

IMPORTANT CHANGES TO BILLING, ONLINE PAYMENTS, AND REFUND PROCEDURES

Anderson University is partnering with Nelnet Business Solutions to improve your student finance experience. Students can now manage their finances online with a single sign-on through AccessAU. Once logged in, students can see their current balance due, print a bill on-demand, set up a payment plan, and manage their refund preference.

PLEASE NOTE, we will no longer be facilitating refunds through Higher One. You will need to set your refund preferences through Nelnet should you want to receive your refund through direct deposit. While you can choose to continue using your Higher One/Bankmobile account, you will need to enter the banking information with Nelnet to continue receiving direct deposits.

Below you will find instructions on how to log-in and additional information on the functions available with Nelnet. We hope you find this to be a useful tool in managing your student finances. Should you have questions, do not hesitate to contact the Student Financial Service Office. We are happy to assist!

sfs@anderson.edu

765.641.4180



ACCESSING NELNET - STEP ONE

Log into AccessAU Academics and go to Student Center.

- To avoid potential issues, please use Google Chrome or Mozilla Firefox web browsers. Do not use Apple Safari as there are known issues with this browser.

Menu

Search:

- My Favorites
- Self Service
 - Class Search / Browse Catalog
 - Academic Planning
 - Enrollment
 - Campus Finances
 - Campus Personal Information
 - Academic Records
 - Degree Progress/Graduation
 - Transfer Credit
 - Student Admission
 - Involvement
- Student Center**
- Mailbox Info
- Student Class Schedule By Date
- Apply to Falls School
- Meal & Raven Dollar Balances
- Guest Users
- AU Custom Folder
- Worklist
- Reporting Tools
- PeopleTools
- Guest Users
- My Personalizations

Student Center

Academics

[Search](#) [Plan](#) [Enroll](#) [My Academics](#)

other academic...

This Week's Schedule

Class	Schedule
PEHS 1000-5E LEC (1239)	----Online
PSYC 2000-02 LEC (1175)	MoWeFr 11:00AM - 11:50AM HART 101

[weekly schedule](#) [enrollment shopping cart](#)

Finances

My Account

[Account Inquiry](#)

Financial Aid

[View Financial Aid](#) [Report Other Financial Aid](#)

other financial...

Account Summary

You owe 8,183.75.

- Due Now 8,183.75
- Future Due 0.00

**** You have a past due balance of 8,183.75. ****

Currency used is US Dollar.

[Make a Payment - NBS](#)

Personal Information

[Demographic Data](#) [Emergency Contact](#) [Names](#) [User Preferences](#)

other personal...

Contact Information

Home Address	Campus Address
	None
Cell Phone	Campus E-mail

Proceed to STEP TWO.

ACCESSING NELNET - STEP TWO

Select "Make a Payment – NBS" in the Finances section

Menu

Search:

- My Favorites
- Self Service
 - Class Search / Browse Catalog
 - Academic Planning
 - Enrollment
 - Campus Finances
 - Campus Personal Information
 - Academic Records
 - Degree
 - Progress/Graduation
 - Transfer Credit
 - Student Admission
 - Involvement
 - Chapel
 - Student Center**
 - Community Directory Search
 - Mailbox Info
 - Student Class Schedule By Date
 - Apply to Falls School
 - Meal & Raven Dollar Balances
 - Guest Users
- AU Custom Folder
- Worklist
- Reporting Tools
- PeopleTools
- Guest Users
- My Personalizations

Student Center

Academics

[Search](#) [Plan](#) [Enroll](#) [My Academics](#)

other academic...

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[weekly schedule](#) [enrollment shopping cart](#)

Finances

My Account
[Account Inquiry](#)

Financial Aid
[View Financial Aid](#) [Report Other Financial Aid](#)

other financial...

Account Summary

You owe 8,183.75.

- Due Now 8,183.75
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Currency used is US Dollar.

Make a Payment - NBS

Personal Information

[Demographic Data](#) [Emergency Contact](#) [Names](#) [User Preferences](#)

other personal...

Contact Information

Home Address	Campus Address
	None
Cell Phone	Campus E-mail

Proceed to STEP THREE.


ACCESSING NELNET - STEP THREE

You will automatically be redirected to the Nelnet site.

- If a new window or tab does not open, make sure a pop-up blocker is not enabled.

During your first log-in you will be prompted to create your account. Please be sure to enter your information for all required items. Once complete, click on the green “Next” icon.

[Customer Service](#)

**ANDERSON UNIVERSITY**
Academic and Christian Discovery

Create Account

Contact Info

Welcome. Please take a few moments to review and complete your contact information.

Name

Prefix	-- None --
First Name*	
Middle Name	
Last Name*	
Suffix	-- None --

Address

Country*	United States
Address Line 1*	Street Address, PO Box, Company Name, c/o
Address Line 2	Apartment, Suite, Unit, Building, Floor, etc. Add
City*	
State*	-- Select --
ZIP/Postal Code*	
Time Zone*	Eastern Time

E-mail

E-mail 1*	
E-mail 2	
E-mail 3	

All correspondence will be sent via e-mail only
Correspondence will be sent to all e-mails provided

Phone Numbers

At least one phone number is required.

Daytime Phone	US () - . Ext.
Evening Phone	US () - . Ext.
Mobile Phone	US () -

To stay informed and receive the best service, I authorize NBS and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or prerecorded messages, and/or SMS text messages. By clicking 'Next' below, you agree to such contact related to your account.


