
Making an International Payment

This page applies to the Enterprise Payment Platform. If you are looking for QuikPay or Commerce Manager, view the [QuikPay](#) section.

Nelnet partners with several vendors to provide an integrated and streamlined way for international students to make payments to your school. This article shows the consumer experience.

Requirements for offering international payments

In order to offer international payments, there is additional paperwork to be completed. The requirements vary between vendors, so you'll want to contact Nelnet to find out which option is best suited to your needs.

How are international payments made?

International payments are available for online payments made through the consumer's Nelnet account. They are not available for down payments or recurring payments, so the option will not appear when they set up a payment plan. In addition, they are not available for telephone payments. For more information, see [How do International Payments Work?](#)

Navigation

When the payer selects **Make a Payment**, they will see an option for an international payment. Clicking **Proceed to [Vendor Name]** routes them to the payment vendor's site where they will follow the steps to complete the wire transfer.



Note

Western Union requires a valid email address be entered for the Western Union 'Make a Payment' experience. Nelnet will prompt the consumer for an email address before proceeding to the Western Union site if there is no valid email address stored in the system. This email address is NOT saved to the consumer record. It is only entered and used to pass to the international payment vendor.

Home My Profile Financial Accounts 🔔 🔒 Signed in as Peggy ➔

Make A Payment

Peggy Brown #1000665503

1 Select A Payment 2 Payment Method

Payment Method

Bank Account

Credit / Debit Card

International Payment

International Payment Partner:
Western Union

STEP A

Click "Proceed to Western Union" to be directed to Western Union's website.

STEP B

Follow the Western Union transaction process.

STEP C

Track your transaction status with Nelnet.

Total Amount

Institution Amount	\$700.00
Nelnet Fees	\$30.00

Total **\$730.00**

Please Note

International payment may be applied differently to your account if:

- There is a change in balance during the payment process.
- The amount received differs from what was originated.

[Cancel](#) [Proceed to Western Union](#)

Viewing the payment in the transaction history

Once the payment has been submitted, the consumer can see the payment in the transaction tab with a status of **Initiated**. When the payment has been confirmed as 'paid', a new transaction will show in the history with a status of **Delivered** and a **Payment Confirmation notice** is sent.

Schedule

Transactions

Balances

Payments Made

Changes

Transactions

 Print

Past 90 Days

Student Account

DATE	NAME	ACCOUNT	TRANSACTION TYPE	ADJUSTMENT AMOUNT	AMOUNT DUE
21 Nov 20XX	Test Student	Student Account	Payment - Western Union-Delivered	-\$250.00	\$3,250.00
21 Nov 20XX	Test Student	Student Account	Payment - Western Union-Initiated		\$3,500.00
15 Nov 20XX	Test Student	Student Account	Charge - Charges Added - Agreement	\$3,500.00	\$3,500.00

Sample international payment confirmation notice

Sample College Payment Confirmation

Test Student
Customer #: 5154729114

Test Student:

The following international payment was delivered through [Payment Vendor Name].

PAYMENT DATE	11/12/20XX
INSTITUTION AMOUNT	\$2,844.00

PAYMENT DETAILS

NAME	DESCRIPTION	AMOUNT PAID
Test Student	Student Accounts - Fall 20XX	\$2,844.00
Total Amount		\$2,844.00

Thank you,
Sample College

If you have any questions, contact Customer Service at (800)609-8056.

Si usted tiene preguntas sobre esta correspondencia,
llame al Servicio al cliente (800)609-8056.

Please do not reply to this automated message. The mailbox is not monitored.