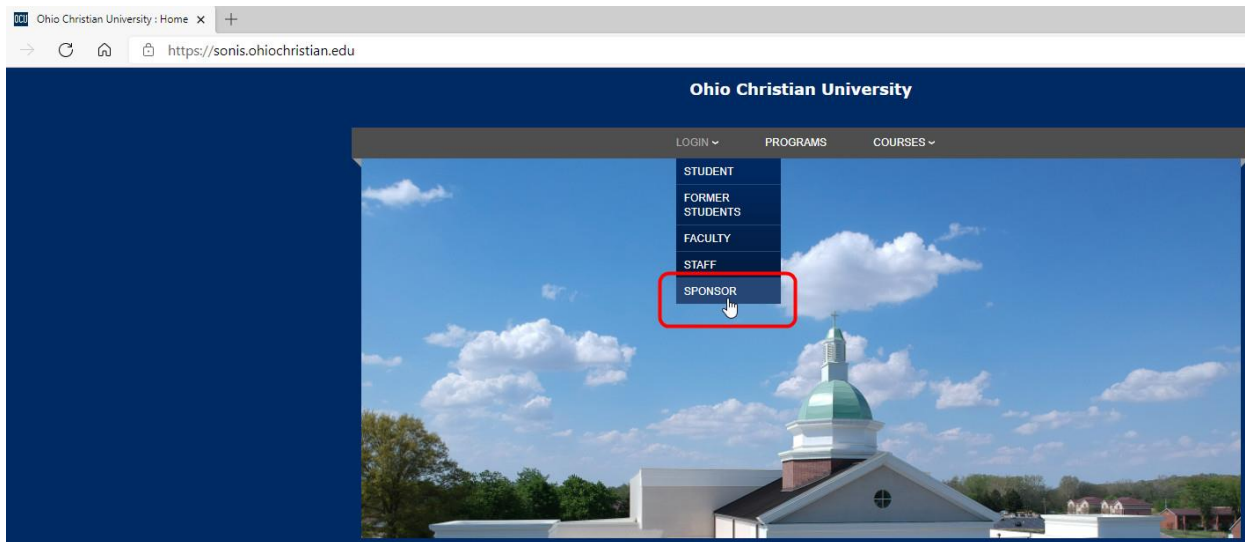


Authorized Payer Nelnet Refund = Login and ACH Setup Instructions

These step by step instructions guide you through the process of logging into Nelnet and setting up your ACH information for each of your students so refunds can be direct deposited into your bank account.

To Log into Sonis, follow these steps:

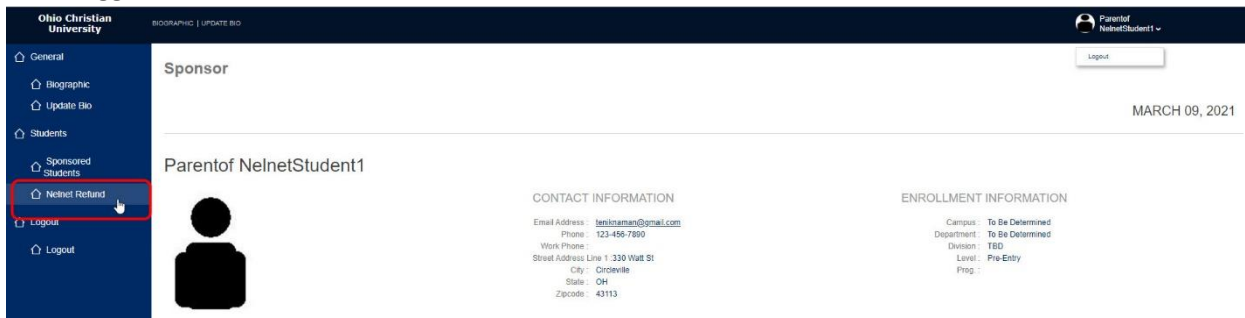
Open a browser window and navigate to <https://sonis.ohiochristian.edu/>. Click on LOGIN and choose SPONSOR from the menu.



