



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 \$35.00 to start and will be processed immediately (***\$20.00 is a non refundable Nelnet Service Fee** and \$15 goes towards tuition). *Nelnet non-refundable fee: \$25.00 effective beginning Summer 2022.
- 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.



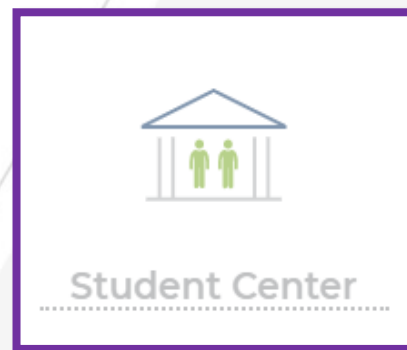
Items Needed

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?

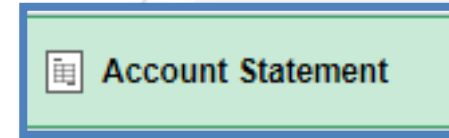
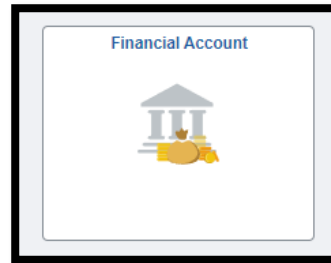
- Visit my.maricopa.edu
- Select the Student Center icon
- Log in with your MEID and password.





Verify your Class(es) Enrollment and Charges

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



2. Select the desired term to view by clicking the printer icon.

2.



3. Review the Course Schedule, Charges and Account Balance.

3.

										Account Balance	270.00
Charges											
Description	Class	Charges	Balance	Due Date	Refund Deadline						
Registration Processing Fee		15.00	15.00	03/03/22							
County Resident Tuition	Survey Computer Info Systems	255.00	255.00	03/03/22	03/25/22						
										Total Charges	270.00
Applied Payments and Awards											
Payment Type	Paid Amount	Transaction Date									
	0.00										
										Total Payments	0.00
Course Schedule											
Course	Class Num	Description	Unit	Start Date	End Date	Instructor	Days	Start Time	End Time	Location	
CIS 105	37395	Survey Computer Info Systems	3.00	03/21/22	05/13/22	Lorena Martinez Chacon				Internet/ Online Class	

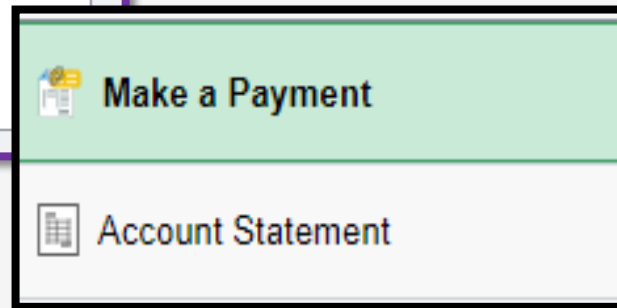
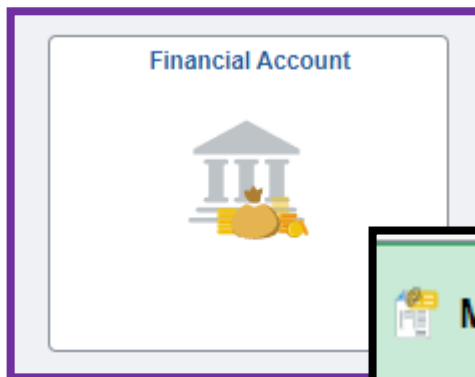


Setting up a Nelnet Payment Plan

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	Spring 2022	270.00		270.00		Select	



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 student's payment portal. At the top, it says "Hello Student Name". Below that is a section titled "Payment Plan & Billing" with a "View Details" link. Underneath, it displays "Student Name ID: #######" and "Current Balance \$270.00" with a "Transaction Details" link. A "Make a Payment" button is visible. At the bottom, there is a table with "SPRING 2020 Current Charges" and "AMOUNT DUE \$270.00". A green "Set up a Payment Plan" button is highlighted at the bottom of the table.

SPRING 2020	AMOUNT DUE
Current Charges	\$270.00



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 *\$20.00 is a Nelnet nonrefundable service fee

*Nelnet non-refundable service fee: \$25.00 effective beginning Summer 2022.

