

Student Experience: International Invoice Payment Plan

This page applies to the Enterprise Payment Platform. If you are looking for QuikPay or Commerce Manager, view the [QuikPay](#) section.

This article shares the student experience when enrolling in an International Invoice Payment Plan.

To learn more about how International Invoice Payment Plans work and what institution users see, go to [International Invoice Payment Plans](#).



Internal Users:

An Authorized Party must be Full Access in order to set up an invoice payment plan. Limited Access APs do not have this capability. However, they should be able to make an international payment towards the balance once the payment plan is in place.

Set up an International Invoice Payment Plan

The Student navigates to their Enterprise home page and clicks **Set Up a Payment Plan**.

Hello Amanda

The screenshot displays the student's Enterprise home page. On the left, under 'Payment Plan & Billing', the current balance is \$4,000.00. Below this, a table shows 'SPRING 2021 Current Charges' with an 'AMOUNT DUE' of '\$4,000.00'. A green button labeled 'Set up a Payment Plan' is highlighted with a red arrow. On the right, the user's name 'Amanda Cole' is shown, along with three options: 'Two e-mail addresses on file', 'Register to receive text services on your mobile phone', and 'Want to allow a friend or family member to pay toward your balance? Add an Authorized Party.'

Amount Due

Welcome and **Contact Information** screens are displayed when applicable, and then the **Amount Due** screen is displayed to the consumer. Based on your institution's configuration, the Amount Due is displayed or manually entered / edited by the consumer, who then clicks **Next** to continue.

Progress Tracker

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

Amount Due

The amount displayed indicates charges that have posted your student account that can be set up on a payment plan.

Name	Amount Due	
Amanda Cole	4,000.00	View Details

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

Plan Options

The available payment plan options are displayed.



Reminder

The International Invoice Payment Plan option should only be displayed to International students. Standard plan options should also be displayed so the consumer can select a traditional payment plan option if they have a US financial account.

The user selects the International Invoice Payment Plan option, and **Next** to continue.

Progress Tracker

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

Payment Plan Options

Amount Due to Bay City Community College: \$4,000.00

Select a payment schedule Show: All Items Selected

Monthly

Please Note: Custom payment plan message can be displayed here, for a specified date range.

Select	Payment Method	Down Payment (Due Today)	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Payment Plan Enrollment Fee (Due Today)
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$2,000.00	3	February 2021	\$666.67	20th	10 Feb 2021	\$35.00
<input type="radio"/>	Automatic Payments from <ul style="list-style-type: none"> Bank Account Credit/Debit Card 	\$2,400.00	2	March 2021	\$800.00	5th	23 Feb 2021	\$35.00

International Invoice Plan

Select	Payment Method	Down Payment (Due Today)	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Payment Plan Enrollment Fee (Due Today)
<input checked="" type="radio"/>	Invoice	\$2,400.00	2	March 2021	\$800.00	5th 20th	03 Feb 2021 18 Feb 2021	\$35.00

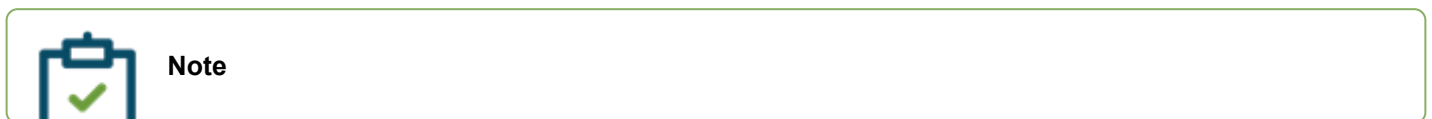
When the Nelnet Enrollment Fee is paid by the consumer, the Nelnet Enrollment Fee message is displayed. The user clicks **Ok** to continue.

Payment Plan Enrollment Fee ✕

There is a nonrefundable payment plan enrollment fee to participate in the option you selected.

Payment Details

The Payment Details screen shows the **Amount Due Today** (Nelnet Enrollment Fee and any down payment) and the available payment methods that are offered specifically for the enrollment fee / down payment.





Your institution may allow the ACH and CC payment methods for the enrollment fee / down payment, along with the International Payment option.

When the consumer selects the International Payment method from all available options for the enrollment fee and down payment, a message in bold red indicates the payer will be directed to make a payment for the Amount Due Today after they complete the authorization of their payment plan. The user clicks **Next** to continue.

Progress Tracker

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

Payment Details

Down Payment

Required Down Payment Amount \$2,400.00

Amount Due Today

Pay using International Payment

Bay City Community College allows you to pay using: a bank account (checking or savings) or a credit/debit card (Visa, Mastercard, Discover or American Express) or an international payment (Western Union or PayMyTuition).

