



MARICOPA
COMMUNITY COLLEGES

ESTRELLA MOUNTAIN



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



**ESTRELLA MOUNTAIN
COMMUNITY COLLEGE**

A **MARICOPA** COMMUNITY COLLEGE

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.



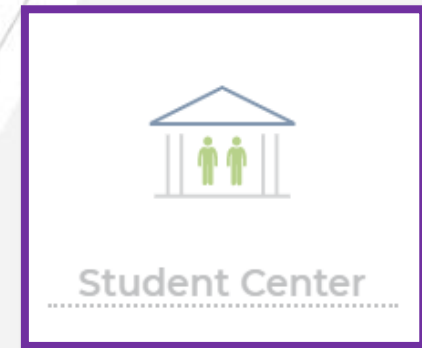
Items Needed

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?

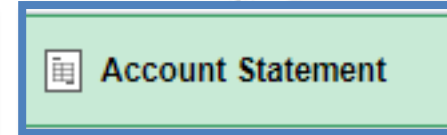
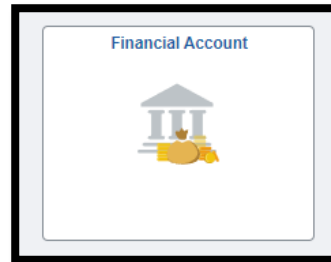
- Visit www.maricopa.edu/students
- Select the Student Center icon
- Log in with your MEID and password.





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.

2.

Estrella Mountain Comm College Fall 2023 >

3. Review the Course Schedule, Charges, Due date, Refund Deadline Account Balance.

3.

Charges					
Description	Class	Charges	Balance	Due Date	Refund Deadline
Registration Processing Fee		15.00	15.00	08/09/23	
County Resident Tuition - LD	First-Year Composition	291.00	291.00	08/09/23	08/28/23
Total Charges					306.00

Course Schedule										
Course	Class Num	Description	Unit	Start Date	End Date	Instructor	Days	Start Time	End Time	Location
ENG 101	21974	First-Year Composition	3.00	08/22/23	12/15/23	Dr Avril Bingue	Tu Th	5:30PM	6:45PM	Estrella Hall LearnStudio N246

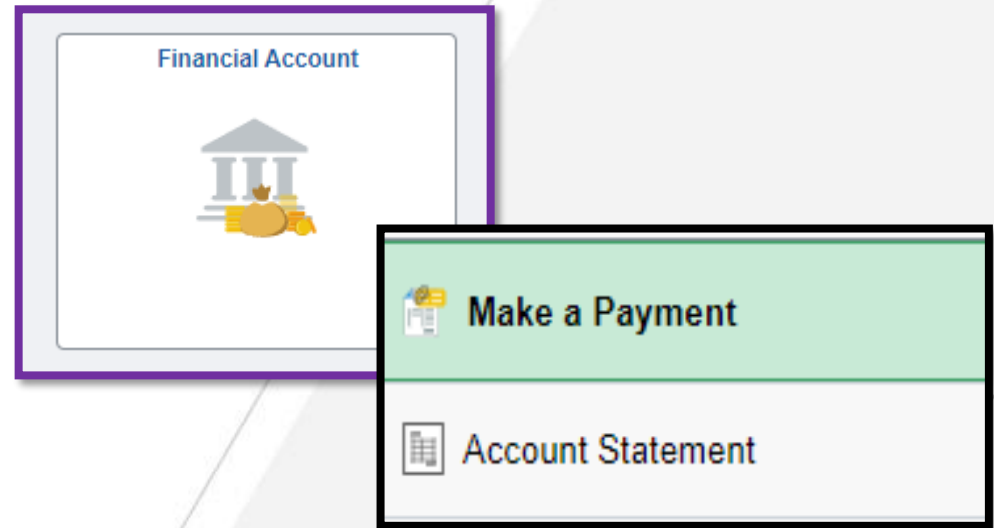


Setting up a Nelnet Payment Plan

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.



What I Owe

2 rows

Campus	Term	Outstanding Charges & Deposits	Pending Financial Aid	Total Due	Active Total Due	View Payment Options
Estrella Mountain Comm College	Fall 2023	306.00		306.00		Select
Total		306.00		306.00		



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 1st time users. This will be used by Nelnet if you call Nelnet.

Create Account

Online Account Profile

Required fields are marked with a *

Phone Authentication

This information will be used to validate your identity when making inquiries

4-Digit PIN*

Telephone ID Question 1*

-- Select --

Question 1 Answer*

Telephone ID Question 2*

-- Select --

Question 2 Answer*

Submit



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).