Next

Proceed to STEP FOUR.

ACCESSING NELNET - STEP FOUR

Select security questions from the drop-down menu and type your answer accordingly. Once complete, click on the green “Submit” icon.

[Customer Service](#)





ANDERSON UNIVERSITY
Academic and Christian Discovery

Create Account

Online Account Profile

Security Questions

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

Submit

Back

Proceed to STEP FIVE.

USING NELNET

At this point, you should be at your home screen. Every time you click on the “Make a Payment – NBS” link in AccessAU, you will be immediately sent to this screen.

- **Payment Plan & Billing**
 - Select “Transaction Details” to print a current billing statement of your account.
 - Select “View Details” to see detail information regarding your balance, payments, email correspondence and payment plans.
 - Select “Make a Payment” to make a one-time payment.
 - Select “Set up a Payment Plan” to set up a monthly payment plan option.
- **Refunds**
 - Select “Manage Refunds” to select your preferred refund method.
 - You can have funds directly deposited into your current bank account for quick access,
 - deposited to prepaid debit card if you want quick access to your funds without opening a checking account, or
 - have a check mailed to your home address.
- **Add an Authorized Party**
 - If someone other than yourself will be making payments on your account, set them up as an authorized party. They will receive their own log-in information to access your account information at their convenience.

You will find more detailed information on each the functions listed in red on the following pages.

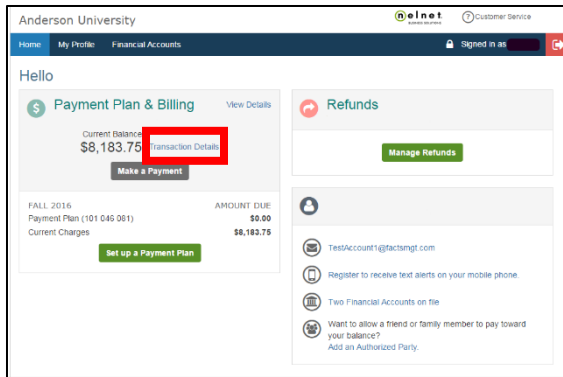
The screenshot displays the Anderson University NELNET portal. The header includes the university name, the NELNET logo, and a Customer Service link. A navigation bar shows 'Home', 'My Profile', and 'Financial Accounts'. The user is signed in, as indicated by a 'Signed in as' dropdown. The main content area is divided into several sections:

- Hello**: A greeting section.
- Payment Plan & Billing**: A section with a current balance of \$8,183.75. It includes links for 'View Details' and 'Transaction Details', a 'Make a Payment' button, and a 'Set up a Payment Plan' button. Below this, a table shows the 'FALL 2016' payment plan details, including a 'Payment Plan (101 046 081)' with an 'AMOUNT DUE' of '\$0.00' and 'Current Charges' of '\$8,183.75'.
- Refunds**: A section with a 'Manage Refunds' button.
- User Profile**: A section with a user icon and a list of account details, including 'TestAccount1@factsmgt.com', 'Register to receive text alerts on your mobile phone.', 'Two Financial Accounts on file', and 'Want to allow a friend or family member to pay toward your balance?'. The 'Add an Authorized Party' link is highlighted.

Payment Plan & Billing

Transaction Details

Tired of waiting for a billing statement to be mailed to your home? So are we! By selecting this link you can print a billing statement at your convenience. We'll also send monthly email reminders should you have a balance due.



- Below is a screen shot of what you will see when you select the Transaction Details link. Select the "Print" icon to print a copy of your billing statement.

[Back to Home](#)

Current Account Activity

[Balance Summary](#)

As of: 11 Nov 2016 2:58 PM

CURRENT BALANCE **\$8,183.75**

[Transaction Details](#)

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

DATE	TERM	DESCRIPTION	CHARGE AMOUNT	CREDIT AMOUNT
05 Jul 2016	Fall 2016	Tuition-UndergraduateFall, 2016-17		\$8,310.00
27 Sep 2016	Fall 2016	Payment - MasterCardFall, 2016-17		\$2,811.25
20 Jun 2016	Fall 2016	Wellness FeeFall, 2016-17	\$75.00	
20 Jun 2016	Fall 2016	Raven SilverFall, 2016-17	\$1,750.00	
27 Sep 2016	Fall 2016	Payment - eCheckFall, 2016-17		\$250.00
20 Jun 2016	Fall 2016	Tuition-UndergraduateFall, 2016-17	\$14,250.00	
20 Jun 2016	Fall 2016	Room - Smith HallFall, 2016-17	\$3,480.00	

