes for each term. You may sign up for a payment plan as soon as you have a student bill, which is as soon as you register for classes. It is best to sign up at least by the due date to ensure you are not at risk for drop for nonpayment.
  - The Nelnet payment plan will reduce your student account balance as payment in full of any outstanding balance. Nelnet will automatically add the amount of your balance that exceeds $5500 to the down-payment amount. Therefore you will need to be prepared to pay Nelnet for this amount and any other fees or charges you incur.
  - The last day to sign up for payment plans will always be the last day of add/drop for any late registration courses you add. Courses that you drop will be adjusted from the Nelnet payment plan through the end of add/drop. After this date, any tuition reversal due to a late drop will not be adjusted automatically through Nelnet. You will need to receive a refund for the dropped amount after that date and then pay Nelnet to reduce your payment plan.
  - You can find the dates for each term on the University Calendar.