

SBCTC-IT

Nelnet Automatic Payments

Providing colleges with the ability to automatically manage Nelnet payments from an electronic file.

Revision History

Version	Date	Comments	Author
1.0	9/3/2012	Original	Vivian Murdock
2.0	10/25/12	Update for phase 2 programs	Vivian Murdock and Rob Kilen
3.0	01/15/13	Update for users	Vivian Murdock and Kelly Hewitt
3.1	1/16/13	Updates based on staff reviews (Vivian, Juanita, Rob, Denise, Jackie)	Kelly Hewitt
3.2	1/16/13	Update based on input from Seattle re: \$1000 payment to SCCD by colleges	Kelly Hewitt
3.3	1/24/13	Added information on SM5304J	Kelly Hewitt
3.4	1/28/2013	Updates following review by Rob. SM5305 mock screen, SM5302 note.	Kelly Hewitt
3.5	3/5/2013	Updates following changes to handle multiple YRQ's. Updates to coincide with issue ticket closures. (reviewed by Rob, Vivian)	Kelly Hewitt
3.6	4/3/2013	Appendix A – update job name for adding/updating enrollments.	Kelly Hewitt
3.7	4/2/2014	Changed screen snapshot for BM4002J	Kelly Hewitt

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Overview

An automated process has been developed that updates Nelnet student enrollments and payments from files that are FTP'd from Nelnet's secured site. This solution includes confirmation of enrollment, payment, balance upload, end of quarter processing, and handling students that drop outside of the refunding period. This effort was sponsored by Seattle Community Colleges and will require communication through Seattle before engaging.

This document provides the set-up, daily, and optional on-demand steps associated with Nelnet's Automatic Payment process.

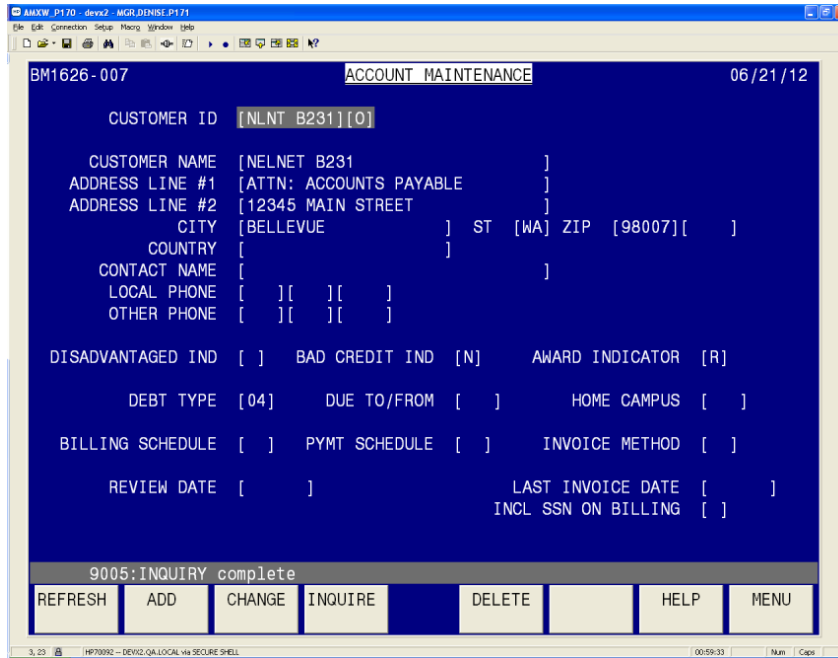
Planning and Initial Set-up for the Nelnet Payment Solution

There are several steps that must be taken at the college level to first notify all parties of their interest in participating and then to get set up for the automated payment process with Nelnet.