Monthly Payments								
Select	Payment Method	Down Payment (Due Today)	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Enrollment Fee (Due Today)
<input type="radio"/>	Automatic Payments from • Bank Account • Credit Card	\$15.00	3	February 2020	\$85.00	5th	27 Jan 2020	\$20.00

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 *\$35.00 payment processed.

*40.00 initial payment effective Summer 2022.

****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.****



MARICOPA
COMMUNITY COLLEGES

ESTRELLA MOUNTAIN



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.

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	Spring 2022	270.00		270.00		Select

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.

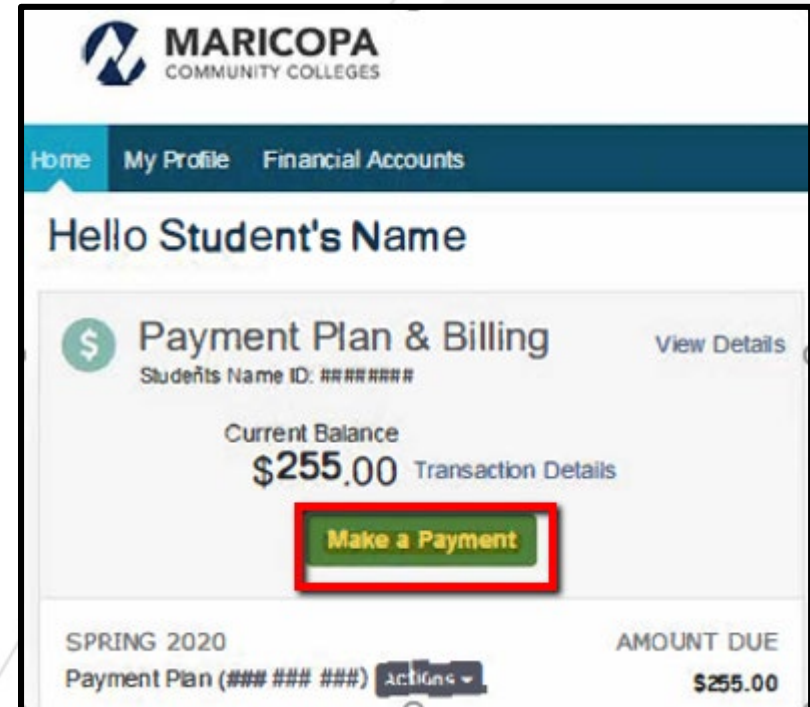
If you are unsure of the deadline please contact Student Business Services.



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.

The screenshot shows the 'Make A Payment' page on the Maricopa Community Colleges website. The page header includes the Maricopa Community Colleges logo and navigation links for Home, My Profile, and Financial Accounts. The user is signed in as a Student. The main heading is 'Make A Payment' with a progress indicator showing three steps: 1. Select A Payment (active), 2. Payment Method, and 3. Receipt. Below the heading, there is a dropdown menu for 'Select a Term to Pay' with 'Spring 2020 - \$255.00' selected. To the right of this dropdown is a link that says 'Want to designate another payer?'. Below the dropdown, there is a radio button for 'Automatic payment'. Underneath, there is a section titled 'Payments Due Within 30 Days' with a radio button for '05 Feb 2020 - Payment - \$63.75'. Below that is a section titled 'Other Payment Options' with radio buttons for 'Full Term Balance of \$255.00' and 'Other Amount'. At the bottom right, the 'PAYMENT AMOUNT' is displayed as '\$0.00'. At the bottom center, there are two buttons: 'Cancel' and 'Next - Payment Method'.



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 shows a student name ID: ANN NNNNN. 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 radio button selected for 'Credit card Type or Account Name' with a card ending in ###. There is a link to 'Add a New Account' and a link to 'Netnet Returned Payment Fee Policy'. The 'Total Amount' section shows an 'Institution Amount' of \$63.75 and a 'Total' of \$63.75. A 'Payment Method Disclosure' box states that card transactions are processed by Nelnet Campus Commerce, USA. An 'Authorization' section explains that the payment will affect the schedule only if successful and that clicking 'Pay Now' authorizes Nelnet to process the payment. At the bottom, there are 'Cancel' and 'Pay \$63.75 Now' buttons.