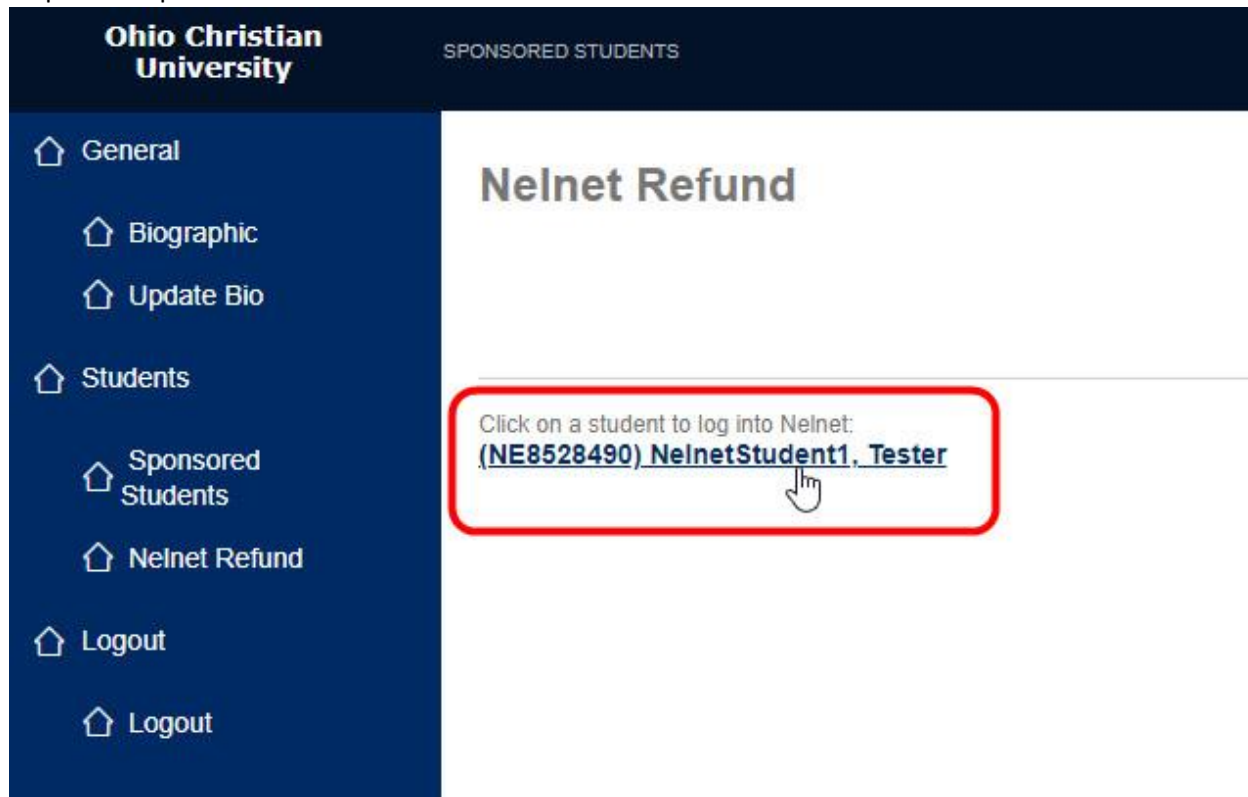
Type in your email address and password, then click the LOGIN button.



Once logged into Sonis, click on “Nelnet Refund” located in the left-hand menu.



If you have more than one student, you will find each of them listed here. If any are missing, contact the Financial Aid office. Click on your student's name. This is a link that will open a new browser window and take you through the next steps of this process.