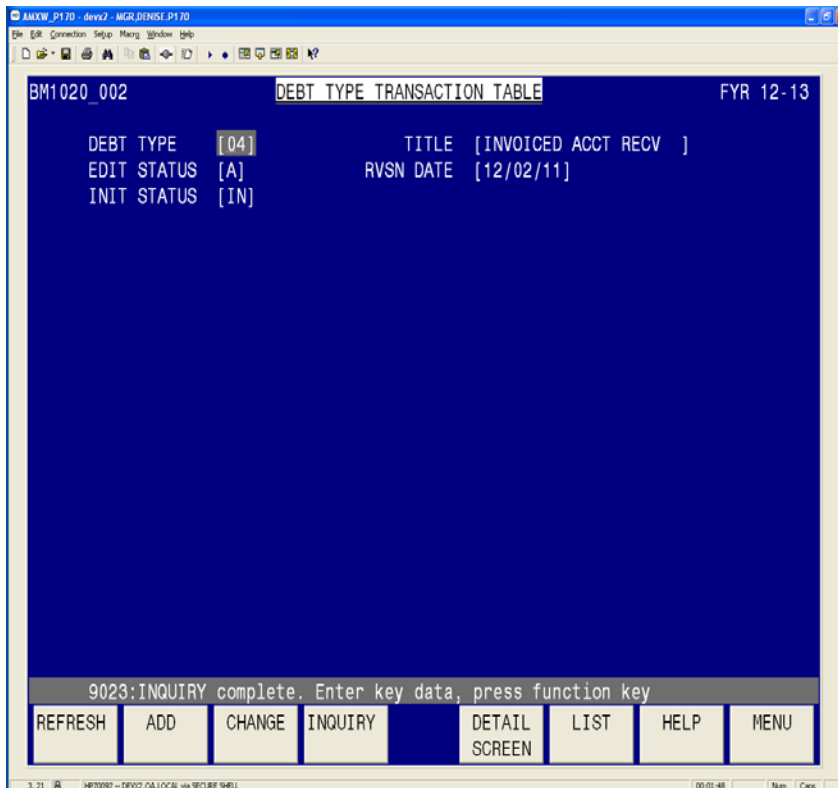
- College must contact Nelnet to inform them that your college would like to start the process of automated payments.
- College to make a onetime \$1000 payment to Seattle Community College District VI to offset part of the upfront development costs that SCCD incurred to establish Nelnet Automatic Payment Solution.
 - Colleges will not be invoiced. Please mail a check with "Nelnet Automation Development" in the memo line.
Payable to:
Seattle Community Colleges
Attn: Accounts Payable
1500 Harvard Ave
Seattle, WA 98122-3803
- College to contact SBCTC-Support with notification that they will be participating in the Nelnet Automated Payment Solution.
- SBCTC-Support will contact Nelnet to obtain the following information:
 - College user name and password Nelnet ftp server login.
 - NBS codes for college.
- Using User Process Maintenance screen ZX0204, College security manager will ensure that appropriate college staff have access to the following screens:
 - BM1626 – Account Maintenance
 - SM5021 – Unusual Action Codes
 - ZX0070 – Configuration Parameter Table (to set up parameter CA1071)
 - SM5305 – Nelnet NBS ID to YRQ Cross-Reference Maintenance
 - SM5305 will be used by staff in the Business Office
 - Valid access levels are: 0,1 = Inquiry only, 2,3 = Update
 - User must be assigned level 3 access
 - ZX0070 – Configuration Parameter Table (to verify status of Parameter CA1039)

Setting Up Sponsorship Record (screen BM1626)

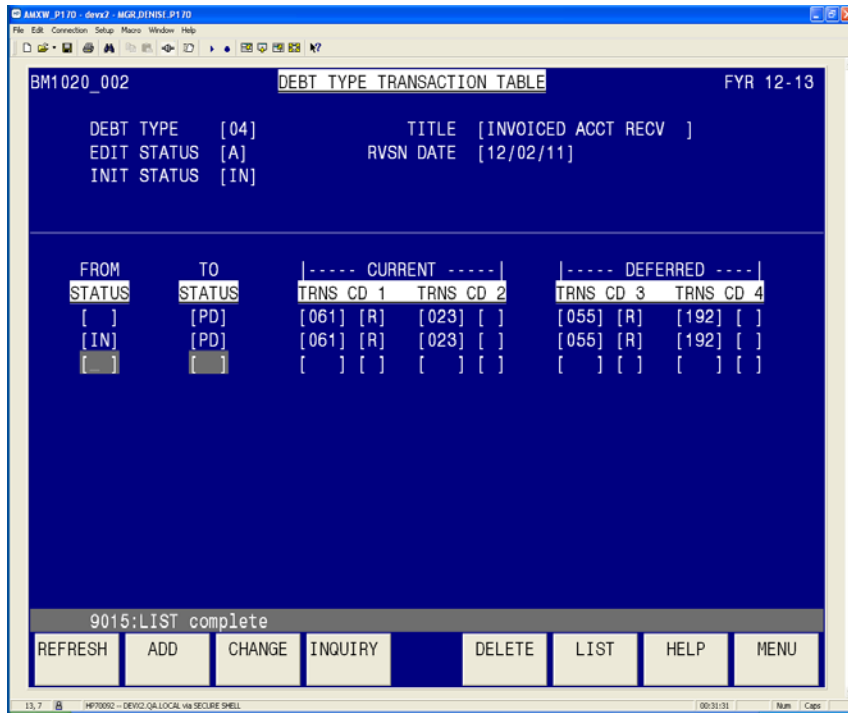
A unique Nelnet sponsorship customer ID must be set up by the college for each year quarter and, if applicable, each campus.



