



**PHOENIX COLLEGE**

A MARICOPA COMMUNITY COLLEGE

# Welcome to the Phoenix College Nelnet Campus Commerce Payment Plan Tutorial



## First a Few 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 \$40.00 to start and will be processed immediately (**\$25.00 is a non refundable Service Fee** and \$15 goes towards tuition).
- Scheduled payments are automatically taken out on the 5th of every month from the financial information provided. If the 5<sup>th</sup> falls on a weekend and/or federal recognized holiday, your payment will be processed the following business day.

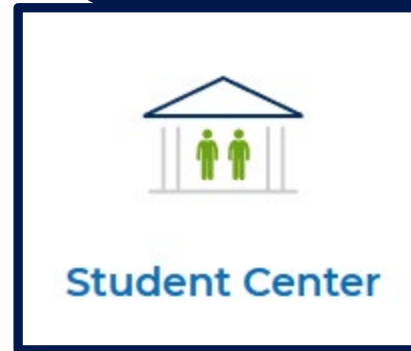
## Item You Will Needed

1. MEID
2. Password
3. Currently enrolled and have tuition due
4. Payment Information:
  - Credit/Debit Card or
  - Checking/Savings Account (account number and routing number required)
5. **Disable your popup blocker if you haven't already done so**



## Where do I Start?

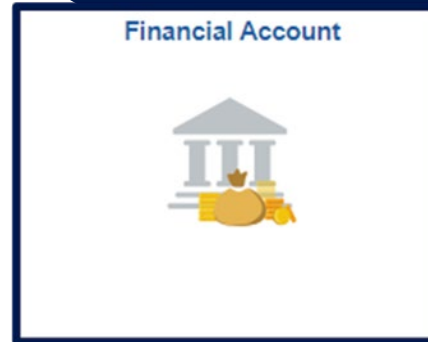
- Visit [maricopa.edu/students](http://maricopa.edu/students)
- Click on the Student Center
- Log in with your MEID and password.





## Navigating to the Payment Plan

Select the **Financial Account** tile



### Make a Payment

You will be prompted to “*Select*” the campus/term you intend to set up a payment plan for (If you are enrolled at multiple campus’s or in multiple terms a separate payment plan would need to be established for each).

**\*\***The “*Select*” option will be grayed out if your Pending Financial Aid is greater than what is owed and 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	
Phoenix College	Fall 2023	306.00		306.00		Select	
Total		306.00		306.00			



## Notice to Review

\*\*This 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\*\*

### Review Items

The following item(s) require your attention before proceeding.

#### Special Notice Regarding Last Class End Date

Please be advised that any changes to your class schedule (that result in an earlier scheduled end date) after the initial set up of a payment plan will directly impact the amount and number of monthly payments of your payment plan.

OK



## Setting up Payment Plan

Click the

*“Set up Payment Plan”* button

(The *“Make a payment”* button is the option for making a payment in full)

Then click *“Begin”*

Hello Student Name

**\$** Payment Plan & Billing [View Details](#)  
Student Name ID: #####

Current Balance  
**\$306.00** [Transaction Details](#)

**Make a Payment**

Fall 2023	AMOUNT DUE
Current Charges	\$306.00

**Set up a Payment Plan**

Welcome Fall 2023  
[Want to designate another payer?](#)

Thank you for choosing to set up a payment plan. Click the Begin button to get started.

**Begin** | Cancel

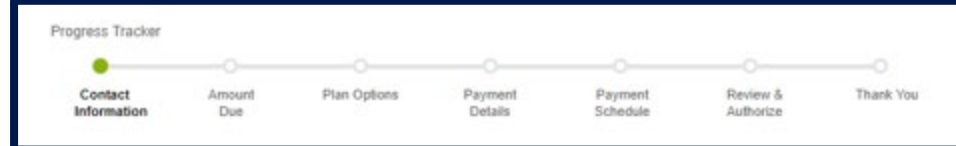


# Contact Information

You will be redirected to a your Nelnet Account Profile with information from your Student Center (address, phone number, email)

**\*\*Please verify the information.**

First time users will need to create an account.