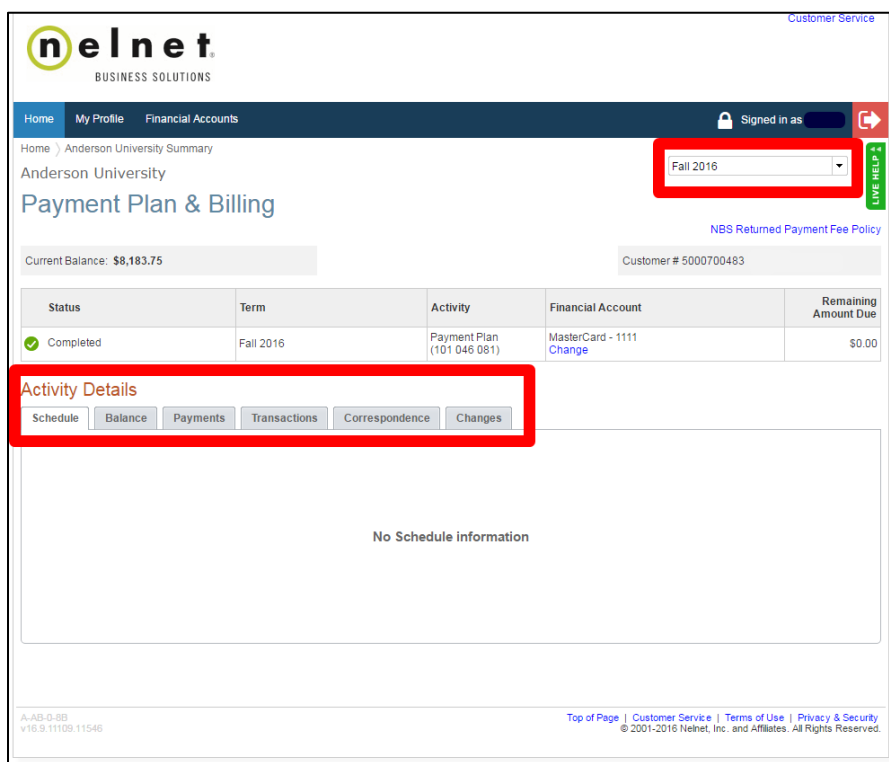
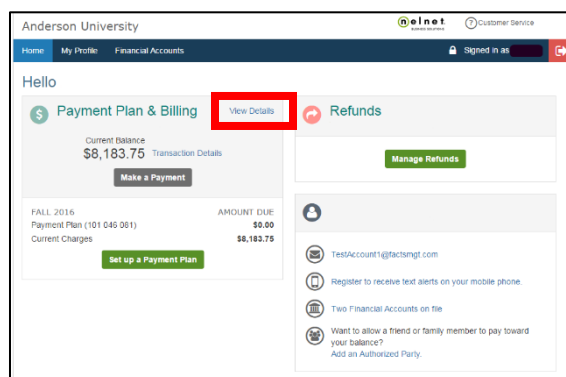
[Print](#)

Payment Plan & Billing

View Details

Not sure what makes up your balance? Want a listing of all payments you have made to date? Need a quick spot to retrieve emails we've sent to you? This is the spot to look!

- In the upper right corner, select the term you wish to view. Remember, the billing and payment plans are term specific. We do not have annual/full academic year billing or payment plans.
- You'll see various tabs under "Activity Details." Click on each one to view your balance information, payment history, changes made to your account, and a complete listing of all emails received.

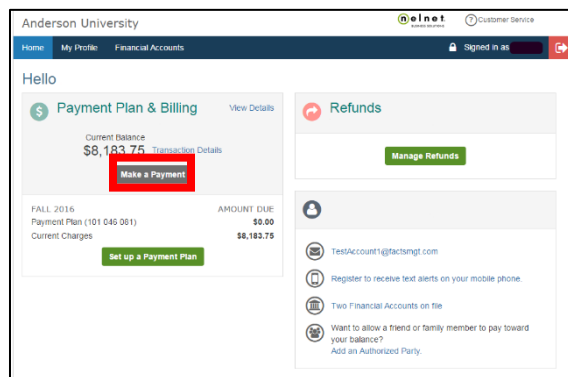



Payment Plan & Billing

Make a Payment

Do you want to pay your balance in full? Or make a large, lump-sum payment? This is the spot to make that transaction.

- Select the checkbox for the term you intend to pay.
- Full amount due on your account will automatically be entered as the Payment Amount. However, you can edit the amount to be a specific dollar value.
- There is also the option on this screen to set up a monthly payment plan in lieu of a large payment. You can pay a portion and then set up a payment plan later.
- Once you've entered your payment amount, select the green "Next-Payment Method" icon.



Anderson University  Customer Service

Home My Profile Financial Accounts Signed in as [User] [Logout]

Make A Payment

1 Select A Payment 2 Payment Method 3 Thank You

Want to designate another payer?

ACCOUNT	CURRENT BALANCE	PAYMENT AMOUNT
<input type="checkbox"/> Student Account Balance ● Fall 2016	8,183.75	\$ Enter Amount
<input checked="" type="radio"/> \$8,183.75 Eligible for Payment Plan Set up a Payment Plan		
		PAYMENT AMOUNT \$0.00
Cancel		Next - Payment Method

