Nelnet Enterprise
Student Account Online Billing and Payment System
Payment Plan User Guide
Create a Payment Plan

Select the **Set up a Payment Plan** button on the **Home** screen to enroll in a term based payment plan allowing you to make monthly payments towards your balance due.

Please see further details on enrollment deadlines by term and plan options at [www.MyCollegePaymentPlan.com/hollins](http://www.MyCollegePaymentPlan.com/hollins)

**NOTE:** Fall term six month interest-free payment plans can be set up beginning May 15 until June 18 by entering a plan estimate (see pg. 5 for further details).
Welcome

If someone other than a student will be making payments or setting up a payment plan, you will need to designate them as an AUTHORIZED PARTY in our system.

STEPS TO ADD AN AUTHORIZE PARTY
1. The student will need to designate the Authorized Party. Please click on the "WANT TO DESIGNATE ANOTHER PAYER?" link in the top right corner of the page.
2. Once you have completed the required information, an email will be sent to the Authorized Party with a link to log into the payment system.
3. When the Authorized Party has accessed the payment system, the Authorized Party can complete a payment plan or make a payment on the student's behalf.

You will see a reminder to set up an authorized party on this page. If you have already done so, you can select Begin. Otherwise, follow the directions on the screen.
Make sure that all of your contact information is correct.

Set up your telephone identification questions.

Select Next.
Calculate your payment plan balance for the term and enter total in the box, using the calculation guide provided at the top of the page. Remember to subtract your financial aid package (do not include work study) and/or 529 payments from the total. If you miscalculate, you will receive an email asking you to adjust your plan after the next billing period.

*Once you have been billed for the term, the amount will generate automatically.
Please choose the option that is provided for you at the time that you are setting up the plan.

Hit Next.
A $25 non-refundable enrollment fee per term is required to participate in the payment plan.

You will see this pop-up to remind you that you will be paying this today. This fee does NOT go towards the account balance.
Select the type of payment method you will be using, and hit next.
Depending on your method of payment, you will see one of these two screens to set up your account.
This screen will show you the account you have chosen, how much you are paying today, and the balance remaining on the payment plan.

Hit Next.
This screen shows you your payment schedule. You will be able to print this at the end of the set-up process.

Hit Next.
Please review CAREFULLY. When finished, check the box stating that you have read the terms and conditions of the agreement, and then hit Authorize.
You have now completed setting up a payment plan. If you would like to print a copy of this contract for your records you may do so on this page.

When finished, select Done. This will take you back to the home screen.
You can now see your payment plan on your home page. You can hit the Actions button to make any necessary changes.

**NOTE: After billing begins, your current balance should match the amount due on your payment plan. If there is a discrepancy, you will receive an email asking you to authorize an increase in the payment plan, or to notify you of a decrease in your payment plan.
Select **Financial Accounts** to set-up and update all credit card or banking information for electronic checking or savings accounts that are used to make a payment. These profiles will be stored once a payment has been made, so you do not have to re-enter this information each time you make a payment.

Click here to change your account information.
Select **View Details** on the **Home** screen to view your scheduled payments, recent transactions, balances, recent payments, and any changes or adjustments that have been made to your account.
There is a lot of information on the View Details Screen, so take your time and look at everything!
### Activity Details

#### Name and ID Number

[View Payment Summary]

#### Transactions

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Account</th>
<th>Transaction Type</th>
<th>Adjustment Amount</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 May 2019</td>
<td>Name</td>
<td>Enrollment Fee</td>
<td>Payment - Enrollment Fee (15 May 2019)</td>
<td>-$25.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Name</td>
<td>Enrollment Fee</td>
<td>Charge - Agreement</td>
<td>$25.00</td>
<td>$525.00</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Name</td>
<td>Student Accounts</td>
<td>Charge - Agreement</td>
<td>$500.00</td>
<td>$500.00</td>
</tr>
</tbody>
</table>
### Activity Details

**Name and ID Number**

**View Payment Summary**

**Term:**

- All

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#### Balances

**Total Amount Due:** $500.00

**Expand All** | **Collapse All**

<table>
<thead>
<tr>
<th>Term</th>
<th>Account</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2019</td>
<td>Student Accounts</td>
<td>$500.00</td>
</tr>
</tbody>
</table>
### Activity Details

**Name and ID Number**

- **View Payment Summary**

#### Payments Made

- **Past 90 Days**
- **Successful**

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 May 2019</td>
<td>Name</td>
<td>Enrollment Fee</td>
<td>$25.00</td>
</tr>
</tbody>
</table>
### Activity Details

**Name and ID Number**

[View Payment Summary]

<table>
<thead>
<tr>
<th>EFFECTIVE DATE</th>
<th>TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Financial Account Information</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Financial Account Information</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Mobile Text Services Registration</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Authentication</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Correspondence Delivery Methods</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Mobile Text Services Registration</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Authorized Party Information</td>
</tr>
<tr>
<td>15 May 2019</td>
<td>Change</td>
<td>Student Information</td>
</tr>
</tbody>
</table>
Select **Transaction Details** on the **Home** screen to review your account details.
**Current Account Activity**

**Balance Summary**

Hannah Ayers, ID: A00431730  
As of: 30 May 2019 11:44 AM

| CURRENT BALANCE | $27,000.00 | Make A Payment |

**Transaction Details**

The details below represent recent activity reflected in your balance due to Hollins University and may not include payment plan activity that has not yet posted.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TERM</th>
<th>DESCRIPTION</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 May 2019</td>
<td>Fall 2019</td>
<td>Technology Fee</td>
<td>$170.00</td>
</tr>
<tr>
<td>30 May 2019</td>
<td>Fall 2019</td>
<td>Tuition and Fees (Other Resident)</td>
<td>$19,680.00</td>
</tr>
<tr>
<td>30 May 2019</td>
<td>Fall 2019</td>
<td>Student Mail Box Fee</td>
<td>$150.00</td>
</tr>
<tr>
<td>30 May 2019</td>
<td>Fall 2019</td>
<td>Student Mail Box Fee</td>
<td>$30.00</td>
</tr>
<tr>
<td>30 May 2019</td>
<td>Fall 2019</td>
<td>Green Fee</td>
<td>$5.00</td>
</tr>
<tr>
<td>30 May 2019</td>
<td>Fall 2019</td>
<td>Undergraduate Room Charge</td>
<td>$4,225.00</td>
</tr>
<tr>
<td>30 May 2019</td>
<td>Fall 2019</td>
<td>Resident Board Charge</td>
<td>$2,740.00</td>
</tr>
</tbody>
</table>

Your individual account activity will show here

**Note:** The above is for information purposes only. Fall term charges are billed in July.

You can also print this page for your records.
Select the **Make a Payment** button on just about any screen to submit your online payment to your account. You can use a debit or credit card, and/or a checking or savings account to make a payment.
You can pay towards your payment plan at any time. By clicking the small box to the left, you can pay the full amount, or you can enter in your own amount in the box to the right.

If you would like to pay the balance in full, check the box.

Click Next – Payment Method.
Use one of the accounts you have already set up, or add a new account to make this payment.

Authorize the payment, and you are done!
The bell is where you will find important messages from the Business Office. When you have a new message, it will have a little red circle with a number in it on the top right of the bell.
Notification Center

No notifications to display.
Under the Correspondence tab you will also find records and copies of all emails that have been sent to you from Nelnet Enterprise.
Under the Documents tab you will find a copy of your payment plan contract.
Please contact us with any questions, boffice@hollins.edu or 540.362.6303.

Please log out when you are finished with your session! Thanks!