The debt type should be a non-billing debt type (Screen BM1020).

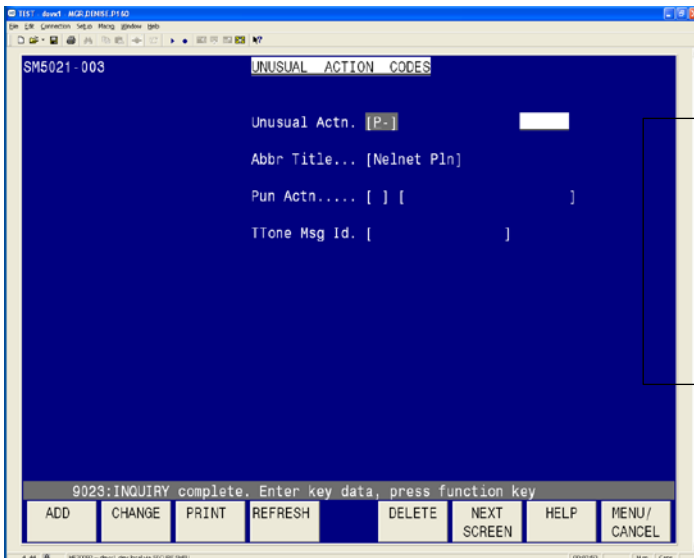


Use an initial status of IN to ensure no billing will occur.



Unusual Action Code (Screen SM5021)

Three unusual action codes must be set up for Nelnet processing: One for full payment plan, one for partial payment plan, and one for bad debt. The bad debt unusual action code should be unique for Nelnet (separate from the typical bad debt code used by the college) and should have the appropriate Punitive Action code associated to prevent registration.

