
Making an Online Payment for a Past Due Amount

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

This article explains how students can make payments for a past due amount.

Navigation

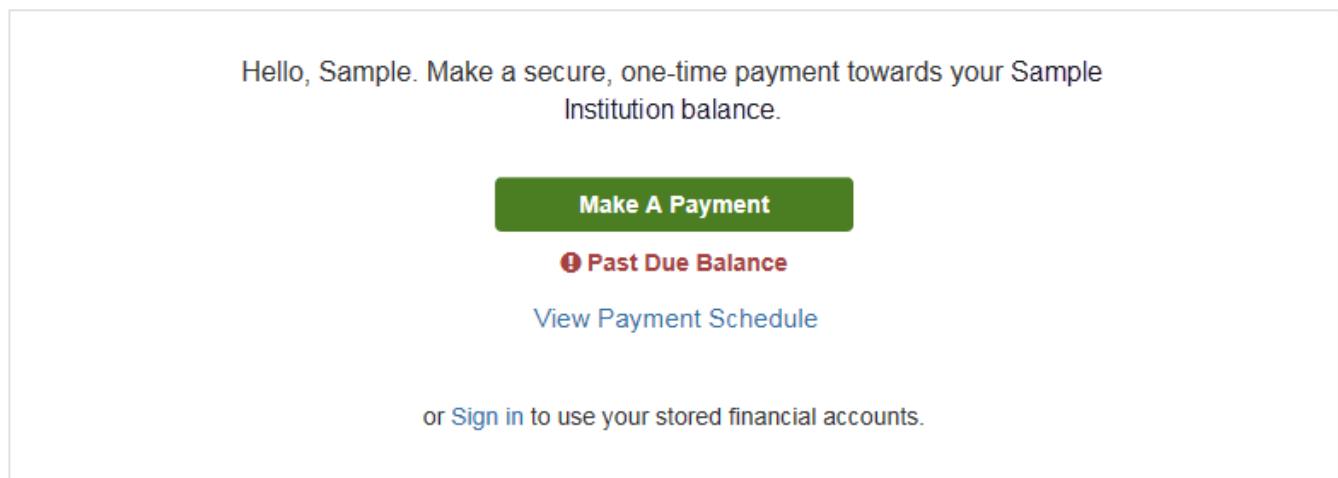
Students can access the payment screen two ways:

1. Link in an email
2. From their user account

Access from email link

When following a link, the student can make a payment **without logging in**. However, if they want to use stored financial account information, they will need to log in.

- Click **Make A Payment** to proceed without logging in
- Click **Sign In** to use stored financial account information



Access from home page

When logged in to a user account, the user will be able to click **Make A Payment** to proceed. **Past Due Payments** must be paid in full before any amount can be applied to future payments

The screenshot displays the 'Billing And Payments' section for Delores Smith (ID: 558888444). It shows a current balance of \$1,625.00 with a 'Transaction Details' link. A green 'Make a Payment' button is highlighted with a red box. Below this is a 'View Last Bill' link. A table lists a 'SPRING' payment plan (101 048 424) with an amount due of \$1,625.00. A red warning box indicates a 'Past Due' balance of \$1,625.00, with a blue 'Make a Payment' button highlighted by a red box.

SPRING	AMOUNT DUE
Payment Plan (101 048 424) Actions	\$1,625.00

Past Due - There is a past due balance of \$1,625.00.

Step 1: Select a payment

- A student can click the **Details** link next to the **FULL** payment option to view more information about the past due amount
- Select whether to pay the **FULL** or **PARTIAL** balance of the past due payment
 - If **PARTIAL**, enter the payment amount desired
- Click **Next - Payment Method**

Select a Term to Pay

[Want to designate another payer?](#)

Spring - \$1,625.00

Past Due Payment

A past due balance of \$1,625.00 is owed. You must pay this balance in full before making a Scheduled Payment.

