

How to post a payment in Nelnet Campus Commerce

In SIS, in the Tuition and Payments block, click on Pay My Bill

The screenshot shows the user interface of the Nelnet Campus Commerce system for Blue Ridge Community College. The dashboard is divided into several sections:

- Profile:** Welcome message, Blue Ridge Community College logo, EmpID, Username, and a link to 'Update Info, Switch College'.
- Action Items & Messages:** A list of items: 'Holds' (0), 'To Do Items' (0), and 'Messages' (0). A green button says 'All caught up!'.
- Tuition & Payments:** Shows 'Residency: In-State' and 'Account Balance: \$0.00'. There are two buttons: 'Account Details' and 'Pay My Bill' (which is circled in red). Below these buttons is a link: 'Account, Pay Bill, Payment Plans, Refunds'.
- Class Enrollment:** Shows a calendar icon and a message: '2025 Spring: Not eligible to enroll'. Below is a link: 'Search & Enroll, Class Schedule, Exams'.
- Academic Records & Progress:** Shows a graduation cap icon and two messages: 'Cumulative GPA: N/A' and 'Major: No Major Assigned'. Below is a link: 'Grades, History, Transcripts, Degree Progress, Graduation'.
- Resources:** Shows a video player with a play button and the text 'How to navigate SIS'. Below is a link: 'Find links to Bookstore, Canvas, Gmail/Drive, and more on myVCCS'.
- Financial Aid:** Shows a graduation cap icon and a message: 'No Financial Aid'.

This will open a new browser window in the Nelnet Campus Commerce website.

Ensure the student's pop-up blockers are turned off.

The student will need to enter their demographic information the first time they log in.

The screenshot shows the 'Create Account' page for Blue Ridge Community College. The page has a header with the college logo and navigation links. The main content area is titled 'Create Account' and includes a 'Contact Info' section with a form for entering name information.

Create Account
Go To Old Create Account Page

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 --

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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 another address line	
City*	
State*	-- Select --
Zip*	
Time Zone*	Eastern Time

Students **MUST** use their VCCS email address to be able to link their Nelnet account to their student account.

E-mail

E-mail 1*	
Add another e-mail address	
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		

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). By clicking 'Submit' below, you agree to such contact related to your account.

Submit

Once they have entered the requested information click Submit.

They will be prompted to create a 4-Digit PIN that will be used to verify their identity if they need to call Nelnet for any reason.

Review Items

The following item(s) require your attention before proceeding.

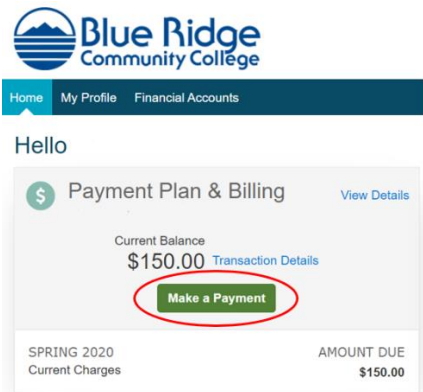
Create A 4-Digit PIN To Continue

The 4-Digit PIN will be used to validate your identity when you make inquiries by telephone. Choose something you will easily remember.

*4-Digit PIN:

OK

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This will open a page to the Campus Commerce site. The student should log in with their User ID (the beginning of their email address, not their EMPLID) and password. Then click on “Make a Payment”

If the student already has a pending payment, a box will pop up listing all the payments in progress:

Payments in Process

The following payments are in process and cannot be canceled or changed.

DATE	DESCRIPTION	PAYMENT METHOD	AMOUNT
16 Sep 2020	Online Payment	TEST - 1234	\$50.00

Close

When they click “Close”, a new page will open.

Students should enter the amount that they would like to pay in the Payment Amount box and click “Next – Payment Method”

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Make A Payment

1 Select A Payment

2 Payment Method

3 Receipt

[View Payments in Process](#)

Want to designate another payer?

Select Accounts to Pay

ACCOUNT	TERM	CURRENT BALANCE	PAYMENT AMOUNT
☐ Student Financial Services	Spring 2020	150.00	\$ Enter Amount

PAYMENT AMOUNT \$0.00

[Cancel](#) [Next - Payment Method](#)

Students can choose to use an existing payment method or add a new credit card or bank account on the next screen

Home My Profile Financial Accounts

Signed in

Make A Payment

1 Select A Payment

2 Payment Method

3 Receipt

Payment Method

☒ TEST ending in 1234
or [Add a New Account](#)

Payment Method Disclosure

Card transactions for Blue Ridge Community College - VCCS are processed by Nelnet Campus Commerce, USA.