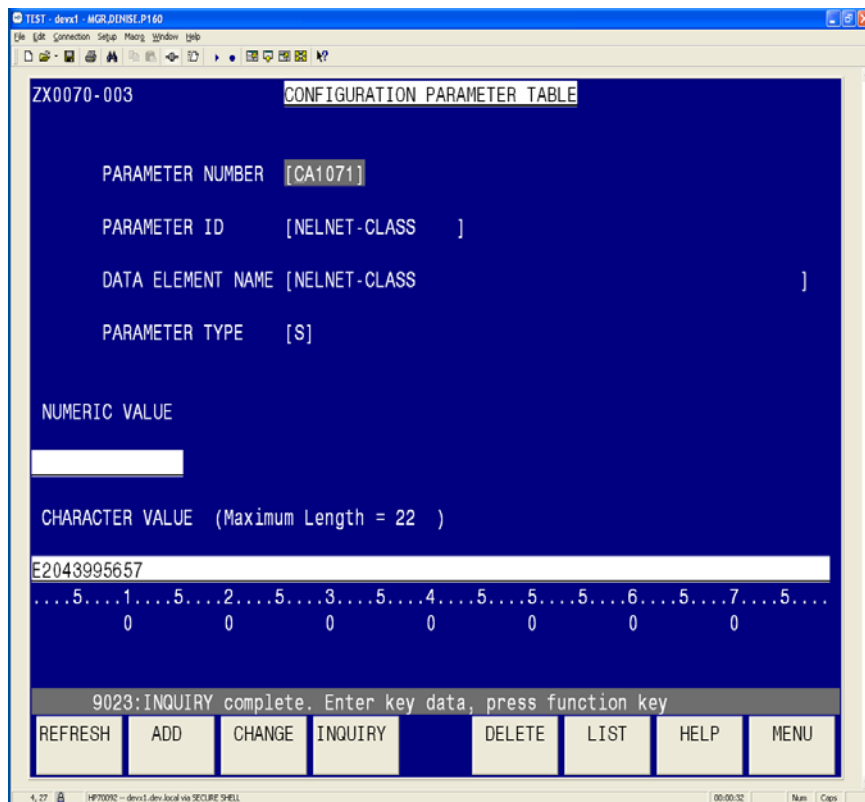


NOTE: Unusual Action codes are college defined so it is up to the college to determine what values will be used for Nelnet. Please do not use the &, !, or + symbols as they are reserved for SBCTC use only.

Nelnet Fee Class Configuration Parameter (Screen ZX0070, Parameter CA1071)

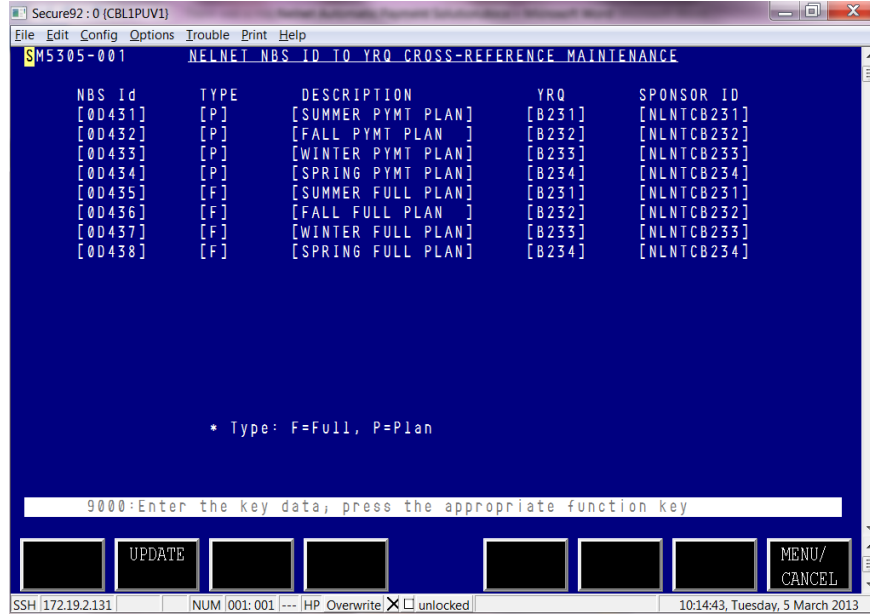
To control which fee classes will be included or excluded from payment with the Nelnet Automatic Payment process, a new configuration parameter (CA1071) has been added to ZX0070 (Configuration Parameter Table). This table is college controlled. Fee classes to be included or excluded are college defined. This table must be set up before your process begins.

- CA1071 Sample Parameter Values
 - To include fee classes "I10203040"
 - To exclude fee classes "E10203040"
- The data entered on this screen are used to populate student sponsorship records. Based on fee class, Auto Application (FG095R) uses these parameters to determine which charges will be paid off.



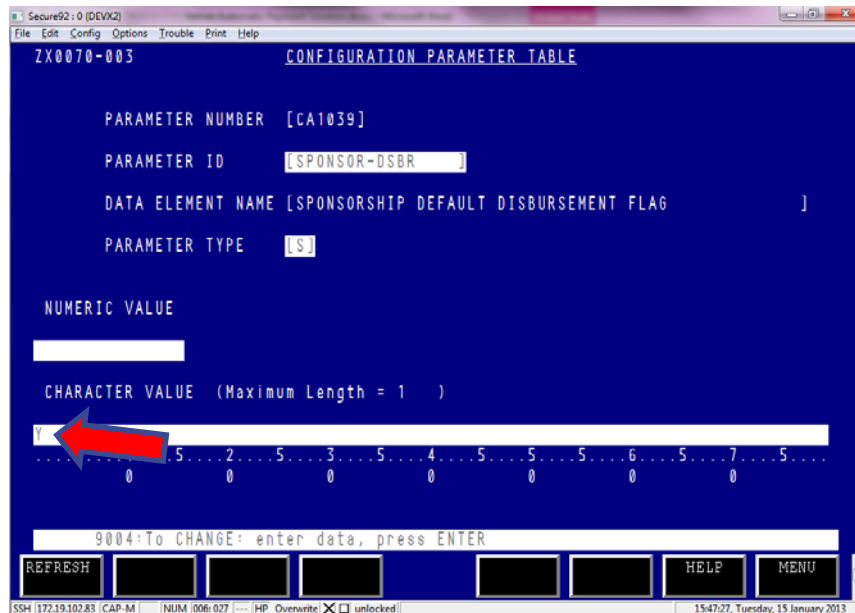
Nelnet YRQ Cross-Reference (Screen SM5305)