After authorizing your payment plan, you will be directed to make a payment for the amount due today.

Down Payment to Bay City Community College View Details	2,400.00
Enrollment Fee	35.00
Amount Due Today	\$2,435.00

Remaining Amount

Total Amount Remaining for Payment Plan	\$1,600.00
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[Back](#) [Next](#) | [Cancel](#)

Payment Schedule

The Payment Schedule is displayed to the consumer. A message indicates an invoice will be sent approximately 20 days prior to each Invoice **Due Date**. The user clicks **Next** to continue.

Progress Tracker

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

Payment Schedule

What day do you want the future scheduled payments to be on?*

Future Payment Schedule

Due Date	Description	Amount
Friday, March 5, 2021	Budgeted Invoice	800.00
Monday, April 5, 2021	Budgeted Invoice	800.00

Invoice will be sent approximately 20 days prior to the due date shown.

|

Review and Authorize

The Amount Due Today is displayed on the Review and Authorize step of payment plan enrollment.

- The **Amount Due Today** section reminds the consumer in bold red that they will be directed to a page to make the immediate payment that is owed.
- The button on the Review and Authorize page is revised to say **Authorize and Pay**.

Progress Tracker

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

Review & Authorize

[Nelnet Returned Payment Fee Policy](#)

<p>Amount Due Today</p> <p>\$2,435.00</p> <p>International Payment (Change)</p> <p>After authorizing your payment plan, you will be directed to make a payment for the amount due today.</p>	<p>Remaining Amount</p> <p>\$1,600.00</p> <p>Invoices will be sent approximately 20 days prior to their due date.</p>	<p><input checked="" type="checkbox"/> I have read and accept the terms and conditions of this payment plan (Plan details and Terms & Conditions are listed below)</p> <p><input type="button" value="Back"/> <input type="button" value="Authorize and Pay"/> <input type="button" value="Cancel"/></p> <p>Once submitted you will have the option to print this agreement from your account history.</p>
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The Payment Details section reminds the payer they will be directed to make an immediate payment for the Amount Due Today.

Balance Summary	
Name	
Amanda Cole	
Total Amount Due	\$4,000.00

Payment Details		Change
Amount Due Today	International Payment After authorizing your payment plan, you will be directed to make a payment for the amount due today.	
Date	Description	Amount
February 01, 2021	Down Payment to Bay City Community College View Details	2,400.00
February 01, 2021	Enrollment Fee	35.00
	Amount Due Today	\$2,435.00

An additional message is displayed below the Payment Schedule indicating an invoice will be sent approximately 20 days prior to each scheduled Due Date.

Future Payment Schedule		Change
Due Date	Description	Amount
Friday, March 5, 2021	Budgeted Invoice	800.00
Monday, April 5, 2021	Budgeted Invoice	800.00

Invoice will be sent approximately 20 days prior to the due date shown.

The user clicks the **Authorize and Pay** button to continue.

Next step

A pop up message indicates “Agreement Submitted” and that the Amount Due Today must be paid immediately for the payment plan to remain active.

An action button then displays “**Proceed to _____**” (your international payment provider). When multiple international payment providers are offered, the user must select a payment vendor from the drop-down list.



Agreement Submitted

The Amount Due Today must be paid immediately for your payment plan to remain active.

Select International
Payment Vendor*

Western Union

Proceed to Western Union

Third party international payment provider

The user clicks the **Proceed** button and is passed to the international payment provider's site. Integration between the two systems will automatically display the Amount Owed, and will specifically identify your institution. Based on your school's configuration, the site may be branded with your institution's branding and logo.

Confirmation email

A payment plan confirmation is emailed to the consumer upon completion of the payment plan enrollment. The international invoice payment plan agreement has a few verbiage differences from an automated payment plan.

- A message indicates the agreement will be terminated if the Amount Due Today is not paid within 7 days.
- An additional message reminds the user the non-refundable Enrollment Fee will be included in the first immediate invoice.

For information about other notices that may be sent to the consumer, see [Notices for International Invoice Payment Plans](#).

Bay City Community College

Invoice Schedule

Spring 2021
Amanda Cole
Customer #: 1000667632
Agreement #: 101042145
Student ID: 1312

Amanda Cole:

Please review the summary and schedule below for balance details and due dates.

This verbiage can be added to the payment plan enrollment confirmation.