[Nelnet Returned Payment Fee Policy](#)

Total Amount

Institution Amount \$1.00

Total \$1.00

A transaction receipt will be sent to: TestAccount1@factsmgt.com. [Add another e-mail address](#)

Authorization

By clicking the Pay Now button, you authorize Nelnet on behalf of Blue Ridge Community College - VCCS to process this payment from the financial account identified above.
This is an immediate payment and cannot be canceled.

[Cancel](#) [Pay \\$1.00 Now](#)

If they want to add a new payment type, they should click on "Add a New Account"

How to post a payment in Nelnet Campus Commerce



 Español  Customer Service

Home My Profile Financial Accounts   Signed in 

Make A Payment

1 Select A Payment

2 Payment Method

3 Receipt

Payment Method

☒ Bank Account

☐ Credit / Debit Card

Cancel

Then choose Bank Account or Credit/Debit Card

Bank Account:

Bank Account Details

All fields are required.

Account Holder Name

Bank Name

Account Type ☐ Checking ☐ Savings

Routing Number ?

Account Number ?

☒ Save bank account to My Profile for future use?

Cancel

Save & Continue

How to post a payment in Nelnet Campus Commerce

Credit/Debit Card

Payment Method

- ☐ Bank Account
☒ Credit / Debit Card

Credit / Debit Card Details

All fields are required.

Card Number    

Account Holder Name

Expiration Date

Month



Year



Billing Address

*Country

United States



*Address

123 1st st

Apt., Suite, Bldg. (optional)

[Add Another Line](#)

*City

Richmond

*State

Virginia



*Zip / Postal

Code

23236

Payment Method Disclosure

Card transactions for Blue Ridge Community College - VCCS are processed by Nelnet Campus Commerce, USA.

☒ Save credit / debit card to My Profile for future use?

[Cancel](#)

[Save & Continue](#)

Enter the appropriate information and click "Save & Continue"

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On the next page, they should verify all of the information is correct and click “Pay Now”

The screenshot shows the 'Make A Payment' page on the Blue Ridge Community College Nelnet Campus Commerce portal. The page has a dark blue header with the college logo and navigation links (Home, My Profile, Financial Accounts). A progress bar at the top indicates three steps: 1. Select A Payment, 2. Payment Method, and 3. Receipt. The 'Payment Method' section shows two options: 'TEST ending in 1234' and a selected 'ending in 1111' with a Mastercard icon. A link to 'Add a New Account' and a 'Nelnet Returned Payment Fee Policy' link are also present. A 'Payment Method Disclosure' box states that card transactions are processed by Nelnet Campus Commerce, USA. The 'Total Amount' section shows an 'Institution Amount' of \$1.00 and a 'Total' of \$1.00. Below this, a note states that a transaction receipt will be sent to TestAccount1@factsmgt.com. The 'Authorization' section contains a warning: 'By clicking the Pay Now button, you authorize Nelnet on behalf of Blue Ridge Community College - VCCS to process this payment from the financial account identified above. This is an immediate payment and cannot be canceled.' At the bottom, there are two buttons: 'Cancel' and 'Pay \$1.00 Now', with the latter being highlighted by a red circle.

Blue Ridge Community College

nelnet CAMPUS COMMERCE

es Español Customer Service

Home My Profile Financial Accounts Signed in

Make A Payment

1 Select A Payment 2 Payment Method 3 Receipt

Payment Method

☐ TEST ending in 1234

☒ ending in 1111

[or Add a New Account](#)

[Nelnet Returned Payment Fee Policy](#)

Payment Method Disclosure

Card transactions for Blue Ridge Community College - VCCS are processed by Nelnet Campus Commerce, USA.

Total Amount

Institution Amount \$1.00

Total \$1.00

A transaction receipt will be sent to: TestAccount1@factsmgt.com. [Add another e-mail address](#)

Authorization

By clicking the Pay Now button, you authorize Nelnet on behalf of Blue Ridge Community College - VCCS to process this payment from the financial account identified above.

This is an immediate payment and cannot be canceled.

[Cancel](#) **Pay \$1.00 Now**

They payment should show immediately in SIS. If they use a credit card and it is rejected, they will get an automatic notice.

The screenshot shows a red error message box with a close button (X) in the top right corner. The text inside the box reads: 'There was an error processing your payment' followed by 'Credit Card transaction was not approved. Rejected - Token Deleted. Please add a new card and try again.'

There was an error processing your payment

Credit Card transaction was not approved. Rejected - Token Deleted. Please add a new card and try again.

If they used a bank account and it is rejected, they will not be notified right away.