This is a new screen is used to associate the YRQs and sponsorship records in each year to the NBS codes received from Nelnet. Note that the same sponsorship ID may be used for both full and partial payment for the same YRQ.



Confirm Sponsorship Configuration Parameter (Screen ZX0070, Parameter CA1039)

Using screen ZX0070, verify that the configuration parameter CA1039 is set to “Y”. This allows auto application to process sponsorship records for a student. If set to “N” contact SBCTC Support to request the change to “Y”.



Daily Processing

Once the initial set-up steps are complete, it's time to look at daily processing. The job groups described below should be scheduled and configured for your daily copyover. It is critical that the jobs be set up in the sequence noted below. Failure to run in the proper sequence will result in failed jobs and payments not being sent and received properly.

Confirmation of Enrollment

On a daily basis, SBCTC-ITD will retrieve data files from Nelnet. The files contain records for students who have contracted with Nelnet for the purpose of managing a payment plan. The data file retrieved from Nelnet is used to identify students new to Nelnet, update information for existing Nelnet students, or terminate students from Nelnet payment plans.

Job Group SG500R – Nelnet Confirm FTP & Upload

Job group SG500R should be scheduled on a daily basis after the 10:30am data pull from Nelnet. 10:45am is the recommended schedule time. SG500R **must be run before the FG162R job group**. The parameters for this job are the unusual action codes setup for Nelnet students. Both partial and full payment plan unusual action code parameters are required.

NOTE1: The file received from Nelnet may include student records for more than a single YRQ. SG500R will process all of the YRQ's in the file based on the NBS code referenced on screen SM5305.

NOTE2 – BANK HOLIDAYS: If SBCTC is closed and it is also a bank holiday, colleges must be sure to schedule SG500R to run without daily copyover. This is necessary to keep in sync with the daily data pull of the confirmation file from Nelnet.

SM5300J – Nelnet Receive Enrollment Confirmations

SM5300J accesses the FTP server and loads the daily enrollment file from Nelnet. The resulting file contains students that are newly enrolled or have been terminated from the contract. This file is processed by SM5301J.

SM5301J – Nelnet Enrollment Confirmation Posting

SM5301J processes enrollment transactions received from Nelnet and will create or update the UNUSUAL-ACTN-D records using the SM5300S data file received from Nelnet via SM5300J. The job requires parameter values for full-payment and payment-plan unusual action codes. The program links NBS ids to corresponding YRQ and sponsor ids. SM5301J produces two reports: A detail report and an exception report. A "No data" condition is ok.

NOTE: As enrollment confirmations transactions are processed via SM5301J, a mix of standard and fatal errors may be produced. Standard errors typically result in the rejection of individual transactions but the program will continue. Fatal errors will cause the immediate termination of the program.

Payment Processing

Payment Processing uses the payment file made available through SFTP from the Nelnet system. The payment information extracted is formatted and placed in the sponsorship record created for each student. This allows Auto Application (FG095R) to apply the payments to the open charges in customer accounts.

NOTE: DO NOT use payment methods other than those described in this documentation or the Nelnet payment processing will fail. See steps below under job group FG162R for adding manual payments.

Job Group FG162R – Nelnet Payment Process

Job group FG162R should be scheduled to run after the successful completion of SG500R. (If SG500R completes with “NODATA” that is ok).

NOTE: The file received from Nelnet may include student payments for more than a single YRQ. FG162R will process all of the YRQ’s in the file based on the NBS code referenced on screen SM5305.

