

## **Changes to Online Payments & Installment Plans**

McNeese is excited to announce that we are upgrading the online payment and Installment Plan process, effective Spring 2022 semester. The new online payment & Installment Plan portal will be live on 11/24/21. The elevation to online Payment Plans will enhance the student experience by the real time access of entering into a payment plan, ease of use, and transparency of the information that is available at the student's fingertips.

We currently utilize Nelnet QuickPay for online payments; and Installment Plans are manual contracts prepared in the Administrative Accounting offices. On 11/24/21, we will be converting to Nelnet Enterprise platform, which is an enhanced platform that students can use to make payments and set up payment plans. This will allow students more control over their financial obligations to the University. Students will be able to enter into payment plans and see their installment amounts immediately, instead of waiting for an emailed contract that has to be signed and returned. This service will be available 24 hours a day and have robust Customer Support from Nelnet. Individual plan details will also be available on the platform so students can log in and review at any time.

There are changes to this new Payment Plan process. Outlined below are the major changes; be on the lookout for more information in the future on McNeese's social media outlets and on the My McNeese Portal.

- 1) The first time a student clicks over to the new Nelnet Enterprise platform from the link at the top of the online bill/statement of account, there is verification information to enter and a PIN to set up. This is so that Nelnet Customer Support can properly protect your information.
- 2) Fall/Spring will now have 4 total payments instead of 3 – initial down payment + 3 additional payments – this will help students spread their payments over the semester and reduce each payment. For Spring 2022, the 4 payment due dates are the down payment paid at time of entering into the Plan, 2/15/22, 3/15/22, and 4/15/22. (Summer will remain 2 payments)
- 3) The initial payment (down payment) plus the \$30 enrollment fee must be paid at the time the Payment Plan is set up. Wait until you are ready to make payment before setting up plan.
- 4) All payments will be auto drafted on the due dates via the method selected at the time of setting up the plan. Nelnet will send notifications prior to initiating payments. Automated payments eliminate the need to remember to make manual payments and avoids late fees and Registration/Transcript holds for missed/late payments.
- 5) Any changes in tuition/fees due to enrollment changes (adding/dropping classes) will be automatically adjusted and reflected on the Payment Plan amounts due within 24 hours of the change.

- 6) If there is aid awarded that will pay a portion of the total charges, the partial aid will be applied toward the account balance and the plan will be set up on the balance due after aid. Aid will no longer be used as the initial/down payment.

Example: If charges are \$4,500.00 and there is aid totaling \$2,500.00, the remaining balance due is \$2,000.00. The Payment Plan payments would be as follows:

#1	due at time of plan setup	\$500 + \$30 enrollment fee
#2	draft 2/15/22	\$500
#3	draft 3/15/22	\$500
#4	draft 4/15/22	\$500
TOTAL PAID		\$2,000 + \$30 enrollment fee

- 7) Bookstore PTA charges will be included in the Payment Plan amounts due over the semester if a Payment Plan has been set up. If no Payment Plan is set up, Bookstore PTA charges will be due at the date determined by the Bookstore, usually to coincide with the final Payment Plan Date for the semester. For Spring 2022, this date is 4/15/2022.

Payment Plans for SPRING 2022 will be available on 11/24/2021

Where to go in Banner to access Payment Plan link:

Mcneese.edu – MyMcNeese – log in – Banner Self Service - Student tab - View/Pay My Bill – “Click Here to Set Up Payment Plan”

To see a video demonstration of Nelnet Payment Plans, go to <https://vimeo.com/588486622/7246029410>

Please direct any questions about this new process to [msucashiers@mcneese.edu](mailto:msucashiers@mcneese.edu)