v16.9.11109.11546 Customer Service | Terms of Use | Privacy & Security
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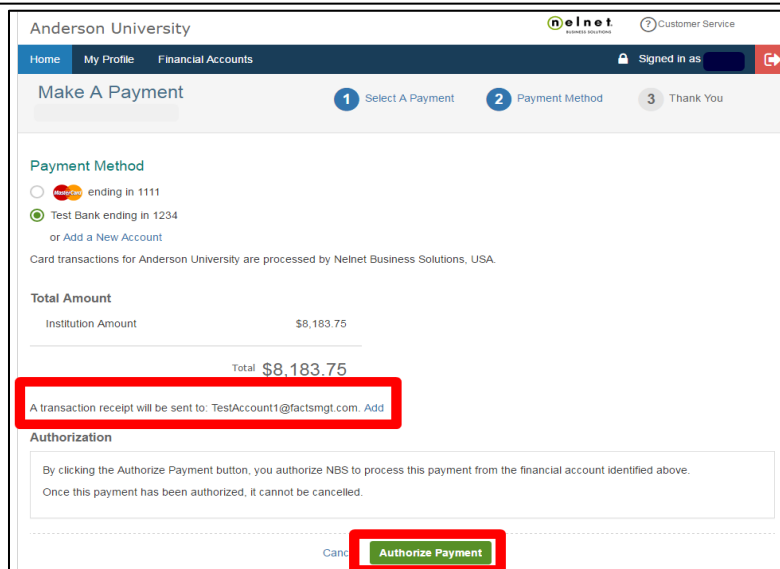
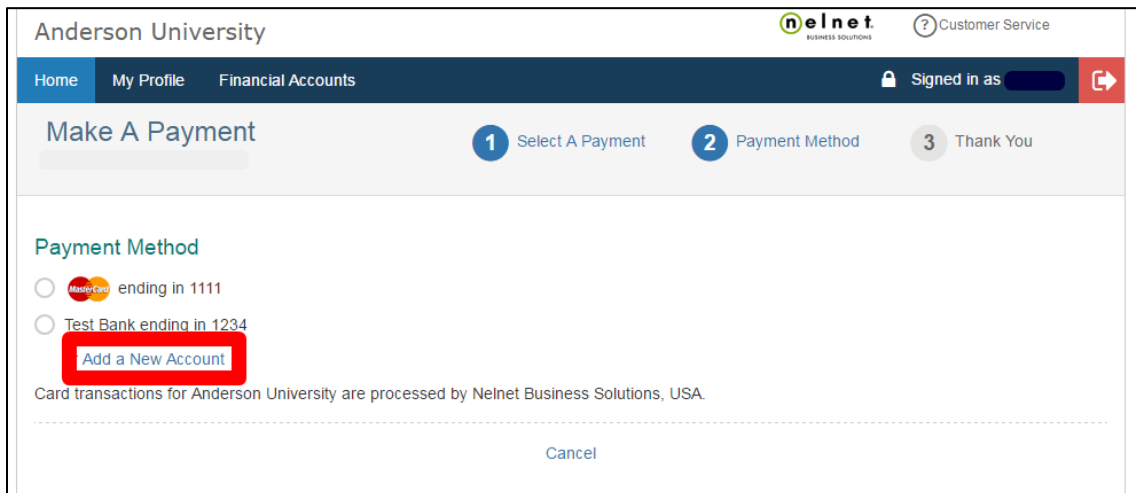
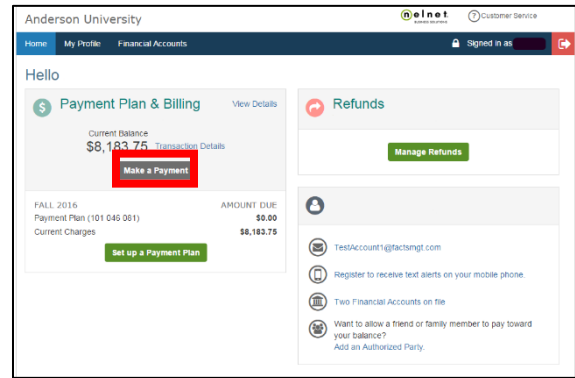
Proceed to next page.

Payment Plan & Billing

Make a Payment

...continued from above

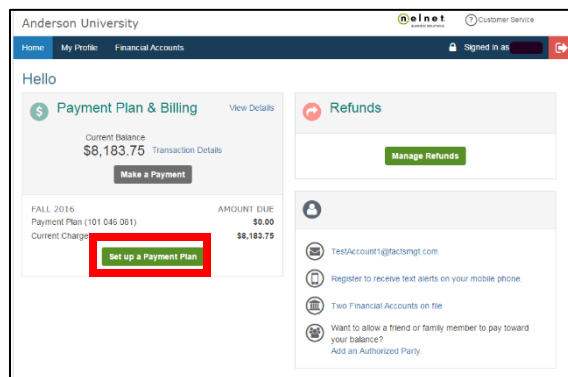
- You can use either a bank account or debit/credit card to make a payment. Keep in mind, debit/credit card transactions incur a 2.75%/transaction processing fee.
- Once you enter your financial information, the system can store it for quick, future use.
- After selecting your payment method, you will see the option of adding an additional email address to send a receipt.
- To complete the payment process select the green “Authorize Payment” icon.



Payment Plan & Billing

Set up a Payment Plan

Are monthly payments a better financial solution for you? If so, set up a payment plan. A plan can be set up when charges go on to your account for the term. You will need to set up a plan each semester. Also, there is an administrative cost of \$50 for every term you use this payment method.



- Once you select the green “Set up a Payment Method” icon, you will be prompted to select a green “Begin” icon. You will then be asked to confirm your **Contact Information**. Edit as you deem necessary. There will also be a timeline to track your progress of setting up the plan.
- The next screen will show the **Amount Due** on your account for the term. You can set up a plan for the full amount or edit for a lesser amount if you intend to make a lump sum payment as well.
- The **Plan Options** screen lists the available plans to you. It will show the month you can expect to make the first monthly payment, along with a down payment, if necessary. A down payment will only be required if you select a plan that has already started (to make “catch up” payment).
- There will also be a pop-up icon to remind you there is a nonrefundable fee to set up a plan. As mentioned previously, this amount is \$50/semester.