### 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*	<input type="text"/>
Telephone ID Question 1*	-- Select --
Question 1 Answer*	<input type="text"/>
Telephone ID Question 2*	-- Select --
Question 2 Answer*	<input type="text"/>



# Payment Plan Option and Payment Info

Confirm the Amount Due

Review and select the payment option available to you.

Payment plans will never run longer than the length of your class(es).

**\*\*Remember \$25.00 is a nonrefundable service fee\*\***

Progress Tracker

Contact Information **Amount Due** Plan Options Payment Details Payment Schedule Review & Authorize Thank You

### Amount Due

Name	Amount Due	
Student Name	\$306.00	<a href="#">View Details</a>

[Back](#) [Next](#) [Cancel](#)

Progress Tracker

Contact Information Amount Due **Plan Options** Payment Details Payment Schedule Review & Authorize Thank You

### Payment Plan Options

Amount Due to Phoenix College - Maricopa: \$275.00

Select a payment schedule Show: All Items Selected

#### 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 checked="" type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> <li>Bank Account</li> <li>Credit Card</li> </ul>	\$15.00	5	August 2020	\$52.00	5th	27 Jul 2020	\$25.00

[Back](#) [Next](#) [Cancel](#)





## Payment Plan Payment Info

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\*\***

Progress Tracker

Contact Information   Amount Due   Plan Options   **Payment Details**   Payment Schedule   Review & Authorize   Thank You

### Payment Details

Please enter your primary financial account for payments

Pay using

Phoenix College - Maricopa allows you to pay using: a bank account (checking or savings) or a credit card (Visa, Mastercard, Discover or American Express).

Card transactions for Phoenix College - Maricopa are processed by Nelnet Campus Commerce, USA.

Progress Tracker

Contact Information   Amount Due   Plan Options   **Payment Details**   Payment Schedule   Review & Authorize   Thank You

### Payment Details

Please enter your primary financial account for payments

Pay using

- Select --
- Add Bank Account --
- Add Credit/Debit Card --

Phoenix College - Maricopa allows you to pay using: a bank account (checking or savings) or a credit/debit card (Visa, Mastercard, Discover or American Express).

Card transactions for Phoenix College - Maricopa are processed by Nelnet Campus Commerce, USA.



## Review and Confirmation

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 \$40.00 payment processed.

**\*\***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. **\*\***



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# Frequently Asked Questions





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## Q: 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 PC 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.



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

A: Access the Nelnet payment plan

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 2 business days before the next scheduled payment date to process any payment changes\*\***

MARICOPA  
COMMUNITY COLLEGES

Home My Profile **Financial Accounts**

### Financial Accounts

**Credit card type or account name**

Students Name  
Number XXXXXXXXXX0000  
Exp: May/2020

**Edit**

Fall 2023 Phoenix College - Maricopa

Payment Plan (xxx xxx xxx)

Remaining Balance  
\$255.00

**Change Account**



## Q: 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 resulting in a double payment.

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



## Q: What if Nelnet is unable to obtain payment on the 5<sup>th</sup>?

A: If Nelnet is unable to automatically take out payment on the 5<sup>th</sup> 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



# Q. How do I Verify my Enrollment and Charges for Class(es)

1. Verify your enrollment and charges by selecting "Financial Account"

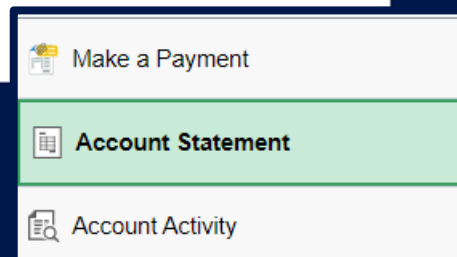
2. Account Statement – Select the Campus / Term

3. Review the course schedule, charges and account balance

1.



