Nelnet Campus Commerce

Payment Technology for a Smarter Campus

Agenda

- Introductions

- Features and Benefits of Past Due Payment Plans (PDPP)

- Types of PDPP

- Cost

- User Experience Demo

- Next Steps

Past Due Payment Plans

Features:

o Manage past due accounts with flexible payment plan options

o Reduce collection agency expense and involvement

o Customer support for proactive communication

o Monitor activity and track success

Benefits:

o Retention/Re-enrollment of stopped out students

o Reduce outstanding receivables

o Reduce collection costs

o Increase efficiencies

o Integration, real-time and batch payment posting options

nelnet
CAMPUS COMMERCE

Past Due Payment Plans

Integrated
- Seamless experience from your ERP

Non-Integrated/Institution First
- Additional stand-alone instance
- For students who no longer have access
- File provided of student with balances

Non-Integrated/Consumer Entered
- Additional stand-alone instance
- Open to larger population
- Payer determines plan amount

nelnet
CAMPUS COMMERCE

Integrated, Past Due Payment Plans

Integration Process:

o   Joint process with school and Nelnet's delivered Integration

o   Identify the "term" or cohort of students

o   Determine the number of payment plans offered, not exceeding 12 months

o   Auto-debit configuration and timing

o   School notifies students they are eligible, student sees eligibility at login

o   Student selects payment option and auto-debit date

o   Students will have direct access, 24/7 support, responsive design UX

Payment Processing

o   Payment posting via EOD file

o   Real-time Agreement Notification sent to ERP

Non-integrated, Institution First Plans

Process:

o   Identify the cohort of students

o   Determine the number of payment plans offered, not exceeding 12 months

o   Auto-debit configuration and timing

o   School provides the list of eligible students

    o   As a file upload or manually enters in the Enterprise

Non-integrated, Institution First Plans

Process continued:

o   Nelnet emails invitation to participate in payment plan (triggered by the file upload)

- Configurable—up to 4 paragraphs in length
- Student clicks link, creates user profile and sets up plan
- Students will have direct access, 24/7 support, responsive design UX

Payment Posting:

- Manually extract a remittance report to upload to ERP
- Manually post payments

nelnet
CAMPUS COMMERCE

Non-integrated, Consumer Entered Plans

Process:

o   Determine the number of payment plans offered, not exceeding 12 months

o   School publishes or market/campaign to students the direct URL to Enterprise

o   Student registers as a Payer in Enterprise

   o   Completes the enrollment process for the payment plan

   o   Student enters the amount of the plan

   o   Students will have direct access, 24/7 support, responsive design UX

Payment Posting:

•   Manually extract a remittance report to upload to ERP

•   Manually post payments

Payment Plan Enrollment Fee

Semester, Past Due and International Payment Plan Bundle:

- **Enrollment Fee – Consumer Paid**

  - $40 - 2 to 6 payments

  - $60 - 7 to 12 payments

- **No monthly hosting or transaction fees charged to the school**

- **ACH, Credit/Debit Card payment options for Semester and Past Due**

  - Credit/Debit Card payments can use Discount or Service Fee

- **International Payment Plans using Convera**

Contact Information

New to Nelnet Campus Commerce:

Kevin Doherty
Business Development Officer
p.508.577.4396
e.Kevin.Doherty@nelnet.net

Existing School Partner:

Laurie Holbrook
Manager, Account Executives
p. 207.329.8029
Laurie.Holbrook@nelnet.net

nelnet
CAMPUS COMMERCE