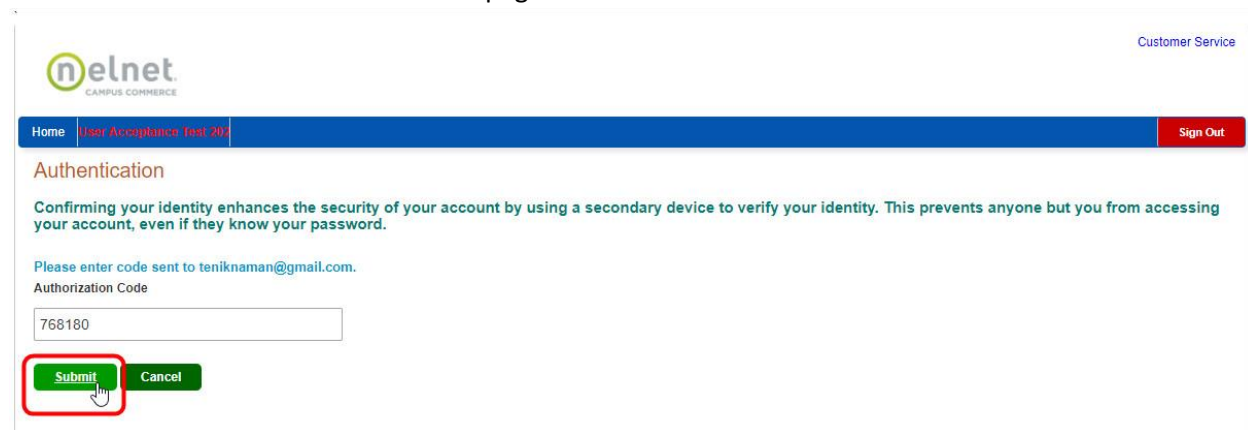


Ohio Christian University SPONSORED STUDENTS

Nelnet Refund

Click on a student to log into Nelnet:
(NE8528490) NelnetStudent1, Tester

When the new browser window opens, the first thing you see is the request for an authentication code. Nelnet has just sent an email to the email address on file for your account. Check your inbox for an email that contains an authorization code. Enter that code in the box on this page and click the Submit button.



Customer Service

Home User Acceptance Test 201 Sign Out

Authentication

Confirming your identity enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

Please enter code sent to teniknaman@gmail.com.

Authorization Code

768180

Submit Cancel

Once you click Submit and your authorization code is accepted, click the radio button beside Bank Account to expand the fields below (so you can enter your ACH information).

[Customer Service](#)

[Home](#)
[User Acceptance Test 201](#)
[Sign Out](#)

Enroll in Refunds

LIVE HELP

Step 2 of 2: Select your refund method

Refunds will be disbursed via the selected method at the time the request is received and processed. If a refund method is not selected, refunds will be delivered to you via first class mail in the form of a paper check, to the address on record with your institution.

☒ Bank Account (Direct Deposit)
 Funds should be received **1-2 business days** from processed date

Enter your bank information in the fields and click the Save button.

[Customer Service](#)

[Home](#)
[User Acceptance Test 201](#)
[Sign Out](#)

Enroll in Refunds

LIVE HELP

Step 2 of 2: Select your refund method

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☒ Bank Account (Direct Deposit)
 Funds should be received **1-2 business days** from processed date

Account Holder Name*

Bank Name*

Account Type* ☒ Checking ☐ Savings

Routing Number* ?

Account Number* ?

Account Number Confirm*

By clicking Save, I authorize Nelnet Campus Commerce to disburse my student account refund via the method I have selected. I acknowledge that I am responsible for repayment if I receive money that I am not entitled to.

The next page you see is your home page. This page contains all the information for your account. The first tab is your Refund History.

[Customer Service](#)

[Home](#)
[User Acceptance Test 201](#)
[Sign Out](#)

Welcome, Parentof NelnetStudent1

ID: NE3470886

LIVE HELP

Refund Method

☒ Refund Method Selected
 Bank Account: XXX1234
 [Edit Refund Method](#)
[Remove Refund Method](#)
[Edit Profile](#)

Submitted Date	Amount	Status	Payment Method	Requests
3/9/2021	\$25.99	Pending ?	Good Bank - Checking - 1234	
3/5/2021	\$10.00	Pending ?	Good Bank - Checking - 1234	
2/26/2021	\$50.00	Pending ?	Good Bank - Checking - 1234	
2/24/2021	\$50.00	Pending ?	Good Bank - Checking - 1234	

To see the details of any of the transactions, click on the date in the first column.

The screenshot shows the Nelnet Campus Commerce interface. At the top, there's a navigation bar with "Home", "User Acceptance Test 2021", and "Sign Out". Below this, a welcome message "Welcome, Parentof NelnetStudent1" is displayed next to the ID "NE3470886". The "Refund Method" section shows a green checkmark for "Refund Method Selected" and the "Bank Account: XXX1234". Below this, there are tabs for "Refund History", "Change History", and "Notification History". The "Refund History" tab is active, displaying a table with the following data:

Submitted Date	Amount	Status	Payment Method	Requests
3/9/2021	\$25.99	Pending	Good Bank - Checking - 1234	
3/9/2021	\$10.00	Pending	Good Bank - Checking - 1234	
2/26/2021	\$50.00	Pending	Good Bank - Checking - 1234	
2/24/2021	\$50.00	Pending	Good Bank - Checking - 1234	

Once finished, click the “Close” button to close the detail window.

The screenshot shows the same Nelnet Campus Commerce interface, but with a "Refund Details" modal window open. The modal window displays the following information:

- Refund Details Student: NE8528490 - Tester NelnetStudent1
- Payment Number: 216503
- Status: Pending
- Amount: \$25.99
- Payee ID: NE3470886
- Payee: Parentof NelnetStudent1
- Campus: Traditional - Main Campus
- Payment Method: Good Bank - Checking - 1234
- Submitted: 3/9/2021 1:05:16 PM (CST)
- Processed: 3/10/2021
- Mailing Address: 330 Watt St, Circleville, OH 43113 United States

A green "Close" button is visible at the bottom right of the modal window.