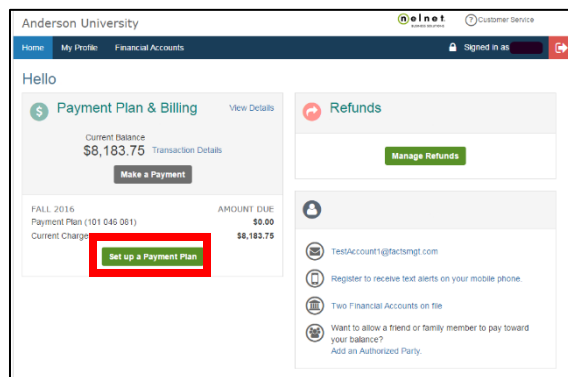
A screenshot of the 'Payment Plan Options' screen. At the top, the Nelnet logo and 'BUSINESS SOLUTIONS' are displayed. The user is identified as 'Anderson University' for 'Fall 2016'. A 'Progress Tracker' shows seven steps: Contact Information, Amount Due, Plan Options (highlighted with a red box), Payment Details, Payment Schedule, Review & Authorize, and Thank You. Below the tracker, the 'Payment Plan Options' section shows the 'Amount Due to Anderson University: \$500.00'. A 'Select a payment schedule' dropdown is set to 'All Items Selected'. A table titled 'Monthly Payments' lists two options: 'Automatic Payments from Bank Account or Credit Card' with a down payment of \$125.00, and 'Automatic Payments from Bank Account or Credit Card' with no down payment. Both options have a 1st payment amount of \$187.50 or \$500.00, respectively, and an enrollment fee of \$25.00. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

Payment Plan & Billing

Set up a Payment Plan

...continued from above

- After you acknowledge the fee, you will go to the **Payment Details** screen. There will be a drop down box for you to select a financial account for these payments to be deducted. If you want to set up a new account, you can do that as well.
- Similar to the “Make a Payment” option, there is a transaction fee of 2.75% should you use a debit or credit card to make your monthly payments.
- Once you select the payment method, you will see any amount due today, along with the remaining amount to paid over the course of the payment plan.
- Select the green “Next” icon to move to the **Payment Schedule** screen. Here you will be asked to select what dates you prefer to have the monthly payments deducted from your account. The system will offer confirmation of the date you can anticipate the first payment to hit your account.

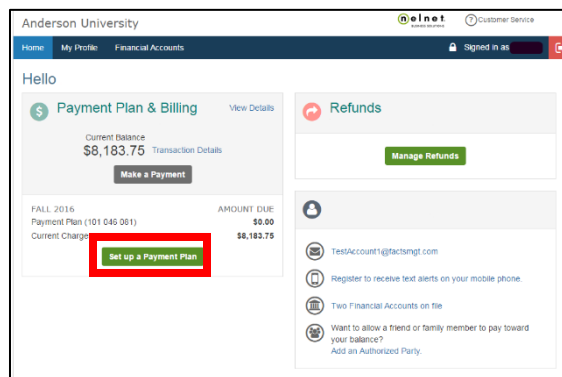
A screenshot of the Anderson University Nelnet portal showing the 'Payment Details' screen. The top navigation bar includes 'Anderson University' and 'Fall 2016'. A 'Progress Tracker' shows the current step as 'Payment Details'. The main content area is titled 'Payment Details' and includes a 'Please enter your primary financial account for payments' section. A red box highlights the 'Pay using' dropdown menu, which is currently set to 'MasterCard - 1111'. Another red box highlights a warning message: 'A 2.75% NBS service fee will be assessed for payments made with a debit card. The service fee is non-refundable. Should a payment amount or method change, the service fee will change accordingly. Card transactions for Anderson University are processed by Nelnet Business Solutions, USA.' Below this, the 'Amount Due Today' section shows a 'Pay using' dropdown set to 'MasterCard - 1111' with a '(Change)' link. A table shows the 'Enrollment Fee' as 25.00 and the 'Amount Due Today' as \$25.00. The 'Remaining Amount' section shows the 'Total Amount Remaining for Payment Plan' as \$500.00. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

Payment Plan & Billing

Set up a Payment Plan

...continued from above

- Upon confirming your payment schedule, you will then be directed to the **Review & Authorize** screen. This screen summarizes all options you have selected along with all required disclosures.
- You will need to select the box acknowledging you have read the terms and conditions prior to selecting the green “Authorize” button. You can do this either at the top or bottom of this page.



