

Nelnet (FACTS) Pending Aid/Payment Plan Set-Up Instructions

PAYMENT DUE DATES: 48 HOURS FROM THE TIME YOU REGISTER

1. Visit www.glenoaks.edu
2. Select ONLINE SERVICES from the top menu
3. Click on MyGOCC & sign in with your Viking username & password
4. From the left side panel
 - a. Select Financial Information, Student Finance, & Payment Plan
 - b. Select Proceed to Processor on main menu
5. **FIRST TIME USERS** will need to **Create Account**. Users will be asked to provide their name, address, phone number, & email. Users will also need to select two predefined security questions & provide answers.
EXISTING USERS Proceed to Step 6 & 7. Make sure all existing information is updated.

The following screenshots are examples only the semesters, dates, and amounts will be different when you are setting up your payment plan.

Create Account Return to

Contact Info

Name

Prefix: -- None --

First Name*

Middle Name

Last Name*

Suffix: -- None --

Address

Country*: -- Select --

Address Line 1: Street Address, PO Box, Company Name, etc

Address Line 2: Apartment, Suite, Unit, Building, Floor, etc Add

City

State/Province/Region

ZIP/Postal Code

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 provide you the best customer service possible, FACTS may contact you by any phone number associated with you, including cellular and mobile numbers. We may also contact you using automatic dialing systems, artificial or pre-recorded messages, text messages, or e-mails. By clicking "Next" below, you agree to such contact related to your account.

Next | **Cancel**

Create Account

Online Account Profile

Security Questions

Telephone ID Question 1* -- Select -- ?

Question 1 Answer*

Telephone ID Question 2* -- Select -- ?

Question 2 Answer*

Submit **Back**

Help

The telephone ID questions are used by Nelnet (FACTS) Customer Service to validate your identity when you make inquiries by telephone.

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6. **Home/Welcome.** From Home/Welcome screen, users will click **Set up a Payment Plan**.
- If you are enrolling for multiple semesters, you must sign up for two payment plans.
 - From this point forward, the user has access to **Live Help** via Nelnet (FACTS) chat feature on the top right corner of the screen. This option is available Monday-Friday from 8-5 Central Time.



Hello Test

Payment Plan & Billing [View Details](#)
 Test Customer #1000640654
 For Test Student1 and Test Student2

[Set up a Payment Plan](#)

Test Customer

[mytestaccount@factsmgt.com](#)

[Register to receive text alerts on your mobile phone.](#)

Want to allow a friend or family member to pay toward your balance?
[Add an Authorized Party.](#)

[Have another account you want to link?](#)

Add an Authorized Party
 Users may add parents, grandparents, etc. who plan to pay on their account by selecting this option.

7. **Contact Information.** The user will have the opportunity to review their personal information and make changes as needed. In addition, the user can update their correspondence preference.

Contact Information

Demographics

Student ID*

Name
 62249 Shimmel Rd
 Centerville, MI 49032
 United States [Edit](#)

E-mail Addresses
 Please send me e-mail payment reminders [Details](#)

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

I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize Nelnet 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. I understand that standard message and data rates may be charged by my service provider(s).

[Back](#) [Next](#) [Save & Exit](#) [Cancel](#)

8. **Amount Due.** Selecting 'View Details' will give user a detail of all charges on account.

Amount Due

Name	Amount Due	
Stacie Hart	10,000.00	View Details

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

9. **Payment Plan Options.** Have you been awarded financial aid for the semester?
- If YES** - Below is the screen you should see if financial aid has been applied to your account. You should have only one payment plan option if you have been awarded financial aid. If you see more than one payment plan option, your financial aid has not been applied to your account or there is an error. **Contact the Financial Aid Office.** Do not select another payment plan, as your checking/savings account or credit/debit card may be charged.
- If NO** – You will see more than one option under **Choose a Payment Plan**. Pick the plan you wish to use for payment. **A \$25.00 non-returnable fee will be deducted from your account immediately.**

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Payment Plan Options

Amount Due to Glen Oaks Community College: \$10,000.00

Select a payment schedule

Pending Aid Payment Plan

Select	Payment Method	Number of Payments	Beginning Month	1st Payment Amount	Available Payment Days	Last Day to Enroll	Enrollment Fee
<input checked="" type="radio"/>	Automatic Payments from • Bank Account • Credit Card	2	May 2017	\$5,000.00	5th	03 May 2017	\$25.00

If your financial aid has been awarded, you will only see the Pending Aid Payment

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

Enrollment Fee

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

[OK](#) | [Cancel](#)

10. **Payment Details.** *The person listed as the Plan Owner must be a signer on the financial account provided. You will need to enter a checking/savings account or credit/debit card information even if your financial aid covers everything. If you have a balance after financial aid has been applied, a \$25.00 non-returnable fee will be deducted in addition to the two monthly payments that will be drawn from your account or charged to your card as outlined by the Payment Plan option chosen.*

Payment Details

Please enter your primary financial account for payments

Pay Using: -- Select -- ?

