

Newsletter Date

March 15, 2010

Highlights:

Nelnet New E-services
Provider

Reset Your Authorized
Payers

Go Green with EBills!

Make a payment on Nelnet:

It is not much different!

Students:

- Sign onto myRedDragon
- Student (online) tab
- View My Account & enter
- Select Term with balance you wish to pay & enter
- Click "Make Payment."
Amount due is defaulted.
Enter payment method.

Parents:

- Enter link:
<https://quikpayasp.com/cortland/studentaccounts/authorized.do>
- Log in to QuickPay•
- Select "Make Payment"
- Enter Term & amount.
(No values default here.)
- Enter payment method

Nelnet QuickPAY® Named New E-Services Provider

The Student Accounts Office is pleased to announce that we have chosen Nelnet Business Solution's suite of e-commerce products to provide enhanced, integrated, services for students and parents. Nelnet products include online payment capabilities (QuickPAY®) for tuition, fees, and deposit payments that adhere to the strictest, most up-to-date security standards; while providing e-billing and e-commerce capabilities previously unavailable to us. In addition, QuickPAY® provides students and parents with service that is more in-depth, detailed, and information-oriented. Students and those designated by the student (to be an "authorized payer") will have the ability to:

- View and print billing statements online
- View current account transaction detail since the last statement
- Retrieve up to eighteen months of stored billing statements
- Store payment profiles in a safe and secure environment that will

allow instantaneous future payments from checking, savings, or credit cards with just the click of a button

- Designate and control access to an unlimited number of authorized payers and allow them to view bills and submit payments on the student's behalf.
- Both students and authorized payers will have e-mail notification of when new billing statements & confirmed payments are posted.

Eventually, we will utilize these new system capabilities to enable us to go green with e-billing and save thousands of trees and thousands of dollars of postage expense, while still providing students and families with the information and access they need. During March 2010 we will begin deployment of Nelnet's QuickPay® system for online processing of web payments for tuition and fee payments as well as for tuition deposits for new students and room deposits for new and returning students.

Reset of Your Authorized (Parent) Payers Required!

Parents or other third parties that you wish to designate as having the ability to make payment, need to be re-authorized by the student account holder before they will be able to make payments in QuickPAY®. Therefore, those of you who currently have designated third parties can do this by signing on to your myRedDragon account:

- Go to the "student online" page
- Click on the "Set up 3rd Party Payment Authorization" item. This brings you to the "Message Board" page in QuickPay®
- From the menu, at the left click on "Authorize Payers." Click the "Add New" button
- Add as many Authorized Payers as you like or edit/delete any existing payer profiles
- You will be asked to enter the

person's name, valid e-mail address, and assign a log in name (user ID) and password

The login name and password must be at least six characters long and include **only** letters and numbers. No spaces, symbols, or other characters are allowed.

The Authorized Payer receives an email notification and a url they can use to make payments. They should change their password immediately and have the ability to reset a password or submit a forgotten password request. Payers may view transaction details only of payments they submit, not those of other authorized payers.

Student Accounts Office

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Billing questions:

billing@cortland.edu

We are on the Web!

Visit us at:

<http://www2.cortland.edu/offices/student-accounts/>

Going Green with E-bills

Fall 2010 will mark SUNY Cortland's transition from paper bills to utilization of only e-bills by Spring 2011. Going green with e-bills will support SUNY Cortland's commitment to reducing our carbon footprint by saving thousands of trees and other resources used to print and mail paper bills. It also helps our tight budget situation by saving thousands of dollars of paper & postage expense, while still providing students and families with the information and access they need to student billing information. E-bills, combined with the students' ability to authorize payers to

review/print copies of billing statements, provide an easy way for ALL family members involved in assisting a student with budgeting and payment of charges, to have not only a billing statement, but to have access to real-time current account activity details, previously unavailable. The format will be similar to what you are used to seeing and the online site allows you to print as many copies as needed of billing statements, by clicking on a PDF icon. Students and Authorized Users can view up to 18 months of historical statements.

About Our Department

The Student Accounts staff is dedicated to helping students and families to find answers and solutions to the many questions related to your education at SUNY Cortland. We are available to answer questions about bills, account charges, refunds, monthly payment plans, Student Health Insurance, and financial aid refunds. We are committed to making the tuition payment process as stress-free, automated, and user-friendly as possible.