Anderson University

Home My Profile Financial Accounts Signed in as

Hello

Payment Plan & Billing View Details

Current Balance
\$8,183.75 Transaction Details

Make a Payment

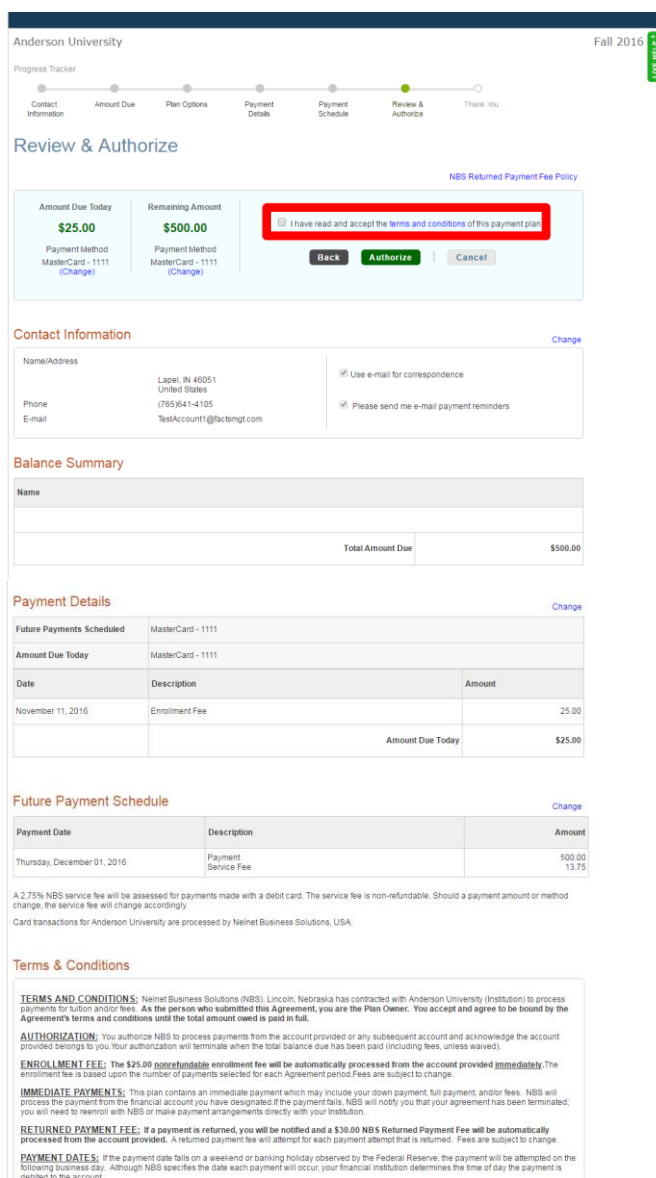
FALL 2016
Payment Plan (101 045 061)
Current Charge

AMOUNT DUE
\$0.00
\$8,183.75

Set up a Payment Plan

Refunds
Manage Refunds

TestAccount1@factnrgt.com
Register to receive text alerts on your mobile phone.
Two Financial Accounts on file
Want to allow a friend or family member to pay toward your balance?
Add an Authorized Party.



Anderson University

Fall 2016

Progress Tracker

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

Review & Authorize

NBS Returned Payment Fee Policy

Amount Due Today
\$25.00

Remaining Amount
\$500.00

☒ I have read and accept the terms and conditions of this payment plan.

Payment Method
MasterCard - 1111
(Change)

Payment Method
MasterCard - 1111
(Change)

Back Authorize Cancel

Contact Information Change

Name/Address
Lapel, IN 46051
United States

Phone
(765) 641-4105

E-mail
TestAccount1@factnrgt.com

☒ Use e-mail for correspondence

☒ Please send me e-mail payment reminders

Balance Summary

Name

Total Amount Due \$500.00

Payment Details Change

Future Payments Scheduled MasterCard - 1111

Amount Due Today MasterCard - 1111

Date	Description	Amount
November 11, 2016	Enrollment Fee	25.00
Amount Due Today		\$25.00

Future Payment Schedule Change

Payment Date	Description	Amount
Thursday, December 01, 2016	Payment Service Fee	500.00 13.75

A 2.75% NBS service fee will be assessed for payments made with a debit card. The service fee is non-refundable. Should a payment amount or method change, the service fee will change accordingly.

Card transactions for Anderson University are processed by Nelnet Business Solutions, USA.

Terms & Conditions

TERMS AND CONDITIONS: Nelnet Business Solutions (NBS), Lincoln, Nebraska has contracted with Anderson University (Institution) to process payments for tuition and/or fees. As the person who submitted this Agreement, you are the Plan Owner. You accept and agree to be bound by the Agreement's terms and conditions until the total amount owed is paid in full.

AUTHORIZATION: You authorize NBS to process payments from the account provided or any subsequent account and acknowledge the account provided belongs to you. Your authorization will terminate when the total balance due has been paid (including fees, unless waived).

ENROLLMENT FEE: The \$25.00 non-refundable enrollment fee will be automatically processed from the account provided immediately. The enrollment fee is based upon the number of payments selected for each Agreement period. Fees are subject to change.

IMMEDIATE PAYMENTS: This plan contains an immediate payment which may include your down payment, full payment, and/or fees. NBS will process the payment from the financial account you have designated. If the payment fails, NBS will notify you that your agreement has been terminated; you will need to re-enroll with NBS or make payment arrangements directly with your Institution.

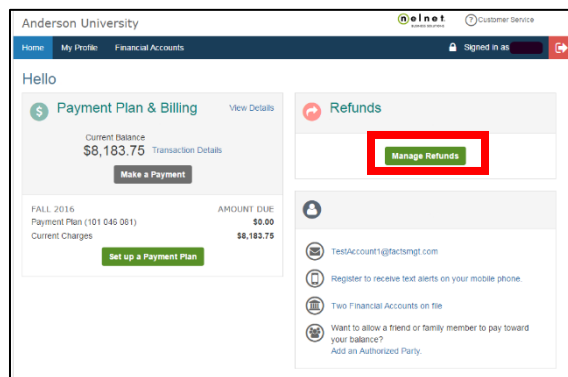
RETURNED PAYMENT FEE: If a payment is returned, you will be notified and a \$30.00 NBS Returned Payment Fee will be automatically processed from the account provided. A returned payment fee will attempt for each payment attempt that is returned. Fees are subject to change.