BM4000J – Nelnet Receive Payments

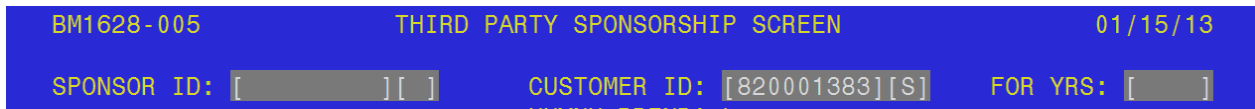
BM4000J accesses the FTP server and downloads the payment file from Nelnet. No parameters are required.

BM4001J – Nelnet Create Sponsorship Records

BM4001J creates new payments or adds to the existing payments for CUST-SPONSOR-D records. This job uses the file created in BM4000J and must be run before FG095R can apply any sponsorship records.

After BM4001J is run, the BM1628 screen can be used to view the records for a student or sponsorship. An inquiry on BM1628 can be done by either Sponsor ID or Customer ID as shown below.

Please note that the screen snapshots below have been truncated to prevent the display of sensitive information.



NOTE: Because of the way Nelnet releases funds, you may receive multiple disbursements spread over different dates. The report will reflect the disbursement date for each student’s payment.

Adding Manual Payments

After reviewing the error report from FG162R **manual processing of the payment** may be necessary. When adding a manual payment, use screen BM1628 under the Nelnet sponsor for the specific YRQ and then let FG095R apply the payment.

- First, fix the error that prohibited the payment from being automatically processed.
- Next, manually add the payment amount associated with the record that encountered the error.
 - If the sponsorship record already exists for a student for a specific YRQ, on screen BM1628 **add** the payment amount associated with the error **to** the existing award amount for a new total award amount.
 - If there was not a previously existing student sponsorship record for the specific YRQ, add the student via screen BM1628 using the payment amount shown on the error report as the award amount.
 - Be sure to use the include/exclude fee classes set up on screen ZX0070 (CA1070 config parm).

Once job group FG162R completes, FG095R can be scheduled to run in immediate mode. Do not schedule this job multiple times (for multiple YRQ's) to run concurrently. The first job group must be entirely completed before the next job group begins. FG095R must be run each quarter that payments are received. If scheduling to run immediate, an "S" for the BM1707-FIN-PROG parameter is required. Optionally, FG095R can run in normal batch processing at night as long as both sponsorship and financial aid are processed (BM1707-FIN-PROG should be blank).

Once the sponsorship records have been applied, screens BM1600 or BM1620 can be used to apply the payment to the receivable for the sponsorship customer. If you have questions on this process, please contact SBCTC-Support.

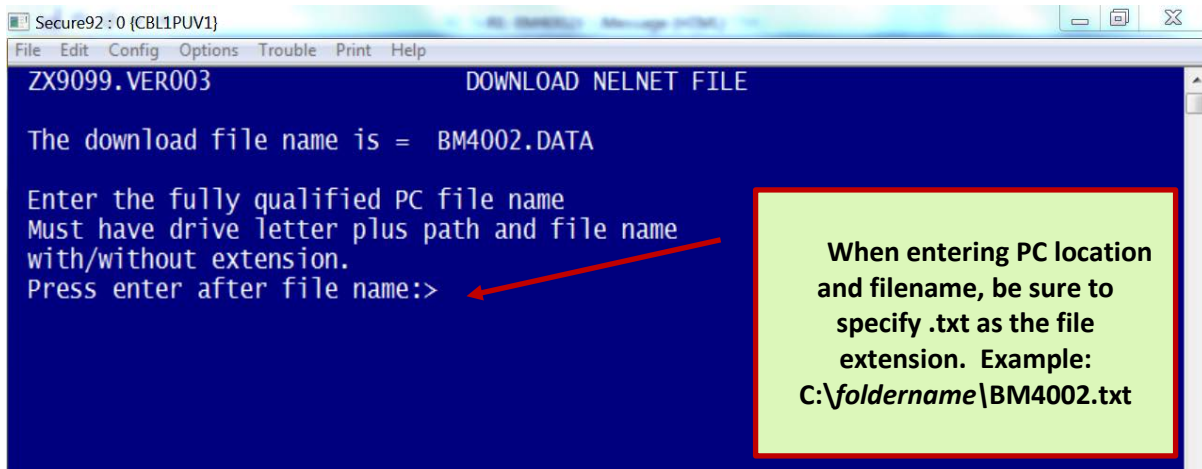
On Demand Processing

There are processes available for colleges to use in the manner that best suits their needs and their schedule. It is up to the college to determine how and when these processes are used, but they should be run after daily processing to capture completely processed records.