Past Due Payment

- Pay **FULL** past due balance of \$1,625.00 [Details](#)
- Pay **PARTIAL** past due balance

PAYMENT AMOUNT **\$1,625.00**

[Cancel](#) [Next - Payment Method](#)

Step 2: Payment method

- **Select your Payment Method:**
 - If logged in, choose from a stored account on file or enter a new account.
 - A new account can be entered for a one-time use or saved to the student record.
 - If not logged in, enter a new account.
- **Total Amount:** The amount being paid today is displayed.
- **Authorization:** By clicking **Pay \$ Now**, the student is accepting the terms listed.

If the student has a valid email address on file, a payment confirmation is sent to that address. The student can elect to have the same notice sent to up to two additional email addresses.



Important

When the **Pay \$ Now** button is clicked, the payment has been submitted and cannot be changed or stopped.

Make A Payment

Maya Mercer ID: 11877

1 Select A Payment

2 Payment Method

3 Receipt

Payment Method

VISA ending in 1111

or Add a New Account

Payment Method Disclosure

The following processing fees apply:

- Credit Card - up to X.XX%
- Debit Card - up to X.XX%
- Checking or Savings Account - no fee

Card transactions for Nelnet Community College are processed by Nelnet Campus Commerce, USA.

[Nelnet Returned Payment Fee Policy](#)

Total Amount

Institution Amount	\$580.84
Service Fee	\$15.97

Total **\$596.81**

A transaction receipt will be sent to: mmercerc@nelnetcc.edu. [Add](#)

Authorization

This payment will affect the payment schedule only if it is successful. If this payment returns before the next scheduled payment date, we will attempt the scheduled payment on the scheduled date. If this payment returns after the next scheduled payment date, we will attempt the scheduled payment IMMEDIATELY after receiving the return.

By clicking the Pay Now button, you authorize Nelnet to process this payment from the financial account identified above.

This is an immediate payment and cannot be canceled.

[Cancel](#)

[Pay \\$596.81 Now](#)

Step 3: Receipt

This confirmation page can be printed for your records by selecting **Print** in the top right corner. This confirmation can be viewed in the student's [Notification Center](#) if it is not printed now.

Click **Proceed to Home** to leave the payment screen.

 Print



Your payment for \$596.81 has been authorized and submitted.

A transaction receipt was sent to mmercer@nelnetcc.edu

[Proceed to Home](#)

Summary

Institution	Nelnet Community College
Customer	Maya Mercer
Student ID	11877
Payment Date	08 Nov
Account Holder Name	Maya Mercer
Account	Visa - 1111
Institution Payment Amount	\$580.84
Service Fee	\$15.97
Total Payment	\$596.81

This is an immediate one-time payment and cannot be canceled. If you have any questions, contact Nelnet at (800)609-8056.

Authorization

This payment will affect the payment schedule only if it is successful. If this payment returns before the next scheduled payment date, we will attempt the scheduled payment on the scheduled date. If this payment returns after the next scheduled payment date, we will attempt the scheduled payment IMMEDIATELY after receiving the return.

By clicking the Pay Now button, you authorize Nelnet to process this payment from the financial account identified above.

This is an immediate payment and cannot be canceled.

Sample Email Payment Confirmation

Nelnet Community College Payment Confirmation

Maya Mercer
Customer #: 5001672939
Agreement #: 101090602

Maya Mercer:

The following payment was authorized and submitted on 08/11

PAYMENT DATE	08/11
ACCOUNT HOLDER NAME	Maya Mercer
ACCOUNT	Visa - 1111
INSTITUTION AMOUNT	\$580.84
SERVICE FEE	\$15.97
TOTAL AMOUNT	\$596.81

This is a one-time payment and cannot be cancelled.

PAYMENT DETAILS - SPRING

DUE DATE	DESCRIPTION	AMOUNT PAID
03/12	Maya Mercer - Tuition and Fees	\$580.84
	Service Fee	\$15.97
	Total Amount	\$596.81

Thank you,
Nelnet Campus Commerce

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

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