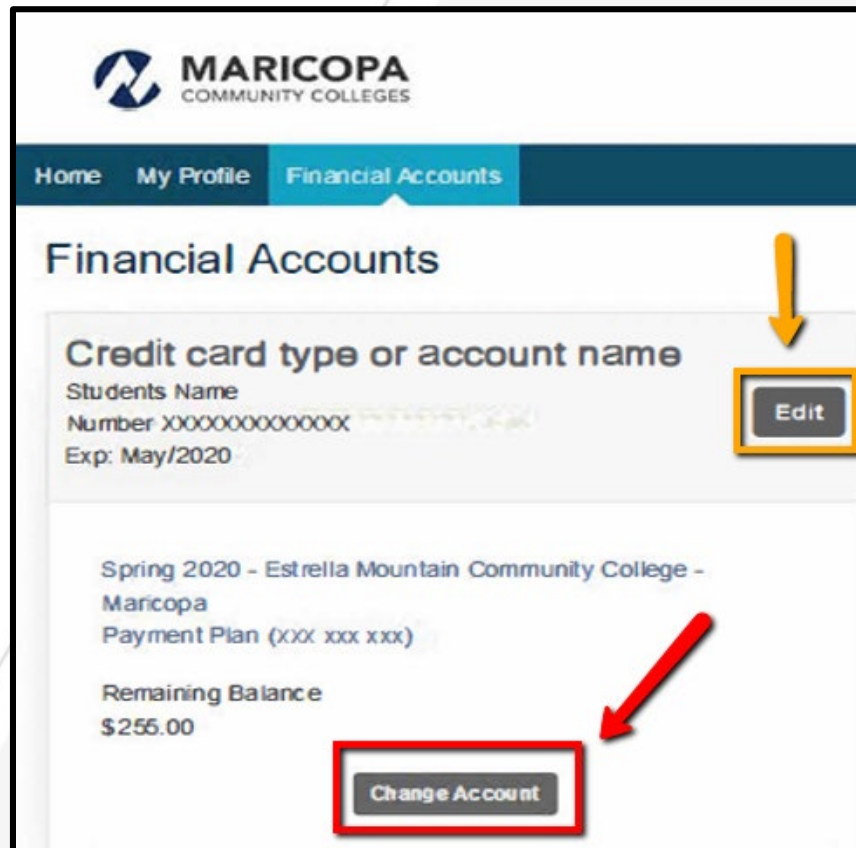


Q5: How do I change my credit card or checking/savings info on file to another?

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.

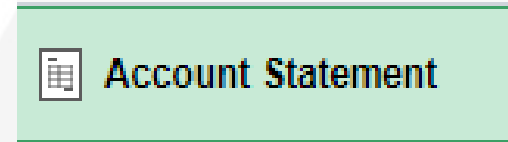
After the initial payment, monthly payments can be made at EMCC with cash as long as it's **2 business days before the scheduled payment**. If you are unsure of the deadline please contact Student Business Services.



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](#).

1.



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

2.



3. View the Due Date Section.

3.

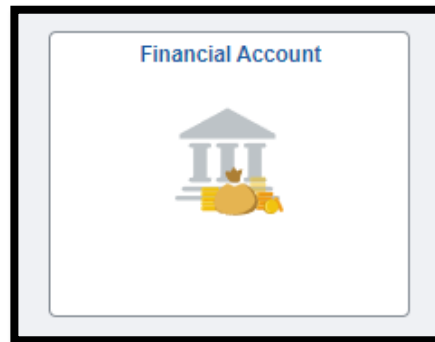
					Account Balance	270.00
Charges						
Description	Class	Charges	Balance	Due Date	Refund Deadline	
Registration Processing Fee		15.00	15.00	03/03/22		
County Resident Tuition	Survey Computer Info Systems	255.00	255.00	03/03/22	03/25/22	
					Total Charges	270.00



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.

3.

						Account Balance 270.00
Charges						
Description	Class	Charges	Balance	Due Date	Refund Deadline	
Registration Processing Fee		15.00	15.00	03/03/22		
County Resident Tuition	Survey Computer Info Systems	255.00	255.00	03/03/22	03/25/22	
Total Charges						270.00