Click on the “Change History” tab to see a list of all the changes that have been made to your ACH information.

Customer Service

[Home](#)
[User Acceptance Test 201](#)
Sign Out

Welcome, Parentof NelnetStudent1
ID: NE3470886
LIVE HELP

Refund Method

✓ Refund Method Selected
Bank Account: XXX1234
Edit Refund Method
Remove Refund Method
Edit Profile

Refund History
Change History
Notification History

Changed Date	Change Made	Changed By
3/9/2021 1:16:30 PM (CST)	Profile Update	NE3470886
3/9/2021 12:41:20 PM (CST)	Profile Update	System
3/2/2021 3:49:17 PM (CST)	Profile Update	NE3470886
2/25/2021 2:30:25 PM (CST)	Profile Update	System
2/23/2021 3:10:23 PM (CST)	Profile Update	System

To drill down on the details of any of the changes listed, click on the date in the first column.

Customer Service

[Home](#)
[User Acceptance Test 201](#)
Sign Out

Welcome, Parentof NelnetStudent1
ID: NE3470886
LIVE HELP

Refund Method

✓ Refund Method Selected
Bank Account: XXX1234
Edit Refund Method
Remove Refund Method
Edit Profile

Refund History
Change History
Notification History

Changed Date	Change Made	Changed By
3/9/2021 1:16:30 PM (CST)	Profile Update	NE3470886
3/9/2021 12:41:20 PM (CST)	Profile Update	System
3/2/2021 3:49:17 PM (CST)	Profile Update	NE3470886
2/25/2021 2:30:25 PM (CST)	Profile Update	System
2/23/2021 3:10:23 PM (CST)	Profile Update	System

When finished, click the “Close” button to close the detail window.

Change History
Close

Timestamp	Property	Old Value	New Value	Changed by
3/9/2021 1:16:30 PM (CST)	PaymentType		ACH	NE3470886
3/9/2021 1:16:30 PM (CST)	BankName		Good Bank	NE3470886
3/9/2021 1:16:30 PM (CST)	AccountNumber		XXX1234	NE3470886
3/9/2021 1:16:30 PM (CST)	PaymentType	Check	ACH	NE3470886
3/9/2021 1:16:30 PM (CST)	AccountName		Stephen Student	NE3470886
3/9/2021 1:16:30 PM (CST)	RouteNumber		154000058	NE3470886

Close

The third tab is the Notification History. It contains a list of all the notifications sent out. The emails with the authorization codes are listed here as well.

nelnet
CAMPUS COMMERCE

Customer Service

Home User Acceptance Test 202 Sign Out

Welcome, Parentof NelnetStudent1 ID: NE3470886

Refund Method

Refund Method Selected Bank Account: XXX1234 Edit Refund Method Remove Refund Method Edit Profile

Refund History Change History Notification History

Date Sent	Type	Sender	Recipient	Subject
3/9/2021 1:13:50 PM (CST)	Email	noreply-refunds@nelnet.net	teniknaman@gmail.com	Refunds Authentication Code
3/9/2021 12:31:03 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code
3/8/2021 4:36:24 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code
3/2/2021 4:26:20 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code
3/2/2021 3:49:18 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code

To see the details of any notification, click the date in the left column.

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CAMPUS COMMERCE

Customer Service

Home User Acceptance Test 202 Sign Out

Welcome, Parentof NelnetStudent1 ID: NE3470886

Refund Method

Refund Method Selected Bank Account: XXX1234 Edit Refund Method Remove Refund Method Edit Profile

Refund History Change History Notification History

Date Sent	Type	Sender	Recipient	Subject
3/9/2021 1:13:50 PM (CST)	Email	noreply-refunds@nelnet.net	teniknaman@gmail.com	Refunds Authentication Code
3/9/2021 12:31:03 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code
3/8/2021 4:36:24 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code
3/2/2021 4:26:20 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code
3/2/2021 3:49:18 PM (CST)	Email	noreply-refunds@nelnet.net	nelpar1test@test.com	Refunds Authentication Code

To close the detail window, click the "Close" button.

nelnet
CAMPUS COMMERCE

Customer Service

Home User Acceptance Test 202 Sign Out

Welcome, Parentof Ne ID: NE3470886

Refund Method

Refund Method Selected Bank Account: XXX1234 Edit Refund Method Remove Refund Method Edit Profile

Refund History Change History Notification History

Notification

Close

Email sent on 3/9/2021 1:13:50 PM (CST)

Sender noreply-refunds@nelnet.net

Recipient teniknaman@gmail.com

Subject Refunds Authentication Code

Message Refunds Authentication Code Email. For your security the text of this message has been redacted.