PAYMENT DATES: If the payment date falls on a weekend or banking holiday observed by the Federal Reserve, the payment will be attempted on the following business day. Although NBS specifies the date each payment will occur, your financial institution determines the time of day the payment is debited to the account.

Refunds

In the past AU has used multiple servicers to facilitate payments, payment plans, and refunds. Nelnet allows us to host all of these functions under one umbrella. Refunds are generated when a credit balance is created on your account. You will be able to track your refund through this feature.

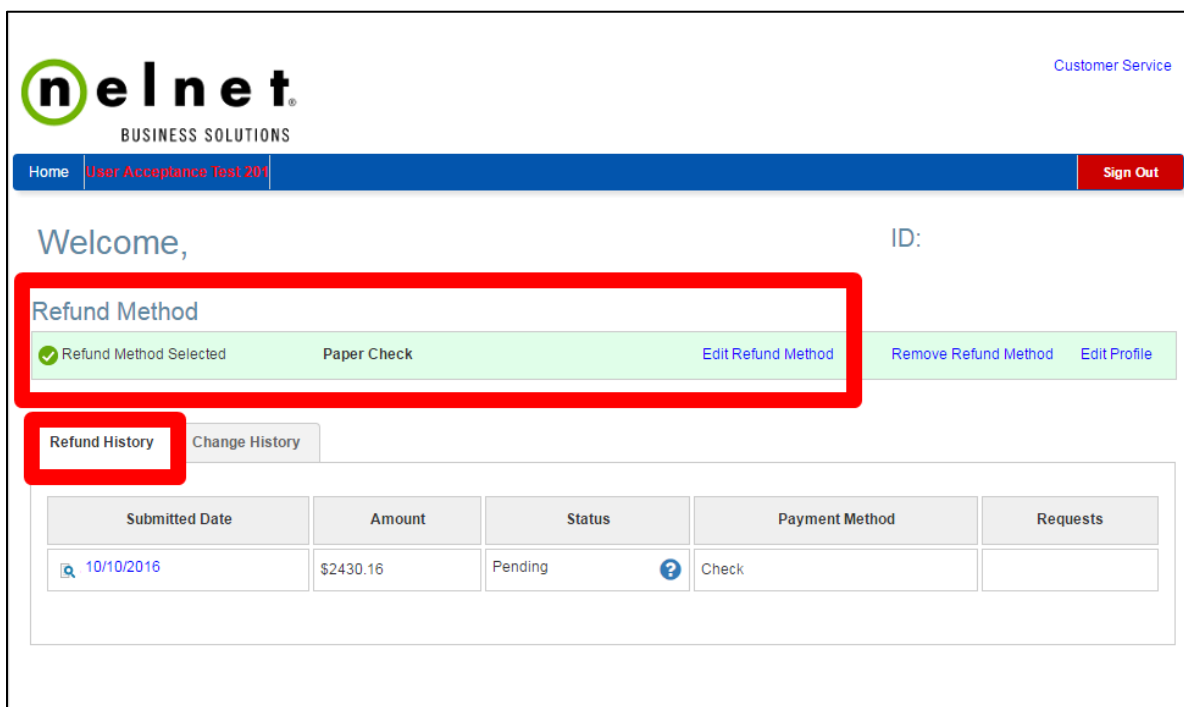
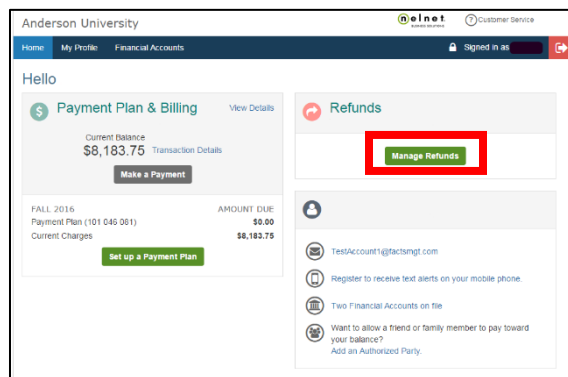
- Select the green “Manage Refunds” icon to begin. If this is your first time to log in, you will be prompted to select your preferred refund method.
 - **Bank Account (Direct Deposit)** – Refunds can be deposited directly into an existing checking or savings account. If you select this option, you can anticipate receiving your funds within 1-2 business days.
 - **Reloadable Debit Card** – If you do not have a bank account, or are unable to open one, you can pick up a reloadable debit card at Meijer, Walmart, or other local stores. These cards have routing and account numbers similar to that of a bank account. Again, like direct deposit, you can expect to receive your refund within 1-2 business days with a reloadable debit card.
 - **Paper Check** – Should you not select one of the previous options, this will be selected for you by default. You can change this at any time by editing your refund preferences. This option takes 3-14 business days for the funds to get to you. The check will be sent to the home address on file at the Registrar’s Office.

