

## FAQ's – regarding the payment plan through Nelnet

Q: Can I make a payment online so it can be applied to one of the scheduled payments with Nelnet?

A: Yes, but only directly through Nelnet's website.

If you make a payment through Kishwaukee College the payment made will be applied to the total balance owed not the scheduled payments. See below for instructions.

Additionally, please note payments need to be made **two business days before** the scheduled due date.

Q: How do I make a payment online through Nelnet so the payment is applied to one of my scheduled payments?

A: Logon to Nelnet and select Make a Payment and select the month you would like the payment to be applied to. Please be aware of the payment already in process alert. This is to avoid duplicated payments. See a copy of the message below.

### Payment Plan

#### Make A Payment

Shari Collins ID: 1119

1 Select A Payment   2 Payment Method   3 Receipt

What would you like to pay? [Want to designate another payer?](#)

Current Charges

Payment Plan

#### Select a Term to Pay

Fall 20XX - \$750.00

A custom message can be configured to display during the Make a Payment experience.

Automatic payment

#### Payments Due Within 30 Days

20 Nov 20XX - Payment - \$750.00

#### Other Payment Options


Full Term Balance of \$750.00

Other Amount


PAYMENT AMOUNT **\$750.00**

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

Click Next > Payment methods



**Payments already in process**  
If payments are currently being processed, a message link will display at the top of the screen which will provide information about those payments. This message should be an alert to avoid posting duplicate payments or to see why a payment is not showing up in the schedule.

 [View Payments in Process](#)

Q: *Who do I contact if I need to change my payment information?*

A: You will need to contact Nelnet. Their phone number is 1-800-609-8056.

Q: *I am receiving financial aid and I signed up for the payment plan. Why is Nelnet attempting to take a payment from my bank account?*

A: Nelnet's system imports the balances of all students on the payment plan daily. However, two business days before the schedule payments Nelnet's system will see the balance owed and attempt to take the schedule payment. If your financial aid was transmitted to your account the day before the scheduled payment or the day of the scheduled payments, the College and Nelnet cannot stop the payment.

Once Nelnet's system, sees the balance is zero Nelnet will not attempt to take another payment.

The Business Office regularly processes student refunds. If you have any questions regarding the next scheduled student refund, please email [busserv@kish.edu](mailto:busserv@kish.edu)

Q: *I made a payment directly to the College, the day before/or the same day as the scheduled payment. Now my bank account is showing that I am paying the scheduled payment amount twice. What should I do?*

A: Please call your bank and ask them to return the scheduled payment due to insufficient funds. Do not put a stop pay on the item. The stop pay will negatively affect your Nelnet service agreement. Please discuss with your bank any fees that may result in a returned payment.

Kishwaukee College cannot call the bank on your behalf.

Q: *I made a payment through Nelnet and now my balance is negative (a refund is due to me). How will I receive a refund?*

A: Our system does not have access to see how you paid your payment through Nelnet. Therefore, our system will send you a refund via direct deposit (if you have your bank information on file), credit card (if you have recently paid a balance with a credit card), or check which will be mailed to the address on file.