Welcome to the Estrella Mountain Community College
Nelnet Campus Commerce Payment Plan Tutorial

Student Business Services
Notes

• A Nelnet payment plan must be set up before 6:00 PM on the due date to secure a class(es).

• A Payment plan requires $40.00 to start and will be processed immediately ($25.00 is a non refundable Nelnet Service Fee and $15 goes towards tuition).

• Scheduled payments are automatically taken out on the 5th of every month from the financial information provided. If the 5th falls on a weekend and/or federal recognized holiday, your payment will be processed the following business day.
Items Needed

1. MEID
2. Password
3. Currently enrolled and have tuition due.
4. Payment Information:
   - Bank Account: checking/savings account number and routing
   - Credit Card
Where do I Start?

• Visit www.maricopa.edu/students

• Select the Student Center icon

• Log in with your MEID and password.
Verify your Class(es) Enrollment and Charges

1. Verify enrollment and charges under the Financial Account tab by selecting “Account Statement”.

2. Select the desired term to view.

3. Review the Course Schedule, Charges, Due date, Refund Deadline, Account Balance.
Setting up a Nelnet Payment Plan

Within the “Financial Account” tab select “Make a Payment”.

You will be prompted to choose “Select” for the campus/term you intend to set up a payment plan for.

The “Select” option will be grayed out if your Pending Financial Aid is greater than what is owed. In this case, a payment plan will not be available.
Redirected to Nelnet Campus Commerce

You will be redirected to a your Nelnet Account Profile with information from your Student Center (address, phone number, email) please verify the information.

Next, a Phone Authentication page will appear for 1\textsuperscript{st} time users. This will be used by Nelnet if you call Nelnet.
Setting Up a Payment Plan

Click the “Set up Payment Plan” button.

**A notice will appear stating that your payment plan will never run longer than your Class end date. If you make changes to your class schedule your payment plan will update accordingly**

Then, verify and/or edit your contact preference (text or email).
Payment Plan Option and Payment Info

7.) Review and select the payment option available to you. Payment plans will never run longer than the length of your class(es).

Reminder *$25.00 is a Nelnet nonrefundable service fee

8.) Choose how you would like to pay: Credit/debit card or Checking/Saving account and enter your payment information

**All remaining monthly payments will automatically be processed**
9.) Review the scheduled billing dates and confirm the agreement and initial payment.

You will be emailed a copy of the agreement, once the agreement has been confirmed and the initial *$40.00 payment processed.*

**Your Student Center will still display an amount owed but this is because you have yet to pay your entire balance. As monthly payments are made, your balance will be reduced by your payment amount until the payment plan is complete.**
Frequently Asked Questions

Q:1-9
Q1: How do I view or access my Nelnet Payment Plan, after I have set it up?

A: To access your payment plan log into your Student Center and select “Make a Payment” under the Financial Accounts tab. Once there click “Select” to view your payment options/payment plan. You will then be redirected to Nelnet Campus Commerce.
Q2: What if I add or withdraw from classes for the term I’ve already set up a payment plan for?

If you add a class(es) the payment plan will take 24 hours to update factoring in the new class(es). This will increase your remaining monthly payments.

If you drop a class(es) within the refund period your payment plan will take 24 hours to update factoring in the removed class(es). This will decrease your remaining monthly payment amount.

** Courses withdrawn after the Refund Deadline will continue to be billed. Please review Question 9 for further assistance**
Q3: Can I make a payment earlier than my monthly due date?

A: Yes

However, payments must be made at least 2 business days prior to your scheduled payment date.

Payments received less than 2 business days prior to your scheduled payment date will not prevent an automatic payment attempt.

If you are unsure of the deadline please contact Student Business Services.
Q4: How do I make a payment earlier than the due date online?

Access the Nelnet payment plan as referenced in Question 1: Slide 11.

Once in Nelnet, select the “Make a Payment” option in green.
How to make a payment early online (Continued)

You have the option to make a payment towards the term you choose and the payment option you prefer.
How to make a payment early online (Continued)

You will be prompted to select your preferred payment method or add a new account.

Click “Pay Now”. A receipt will be sent to your Maricopa email and personal if you added an additional email.
Q5: How do I change my credit card or checking/savings info on file to another?

Access the Nelnet payment plan referenced in Question 1:Slide 11.

Once logged in, click the “Financial Accounts” tab and you can choose to **edit** your current banking information or **change** your payment method.

**Nelnet must be given two business days before the next scheduled payment date to process any payment changes**
Q6: What if Nelnet is unable to obtain payment on the 5th?

A: If Nelnet is unable to automatically take out payment on the 5th of the month, Nelnet will send a message to your Official Maricopa email informing you of the following:

1.) A returned payment had occurred

2.) The date that the $30.00 returned payment fee will be automatically withdrawn.

3.) The date that the payment will be re-attempted.
Q7: Can I set up a payment plan with Cash?

A: No, the initial payment must be made with a valid credit card or a checking/savings account.

After the initial payment, monthly payments can be made at EMCC with cash as long as it’s 2 business days before the scheduled payment. If you are unsure of the deadline please contact Student Business Services.
Q8: How do I know when my classes are due?

A: 1. Log into your Student Center and scroll down to the Financial Account Tab section and select Account Statement.

2. Then, select the term you want to review.

3. View the Due Date Section.
Q9: How do I know the last day I can withdraw from a class and receive a refund?

A: 1. Log into your Student Center and scroll down to the Financial Account tab and select Account Statement.

2. Then, select the term you want to review.

3. View the Refund Deadline section for the related course.