Close

To Edit your refund method/ACH information, click the "Edit Refund Method" link.

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CAMPUS COMMERCE

Customer Service

Home Year Acceptance Test 2021 Sign Out

Welcome, Parentof NelnetStudent1 ID: NE3470886

LIVE HELP

Refund Method

✓ Refund Method Selected Bank Account: XXX1234 [Edit Refund Method](#) Remove Refund Method Edit Profile

Refund History Change History Notification History

However, be aware that this will take you through the authentication process again to ensure that you are authorized to make this change. Check your email for the new authorization code and enter it here. Click the Submit button when finished.

nelnet
CAMPUS COMMERCE

Customer Service

Home Year Acceptance Test 2021 Sign Out

Authentication

Confirming your identity enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

Please enter code sent to teniknaman@gmail.com.

Authorization Code

517344

[Submit](#) [Cancel](#)

Click the radio button next to the “Bank Account (Direct Deposit)” option and enter your bank account information (where you’d like your refund to be direct deposited). Click “Save” when finished.

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CAMPUS COMMERCE

Customer Service

Home Year Acceptance Test 2021 Sign Out

Edit Refund Method

LIVE HELP

Refunds will be disbursed via the selected method at the time the request is received and processed. If a refund method is not selected, refunds will be delivered to you via first class mail in the form of a paper check, to the address on record with your institution.

✓ Bank Account (Direct Deposit) Funds should be received 1-2 business days from processed date

Account Holder Name* Stephen Student

Bank Name* Good Bank

Account Type * ☒ Checking ☐ Savings

Routing Number* 104000058 ?

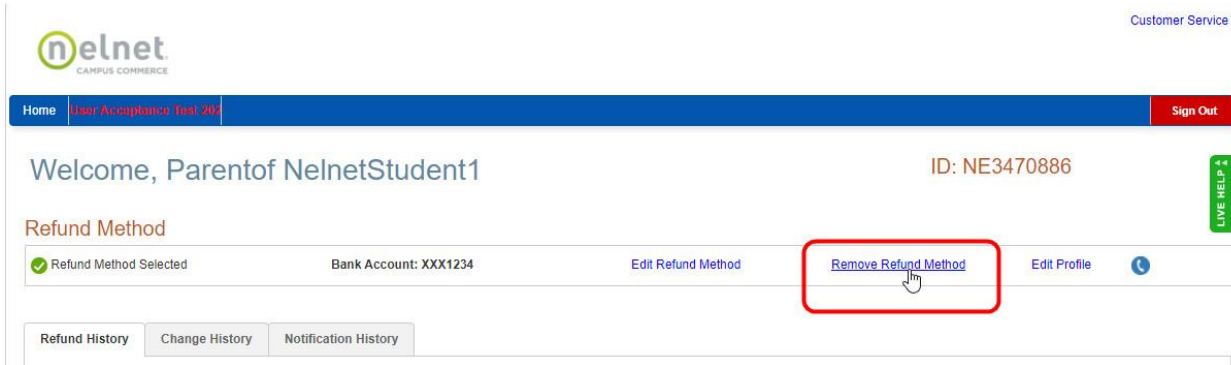
Account Number* 1111234 ?