BM4002J - Nelnet Balance Extract and Upload

BM4002J calculates the payment balance for students participating in the Nelnet payment plan. It produces a report and an extract file which can be downloaded to a local PC and used on Nelnet's balance online function. For multi-college district situations, a built-in parameter value has been added so that data is retrieved for the login college.

BM4002J will create an extract file BM4002.DATA that should be downloaded using a menu option BM4002D from the FMS menu. Once downloaded to a PC, the file is then uploaded to Nelnet's site with the current balances.



BM4003J - Freezing Students Charges

At some point during the quarter Nelnet student charges should be frozen. This allows for the charges to stay on the account even if a student drops classes. The job to freeze charges is BM4003J. A college can freeze or unfreeze charges for students with the Nelnet unusual action codes. Parameters for both full and partial payment plan unusual action codes should be populated. An exception report will be produced for students whose charges could not be frozen. Once BM4003J has run, use the BM1600 screen to process any changes to a student's charges.

SM5304J - Nelnet Outstanding Terminated Agreement Report

SM5304 produces a list of all terminated Nelnet agreements. The program reads the unusual action records and selects all records matching ORIG-ID equal to "TERM". In addition, the job Input Parameters are the unusual action codes that you have designated for Nelnet students. Both unusual action code parameter fields must be populated. This process may be scheduled to run at any time during the YRQ. It is not YRQ specific and will show the terminated agreements for all YRQ's since the Nelnet software was implemented, as long as they have not yet been deleted. Selected entries are printed on the report.

End of Quarter Processing

At the end of each quarter, there are processes to be run that will provide final quarter balances and a closing picture of Nelnet student records.

Job Group SG501R – Nelnet EOQ Bad Debt Process

This job group is usually run at the end of a YRQ, but it can be run at any time. This process identifies Nelnet students who have outstanding balances at the end of a YRQ and creates a record in UNUSUAL-ACTN-D. The bad debt amount field is populated on the unusual action code table with the amount of the balance.

SM5302J – Nelnet EOQ Student Extract

The program creates an extract of students who have a Nelnet Agreement on file for the YRQ specified. The input parameters are: YRQ to be processed, and the unusual action codes designated for Nelnet students. Both unusual action code parameter fields must be populated.

The program reads the UNUSUAL-ACTN-D dataset and selects all entries for the specified year-quarter (SM5302-YRQ) and either one of the specified unusual action codes (SM5302-ACTN-FULL, SM5302-ACTN-PLAN). Selected records are written to a file (SM5302S) to be processed by SM5303J.

NOTE: SM5302J may also be used as a stand-alone process to produce to an output file that is used as input for job SM5231J, which deletes specified unusual actions on selected student records.

CAUTION: When opting to delete Nelnet unusual action codes from historical student records, keep in mind that those records will no longer appear in Nelnet related reports or look-ups.

SM5303J – Nelnet Students Unpaid Fee Extract

This program reads the SM5302S file created by the Nelnet EOQ Student Extract program (SM5302J) and extracts the unpaid fee information from Cashiering (BM1600 or BM1625). The input parameters are: YRQ to be processed, the unusual action codes for Nelnet full and partial payments, and the SPONSOR-ID for the YRQ specified.

For each student in the extract file (SM5302S), the program tries to find a sponsorship record in CUST-SPONSOR-D that matches the YRQ and Sponsor Id parameter. The student's associated charges are found, totaled, and added to the total charge amount. If the total charge amount is larger than the sponsorship amount, the difference (charges minus sponsorship) is written to the output extract file (SM5303S).

SM5239J – Nelnet Update Bad Debt Amount

The program reads the unpaid fee extract file (SM5303S) created by the Nelnet Student Unpaid Fee Extract program (SM5303J), and creates an entry in UNUSUAL-ACTN-D with the parameter values and the bad debt amount in the input file (SM5303S). If a record with the bad debt unusual action code already exists, then it appears as an error on the exception report. The input parameters are: Unusual Action Code for Nelnet Bad Debt, Origin ID, and Entrance Date (YRQ).

The program creates two reports: 1) Detail of the Bad Debt Unusual Action Records that were created, 2) Exception Report that shows the rejected transactions.

Appendix A – Process Flow for Daily Processing of Nelnet Payments