PLAN SUMMARY

Payment Option:	Invoice Payments
Plan Amount to Bay City Community College	\$4,000.00
Nelnet Enrollment Fee	\$35.00
Amount Due Today	\$2,435.00
Remaining Amount Due	\$4,035.00

If the amount due today has not been successfully paid within 7 days, your payment plan will be terminated.

PAYMENT SCHEDULE

PAYMENT DATE	DESCRIPTION	AMOUNT
03/05/2021	Invoice	\$800.00
04/05/2021	Invoice	\$800.00

Additional information about your plan:

If a payment is returned, a \$30.00 Nelnet returned payment fee will be assessed.

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PDF Generated: Tue, 19 Apr 2022 19:24:53 GMT

Go to [Bay City Pay](#) to view and manage your information online. Go to

www.baycitycc.com, log in to your student account, and select the link to set up a payment plan. You may also access the [terms and conditions](#) online.

Student's Home page with active payment plan

Upon authorization of the payment plan, the student's Enterprise home page will immediately display the new payment plan agreement.

The screenshot shows a user interface for a student's home page. At the top is a dark blue navigation bar with links for 'Home', 'My Profile', and 'Financial Accounts'. On the right side of the bar are icons for a notification bell, a lock, and the text 'Signed in as Amanda' next to a share icon. Below the navigation bar, the text 'Hello Amanda' is displayed. The main content area is divided into two panels. The left panel is titled 'Payment Plan & Billing' with a 'View Details' link. It shows 'Amanda Cole ID: 1312', a 'Current Balance' of '\$4,035.00' with a 'Transaction Details' link, and a green 'Make a Payment' button. Below this, it lists 'SPRING 2021 Payment Plan (101 042 145)' with an 'Actions' dropdown and 'Plan owned by Amanda Cole'. To the right, the 'AMOUNT DUE' is '\$4,035.00'. The right panel is titled 'Amanda Cole' and contains three items: 'Two e-mail addresses on file', 'Register to receive text services on your mobile phone.', and 'Want to allow a friend or family member to pay toward your balance? Add an Authorized Party.'

Student Home Page with Past Due Warning

The next day, the plan is technically Past Due because the required Down Payment was due immediately. A red warning message is displayed to the consumer. The blue message indicates an international payment has been initiated by the consumer.

Hello Amanda

Payment Plan & Billing [View Details](#)

Amanda Cole ID: 1312

Current Balance
\$4,035.00 [Transaction Details](#)

[Make a Payment](#)

International Payment - An International Payment of \$2,435.00 initiated on 01 Feb 2021.

SPRING 2021 AMOUNT DUE
Payment Plan (101 042 145) [Actions](#) **\$4,035.00**
Plan owned by Amanda Cole

Past Due - There is a past due balance of \$2,435.00.
[Make a Payment](#)

Amanda Cole

- Two e-mail addresses on file
- Register to receive text services on your mobile phone.
- Want to allow a friend or family member to pay toward your balance?
[Add an Authorized Party.](#)

When the consumer clicks the **View Details** link, the **Schedule** tab indicates the Past Due payment (when a Down Payment is required and being paid with an international payment). No email communication is sent for this invoice.

Activity Details

Amanda Cole
Student ID: 1312

Term:

[View Payment Summary](#) [Netnet Payment Processing Policies](#)

Schedule Transactions Balances Payments Made Changes

Upcoming Payments

[View Full Schedule](#)

Expand All | Collapse All

Due Date: 01 Feb 2021	Payment Plans (101 042 145) - Past Due	Amount Due: \$2,435.00
Due Date: 05 Mar 2021	Payment Plans (101 042 145)	Amount Due: \$800.00
Due Date: 05 Apr 2021	Payment Plans (101 042 145)	Amount Due: \$800.00

The **Transaction tab** indicates the student has "Initiated" a payment with the international payment vendor. An updated line item will display a status of "Delivered" when the international payment vendor has remitted the funds to the institution.

Activity Details

Amanda Cole
Student ID: 1312

Term: All

[View Payment Summary](#) [Nelnet Payment Processing Policies](#)

Schedule **Transactions** Balances Payments Made Changes

Transactions ePrint

Past 90 Days ▼ All Accounts ▼

DATE	NAME	ACCOUNT	TRANSACTION TYPE	ADJUSTMENT AMOUNT	AMOUNT DUE
01 Feb 2021	Amanda Cole	Enrollment Fee	Payment - Western Union - Initiated		\$4,035.00
01 Feb 2021	Amanda Cole	Enrollment Fee	Charge - Agreement	\$35.00	\$4,035.00
01 Feb 2021	Amanda Cole	Student Account Balance	Charge - Agreement	\$4,000.00	\$4,000.00