- Select --
- Add Bank Account --
- Add Credit Card --

A service fee may be assessed for payments made by credit card. The service fee amount will be disclosed once you select a payment method. Select your payment method to continue.

This warning box is only displayed when offering a credit card option where the customer may pay additional fees.

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

← Add Account

Bank Account

Please enter your name exactly as it appears on your Bank Account.

Account Holder Name*

Bank Name*

Account Type* -- Select --

Routing Number* ?

Account Number* ?

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

← Add Account

Credit Card Details

Please enter your name exactly as it appears on your Credit Card.

Account Holder Name*

Card Number*

Card Brand* -- Select --

Expiration Date* -- Select -- / -- Select --

Billing Address

Please enter the address as it appears on your billing statement.

Country* United States

Address Line 1* 121 Main St

Address Line 2 *Apartment, Suite, Unit, Building, Floor, etc.* [Add](#)

City* Lincoln

State* Nebraska

ZIP/Postal Code* 68506

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

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11. **Payment Schedule.** Please go to www.MyCollegePaymentPlan.com/glenoaks to see details on payment plans.

Payment Schedule

Future Payment Schedule

Payments will be on the 5th of the month.

Payment Date	Description	Amount
Friday, May 05, 2017	Payment	5,000.00
Friday, May 05, 2017	Enrollment Fee	25.00
Monday, June 05, 2017	Payment	5,000.00

Card transactions for Glen Oaks Community College are processed by Nelnet Campus Commerce, USA.

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

12. **Review & Authorize.**

- **Change** links allow the user to edit the information entered during payment plan setup
- The customer must check the box to agree to the **Terms & Conditions**
- Clicking **Authorize** completes the set up

Review & Authorize

[Nelnet Returned Payment Fee Policy](#)

Remaining Amount \$10,025.00	<input checked="" type="checkbox"/> I have read and accept the terms and conditions of this payment plan
Payment Method MasterCard (Change)	Back Authorize Cancel

Contact Information

[Change](#)

Name/Address Stacie Hart 62249 Shimmel Rd Centerville, MI 49032 United States	All correspondence will be sent via e-mail <input checked="" type="checkbox"/> Please send me e-mail payment reminders
Phone	
E-mail shart@glenoaks.edu	

Balance Summary

Name Stacie Hart	Total Amount Due \$10,025.00
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Payment Details

[Change](#)

Future Payments Scheduled	MasterCard
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Future Payment Schedule

Payment Date	Description	Amount
Friday, May 05, 2017	Payment	5,000.00
Friday, May 05, 2017	Enrollment Fee	25.00
Monday, June 05, 2017	Payment	5,000.00

Card transactions for Glen Oaks Community College are processed by Nelnet Campus Commerce, USA.

Terms & Conditions

Full Terms & Conditions removed for display purposes

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

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

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13. Thank you.

- Click **Print** to save a copy
- Click **Done** to navigate to user account

Thank You

Thank you for completing a Nelnet payment plan for Glen Oaks Community College. Please print a copy for your records.

Did you know that you can receive text alerts on your mobile phone? [Learn More.](#)

An authorized party can make payments on your behalf. Want to designate another payer?

Remaining Amount \$10,025.00 MasterCard	<input checked="" type="checkbox"/> I have read and accept the terms and conditions of this payment plan (Signed on 04 Apr 2017)
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Done **Print**

Contact Information

Name/Address	Stacie Hart 62249 Shimmel Rd Centerville, MI 49032 United States	All correspondence will be sent via e-mail
Phone		<input checked="" type="checkbox"/> Please send me e-mail payment reminders
E-mail	shart@glenoaks.edu	

Balance Summary

Name	
Stacie Hart	
Total Amount Due	\$10,000.00

Payment Details

Future Payments Scheduled	MasterCard
---------------------------	------------

Future Payment Schedule

Payment Date	Description	Amount
Friday, May 05, 2017	Payment	5,000.00
Friday, May 05, 2017	Enrollment Fee	25.00
Monday, June 05, 2017	Payment	5,000.00

Terms & Conditions

Full Terms & Conditions removed for display purposes

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

Back **Authorize** | **Cancel**

14. User Account. Your home page will look similar to the screen shot below.

Home My Profile Financial Accounts Signed in as Stacie

Hello Stacie

<div style="background-color: #f1f3f4; padding: 5px; border: 1px solid #ccc;"> <p>Payment Plan & Billing View Details</p> <p>Stacie Hart #5000923580</p> <p>Current Balance \$500.00 Transaction Details</p> <hr/> <p>WINTER 2017 AMOUNT DUE</p> <p>Payment Plan (101 046 481) \$0.00</p> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc; margin: 5px 0;"> <p>Terminated</p> <p>This agreement has been cancelled.</p> </div> <p>Current Charges \$500.00</p> </div>	<div style="background-color: #f1f3f4; padding: 5px; border: 1px solid #ccc;"> <p>Stacie Hart</p> <ul style="list-style-type: none"> TestAccount1@factsmgt.com Register to receive text alerts on your mobile phone. test2 - 1234 Stacie Hart is an Authorized Party on your account. Add an Authorized Party. </div>
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