

Prepayment Plan FAQ, Hosted by Nelnet

(For CSU accounts that are not past due)

Where will I find the Payment Plan website?

- <https://mycollegepaymentplan.com/colostate/> will take you to the main page.
 - Scroll down to Steps to Enroll

What are the steps to enroll?

- Log in to RAMweb or FAMweb
- From the main menu
 - RAMweb – click on Billing and Tax information
 - FAMweb – click on Billing Information
- Select Enroll/Manage Payment Plan
- Follow instructions to access the payment plan enrollment page
- Select the payment plan that is best for you

Can more than one person be on the Payment Plan?

- Only one user can be set up on the plan.
 - Additional trusted individuals can make separate payments through the semester, but not specifically towards the plan.

Will we get a late fee on outstanding CSU student account balances after the stated due dates?

- If the payment plan is set up prior to the term due date the late fees are exempt as well as registration holds for any balance due for the current term.

Is there an enrollment fee?

- Yes, fees depend on the plan you sign up for.
 - Current fees are:
 - \$50 per term or \$70 per academic year.

Do I need to put money down to start the plan?

- On the website it will list target dates to enroll by.
 - To avoid a down payment you'll need to enroll by the first date listed.
 - There will be two additional enrollment ending dates, but they will require a % down.

Do I have to sign up for the whole academic year?

- The Payment Plan normally has four options:
 - Annual academic year for fall & spring for 8 to 10 payments.
 - Fall for 3 to 5 payments.
 - Spring for 3 to 5 payments.
 - Summer for 2 payments.

What is the minimum amount to pay and when will my payment process from my bank account?

- The amount to participate in the payment plan is between \$200 and \$40,000. There is no minimum payment amount.
- Recurring payments are processed on the 5th of each month and if it falls on the weekend or holiday, then payment will be processed the next business day.

Can I adjust my payments after setting them up?

- Yes, if they are done by the end of the prior month.

- You might need to increase your last payment to match the remaining outstanding balance, or you can make a separate payment.
- If the adjustment needs to go down this will be automatically adjusted. The plan shouldn't pull an amount greater than the balance due.

What if I didn't have the payment come out of my bank account that I was expecting?

- A few things could have happened.
 - Your balance due came to zero.
 - You didn't have enough funds in your bank account.
 - Nelnet will attempt to take the payment on the next scheduled date, the 20th.
 - If they are not able to withdraw the 2nd attempt the plan will be terminated and a hold will be placed on the student's account.
 - You will need to make payment in full to the student's account to avoid late fees and registration holds.
 - Nelnet charges a \$30 fee for returned payments.

Can I have my rent payment included in the payment plan?

- At this time, rent payments need to be made separate from the payment plan.

How do I enter new banking information for the current payment plan?

- You will need to log in and update your banking information on the Nelnet website through RAMweb / FAMweb.
 - Make sure the information is entered in time for the next scheduled payment date.

Is there a charge to process with a credit or debit card or checking account?

- If you choose to pay with credit or with debit cards, there will be a 2.85% service fee added to your payment.
- Nelnet doesn't charge a fee for auto deductions from your banking account.

How can I terminate my payment plan?

- You can terminate your plan anytime.
 - Log into QuikPay and select Payment Plan. Click on your Agreement ID# hyperlinked in blue this will take you to the details page. Click on the Terminate button at the bottom of the page.

I paid off my bill and my payment plan took out a payment as well, can the auto withdraw be reversed?

- Nelnet cannot reverse payments and you'll be refunded through the student's RAMweb account.
- When your balance due is zero, the plan should automatically end, and you shouldn't need to terminate the plan. However, the automatic rebalance does occur a few days prior to pulling the payment, so it is possible for a payment to happen and need to be refunded.

I have questions that weren't answered here.

- Please contact the CSU Office of Financial Aid
 - (970) 491-6321
 - Centennial Hall, 1000 Libbie Coy Way
 - <https://financialaid.colostate.edu/contact-us-email/>
- Or contact Nelnet
 - 1-800-470-6014