The screenshot shows a user interface for managing a payment plan. At the top, it says "Hello". Below that is a section titled "Payment Plan & Billing" with a dollar sign icon and a "View Details" link. Under this section, it displays "Current Balance \$306.00" with a "Transaction Details" link. A "Make a Payment" button is visible. Below this is a table with two columns: "FALL 2023 Current Charges" and "AMOUNT DUE \$306.00". A "Set up a Payment Plan" button is located at the bottom of the table.

FALL 2023 Current Charges	AMOUNT DUE
	\$306.00



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

Estrella Mountain Community College - Maricopa

Fall 2023

Progress Tracker

Contact Information

Amount Due

Plan Options

Payment Details

Payment Schedule

Review & Authorize

Thank You

Amount Due

Name	Amount Due	
	306.00	View Details

Back

Next

Cancel

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****



Review and Confirmation

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.****



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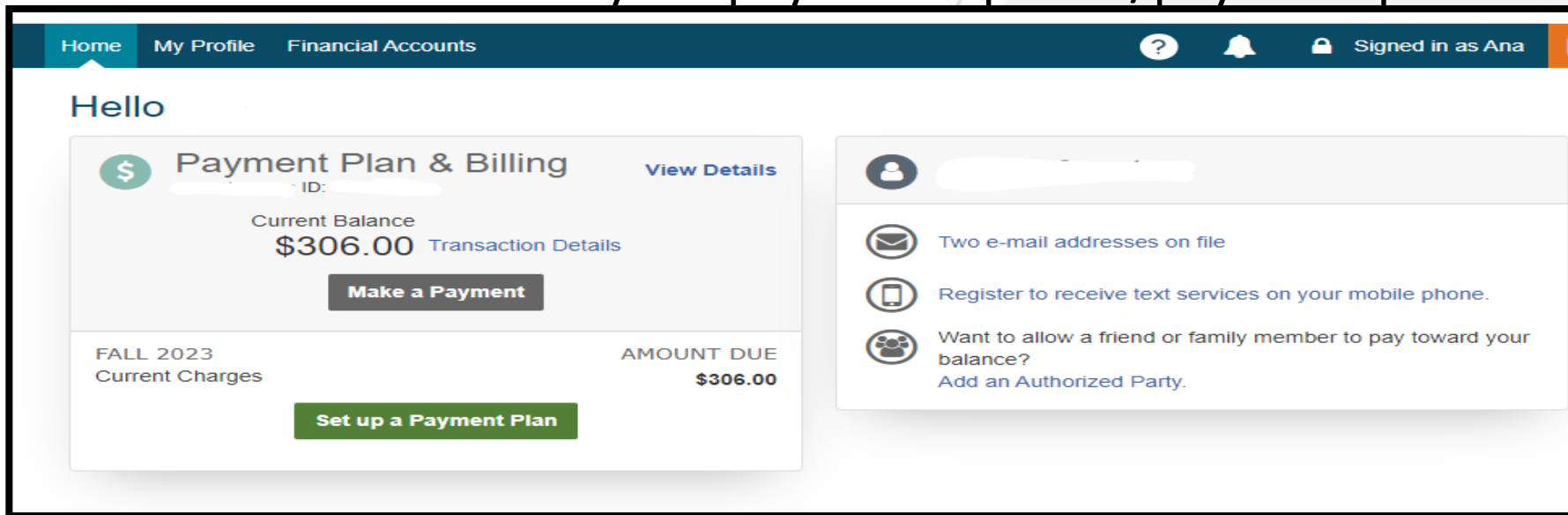
Frequently Asked Questions

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 you will 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.

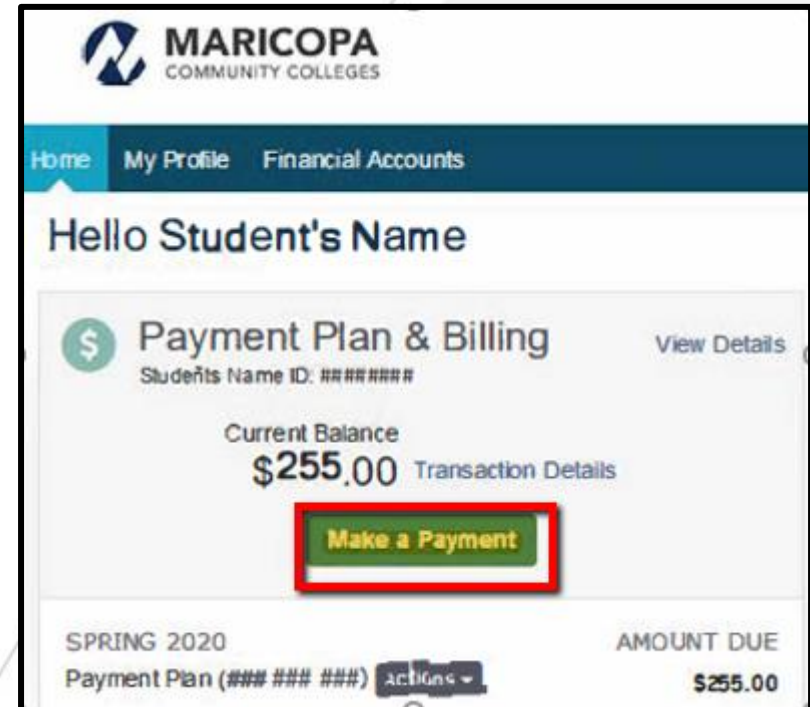
If you are unsure of the deadline please contact Student Business Services.