2.



3.

Phoenix College

Institution ◇ Phoenix College Term ▲ Fall 2023

Charges			Account Balance:		275.00
Description	Class	Charges	Balance	Due Date	
MGT Course Fee	Human Relations in Business	5.00	5.00	08/03/20	
Registration Processing Fee		15.00	15.00	08/03/20	
County Resident Tuition	Human Relations in Business	255.00	255.00	08/03/20	
<b>Total Charges:</b>			<b>275.00</b>		

**Applied Payments and Awards**

Payment Type	Transaction Date
<b>Total Payments:</b> 0.00	

**Course Schedule**

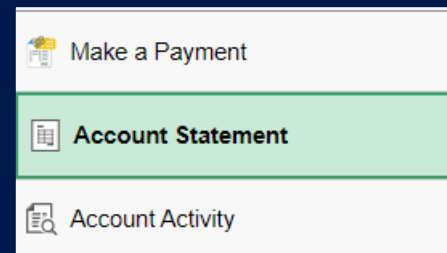
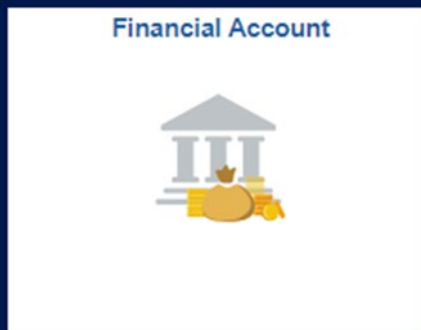
Course	Class Num	Description	Unit	Start Date	End Date	Instructor	Days	Start Time	End Time	Location
MGT 251	22103	HUMAN RELATIONS IN BUSINESS	3.00	08/24/20	12/12/20	BRENDA A MAYNARD				ONLINE





# Q: How do I know when my classes are due?

A: 1. Log into your Student Center and select "Financial Account"



2. Then, Account Statement - Select the Campus / Term

Institution	Term
Phoenix College	Fall 2023

3. View the Due Date Section

Charges		Account Balance:		275.00						
Description	Class	Charges	Balance	Due Date						
MGT Course Fee	Human Relations in Business	5.00	5.00	08/03/20						
Registration Processing Fee		15.00	15.00	08/03/20						
County Resident Tuition	Human Relations in Business	255.00	255.00	08/03/20						
Total Charges:			275.00							
Applied Payments and Awards										
Payment Type	Transaction Date									
Total Payments:			0.00							
Course Schedule										
Course	Class Num	Description	Unit	Start Date	End Date	Instructor	Days	Start Time	End Time	Lo
MGT 251	22103	HUMAN RELATIONS IN BUSINESS	3.00	08/24/20	12/12/20	BRENDA A MAYNARD				ONLINE

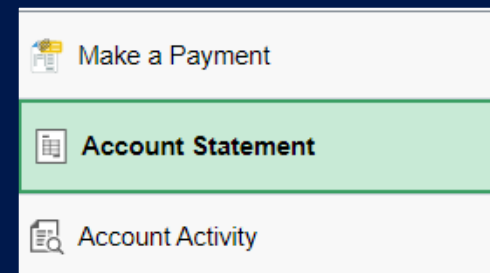


# Q9: How do I know the last day I can withdraw from a class and receive a refund?

A: 1. Log into your Student Center and select "Financial Account"

2. Then, Account Statement - Select the Campus / Term

3. View the Refund Deadline section for the related course



Institution		Term			
Phoenix College		Fall 2023			
Charges		Account Balance:		275.00	
Description	Class	Charges	Balance	Due Date	Refund Deadline
MGT Course Fee	Human Relations in Business	5.00	5.00	08/03/20	08/31/20
Registration Processing Fee		15.00	15.00	08/03/20	
County Resident Tuition	Human Relations in Business	255.00	255.00	08/03/20	08/31/20
Total Charges:			275.00		