Payment Plan Frequently Asked Questions

Q: If I sign up for a payment plan will I be charged interest?
A: No there is no interest charged on the payment plans?

Q: Why do I have to immediately pay a $25 fee and who gets that money?
A: The $25 is a set-up fee that goes to Nelnet Business Services for managing the payment plan site.

Q: Can I pay-off my plan early:
A: Yes, within the system you will have the ability to make single payments. Once your balance has reached zero your payment plan will end.

Q: Can I set-up my account so my parents can make the payments?
A: Yes, you have the ability to set up an Authorized Party.

Q: How do I set up an Authorized Party?
A: After you have entered your profile information and established your account on the right hand side of the screen will be a link to add an Authorized Party. Click the link and follow the instructions. After you have set up an Authorized Party they will receive an email with instructions on how to set up their account.
Q: What if there isn’t enough money in my account when the payment runs?  
A: You will be charged a $30 insufficient funds penalty and in 3 to 4 days Nelnet will attempt to rerun the payment.

Q: After establishing my payment plan can I change the payment account? 
A: Yes, at any time you can go into your account and change the payment method or account.