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.

The screenshot shows the 'Make A Payment' page on the Maricopa Community Colleges website. The page is titled 'Make A Payment' and includes a student name ID. The page is divided into three steps: 1. Select A Payment, 2. Payment Method, and 3. Receipt. The 'Payment Method' section is active, showing a dropdown menu with 'Credit card Type or Account Name' selected. Below this, there is a field for 'ending in ###' and a link to 'Add a New Account'. A 'Payment Method Disclosure' box states that card transactions are processed by Nelnet Campus Commerce, USA. The 'Total Amount' section shows an 'Institution Amount' of \$63.75 and a 'Total' of \$63.75. A note indicates that a transaction receipt will be sent to the student's Maricopa email and personal email address. The 'Authorization' section explains that the payment will affect the payment schedule only if it is successful and that clicking 'Pay Now' authorizes Nelnet to process the payment. At the bottom, there are 'Cancel' and 'Pay \$63.75 Now' buttons.



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.

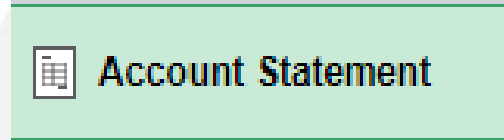
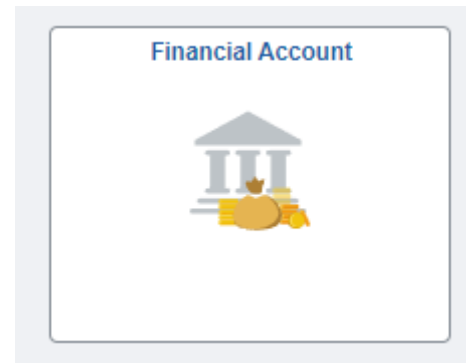


Q8: How do I know when my classes are due?

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.



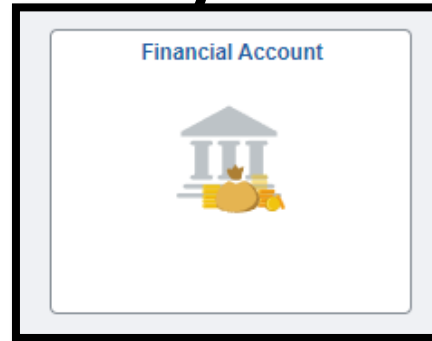
Charges					
Description ▾	Class ▾	Charges ▾	Balance ▾	Due Date ▾	Refund Deadline ▾
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				Total Charges 306.00	



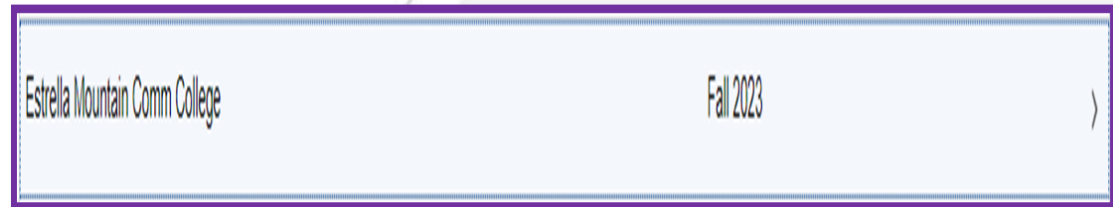
Q9: How do I know the last day I can withdraw from a class and receive a refund?

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

1.



2.



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

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

Charges						Account Balance 306.00
Description ▾	Class ▾	Charges ▾	Balance ▾	Due Date ▾	Refund Deadline ▾	
Registration Processing Fee		15.00	15.00	08/09/23		
County Resident Tuition - LD	First-Year Composition	291.00	291.00	08/09/23	08/28/23	
						Total Charges 306.00