A screenshot of the Nelnet 'Enroll in Refunds' page. The top of the page features the Nelnet logo and 'BUSINESS SOLUTIONS'. A navigation bar includes 'Home', 'User Acceptance Test 202', and a 'Sign Out' button. The main heading is 'Enroll in Refunds', followed by 'Step 2 of 2: Select your refund method'. A paragraph states: 'Refunds will be disbursed via the selected method at the time the request is received and processed. If a refund method is not selected, refunds will be delivered to you via first class mail in the form of a paper check, to the address on record with your institution.' Below this, there are three radio button options: 'Bank Account (Direct Deposit)' with the note 'Funds should be received 1-2 business days from processed date', 'Reloadable Debit Card' with the note 'Funds should be received 1-2 business days from processed date', and 'Paper Check' with the note 'Funds should be received 3-14 business days from processed date'. At the bottom left, there is a link 'Back to profile'.

Refunds

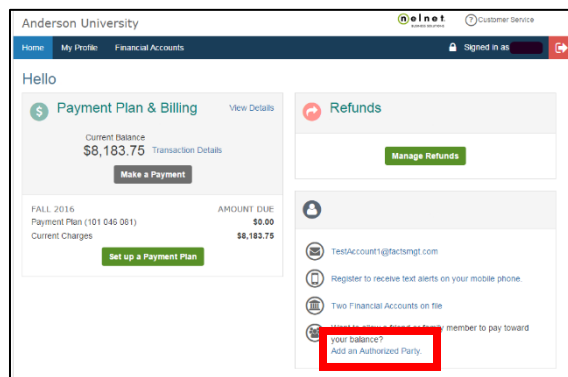
...continued from above

- After selecting your preferred refund method, the **Refund Home** screen will open. This page will again display your selected refund method and a link to easily edit and change your selection.
- The tab listed at the bottom of the page offer historical transaction information.
 - **Refund History** – This tracks all refunds we have sent to you. You can check the status along with the payment method for each refund.
 - **Change History** – By selecting this tab, you will see a history of all changes made to your refund profile.
- Once you are done reviewing your refund information, select the red “Sign Out” icon to be redirected to your Nelnet Home Page.



Add an Authorized Party

The bottom right corner of the Nelnet Home Screen allows you to select some additional personal preferences. You can change your preferred email address, choose to receive mobile alerts for important account reminders, or add an authorized party. If you have someone, for example, a parent who helps financially with your student finances, add them as an authorized party. They will receive billing updates, access to your financial account information, and make direct payments.



- Select **Add an Authorized Party** from the home screen. Then enter the authorize party's first and last name.
- Select the checkbox to acknowledge you are giving this permission to access your account information. Be sure to include their email address under the Web Access, otherwise they will NOT be able to access your account.
- For security purposes, you will have to enter a question the authorized party will be required to answer upon their initial log-in. So be certain this is a question to which they know the answer!

[Back to Home](#)

Add Authorized Party

First Name Last Name

Authorized Party Access

Authorized Parties will have access to your Anderson University account balance and the activity that the Authorized Party has initiated on your behalf, such as payments. They do not have access to your contact information, user credentials, other Authorized Parties or your financial account information.

☐ Include the details that make up my balance

Authorized Party Authentication

Create a question that the authorized party will know the answer to. You may want to inform the authorized party of this question and answer.

Authorized Party Authentication Question

Authorized Party Authentication Answer

Web Access

Enter an e-mail address to allow this person to create an account and pay online. An e-mail will be sent to this address upon save. If the E-mail Address field is left blank, the authorized party will only be able to discuss your account with NBS over the phone.

E-mail Address

Terms and Conditions

In compliance with the Family Educational Rights and Privacy Act of 1974 (as amended), your educational records and your student account information may not be released to a third party (e.g. your spouse, parents, sponsor, etc.) without your explicit permission. By creating an Authorized Party you are giving explicit consent for that individual to view and discuss your account information, make payments on your behalf, and for us to provide information to that individual about the balance of your account. This authorization will remain in effect until you remove the individual as an Authorized Party on your account.

By adding this Authorized Party you, , agree to the terms and conditions.

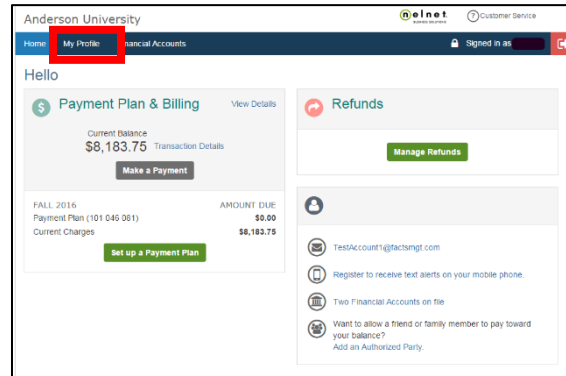
[Cancel](#) [Save](#)

Miscellaneous Tips

- You can edit your information at any time by selecting “My Profile” located next to the “Home” button.

From here you can edit

- your contact information,
- authorized parties,
- authentication questions and answers, and
- communication settings.



- Rather than paper bills, we will slowly be moving towards a paperless student billing process. So, to be certain you are receiving the appropriate billing notifications, make sure your profile information is kept up-to-date.
- If you have questions, you can contact Student Financial Services for assistance. Inquires can be made to sfs@anderson.edu or you can call 765.641.4180.