Account Number Confirm* 1111234

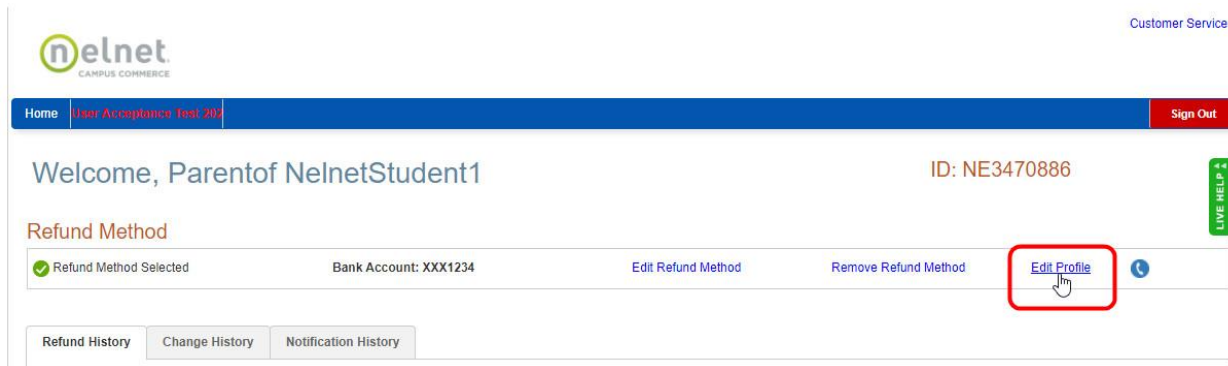
By clicking Save, I authorize Nelnet Campus Commerce to disburse my student account refund via the method I have selected. I acknowledge that I am responsible for repayment if I receive money that I am not entitled to.

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

You can remove your refund method, but this is not advised as those missing ACH information will have to wait on a paper check to be cut and mailed.



The Edit Profile link will display the profile information and allow for a secondary email to be entered.



After entering the secondary email, click the “Save” button.

Customer Service

[Home](#) | [View Acceptance Test 202](#) | [Sign Out](#)

Profile Information

Welcome, Parentof NelnetStudent1

Authorized Party (Payer) Information

First Name	Parentof
Last Name	NelnetStudent1
ID	NE3470886
Email Address	teniknaman@gmail.com

Mailing Address

The school has chosen to provide the address.

Country	USA
Street Address 1	330 Watt St
Street Address 2	
Street Address 3	
City	Circleville
State/Province	OH
Zip/Postal Code	43113

Secondary Email

Email Address

Students

ID	Name
NE8528490	Tester NelnetStudent1

[Save](#) [Back to Profile](#)

Click the “Home” link in the upper menu to go back to the home page.

nelnet
CAMPUS COMMERCE

Customer Service

Home User Acceptance Test 202 Sign Out

Welcome, Parentof NelnetStudent1 ID: NE3470886

Refund Method

✓ Refund Method Selected Bank Account: XXX1234 Edit Refund Method Remove Refund Method Edit Profile

Refund History Change History Notification History

Submitted Date	Amount	Status	Payment Method	Requests
3/9/2021	\$25.99	Pending	Good Bank - Checking - 1234	
3/5/2021	\$10.00	Pending	Good Bank - Checking - 1234	
2/26/2021	\$50.00	Pending	Good Bank - Checking - 1234	
2/24/2021	\$50.00	Pending	Good Bank - Checking - 1234	

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The last little button that looks like a telephone receiver is the “Manage Mobile Alerts” button.

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CAMPUS COMMERCE

Customer Service

Home User Acceptance Test 202 Sign Out

Welcome, Parentof NelnetStudent1 ID: NE3470886

Refund Method

✓ Refund Method Selected Bank Account: XXX1234 Edit Refund Method Remove Refund Method Edit Profile

Refund History Change History Notification History

Click To Manage Mobile Alerts

This button allows you to set how you are alerted by mobile. On this page, you enroll in the notifications you’d like to receive and confirm the mobile number you’d like to receive those alerts on.

Customer Service

Home User Acceptance Test 202 Sign Out

Manage Mobile Alerts

Mobile Enrollment - You Are Enrolled

Confirm Your Identity By Text
Receive Refund Notification By Text

10 Digit US Phone Number*

1234567890

To opt out of text services and receive email notifications only, please select Save only to proceed.

Save Cancel

When you are finished working in Nelnet, click the red “Sign Out” button in the upper right corner of the window. This will return you to OCU’s home page. You can close out of the browser window or click back to the tab that contains Sonis (which will still be open to the page where you left it when you went into Nelnet).

Customer Service

Home User Acceptance Test 202 Sign Out

Welcome, Parentof NelnetStudent1

ID: NE3470886

Refund Method

Refund Method Selected Bank Account: XXX1234 Edit Refund Method Remove Refund Method Edit Profile

Refund History Change History Notification History

When you go back to Sonis, you can log out by clicking the “Logout” under your name in the upper right of the browser window, clicking the Logout at the bottom of the left-hand menu, or just closing the browser window.

Ohio Christian University SPONSORED STUDENTS Parentof NelnetStudent1

Nelnet Refund

Logout

MARCH 09, 2021

Click on a student to log into Nelnet:
(NE8528490) NelnetStudent1, Tester

Logout