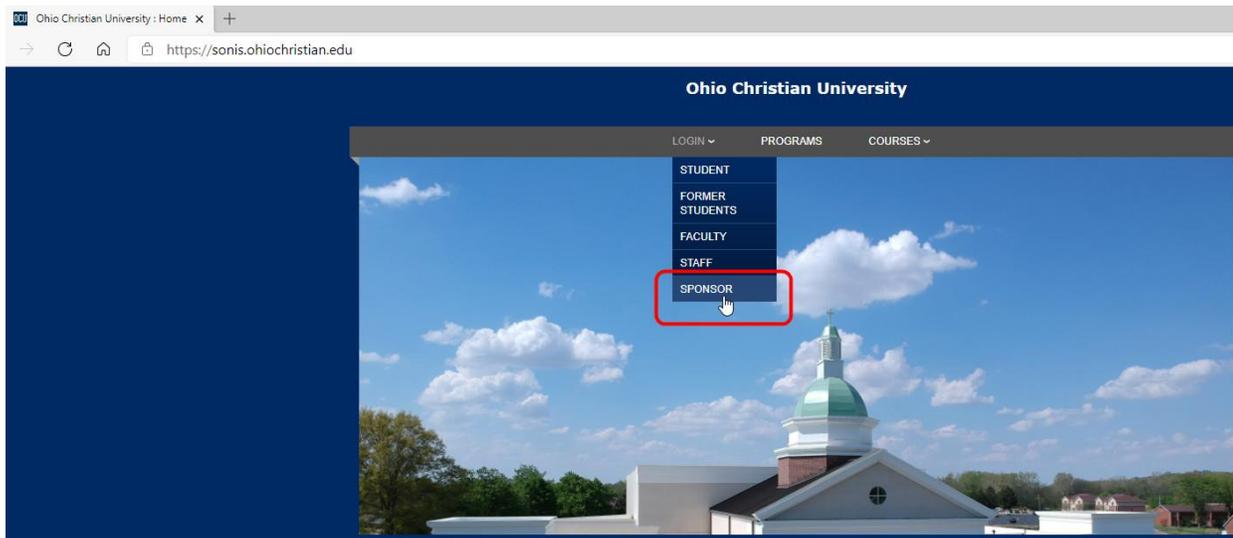


Authorized Payer Nelnet Refund = Login and ACH Setup Instructions

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:

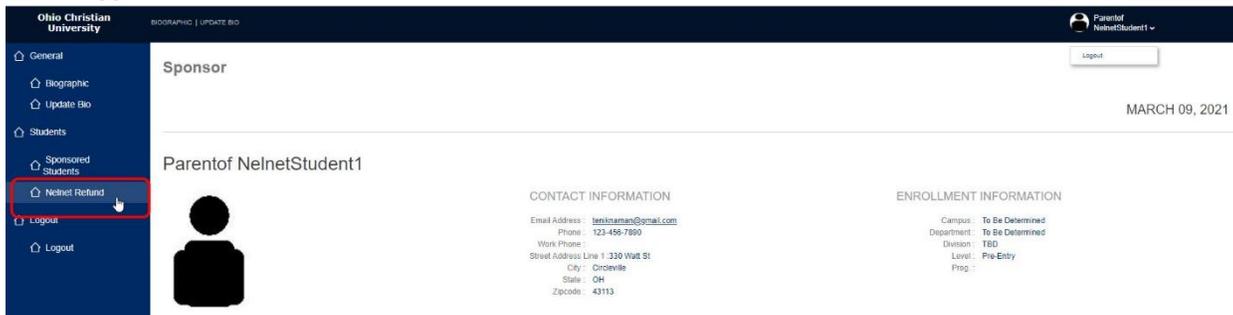
Open a browser window and navigate to <https://sonis.ohiochristian.edu/>. Click on LOGIN and choose SPONSOR from the menu.



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](#)

- General
- Biographic
- Update Bio
- Students
 - Sponsored Students
 - Nelnet Refund
- Logout
- Logout

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.

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Customer Service

Home | [Dear Account Holder Test 202](#) | [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

[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).



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.



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

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.



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 Parentof interface. At the top, there is a navigation bar with "Home", "User Acceptance Test 2021", and "Sign Out". Below this, a welcome message "Welcome, Parentof NelnetStudent1" and an ID "ID: NE3470886" are displayed. The "Refund Method" section shows a selected method and a bank account "XXX1234". Below this is the "Refund History" section with tabs for "Refund History", "Change History", and "Notification History". A table lists the following transactions:

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 Parentof interface with a "Refund Details" modal window open. The modal displays the following information for 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 "Close" button is located at the bottom right of the modal window and is highlighted with a red box.

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		15400058	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.

Customer Service

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Home [User 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**

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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Home [User 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

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.

Customer Service

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Home [User Acceptance Test 2021](#) [Sign Out](#)

Welcome, Parentof Ne 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

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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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](#)

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.

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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

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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Home [User Acceptance Test 201](#) 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 screenshot shows the top navigation bar with the Nelnet logo and 'Customer Service' link. Below is a blue header with 'Home', 'User Acceptance Test 202', and 'Sign Out'. The main content area displays 'Welcome, Parentof NelnetStudent1' and 'ID: NE3470886'. A 'LIVE HELP' button is on the right. The 'Refund Method' section shows a green checkmark for 'Refund Method Selected', the bank account 'XXX1234', and links for 'Edit Refund Method', 'Remove Refund Method' (highlighted with a red box), and 'Edit Profile'. At the bottom, there are tabs for 'Refund History', 'Change History', and 'Notification History'.

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

This screenshot is similar to the first one, but the 'Edit Profile' link is highlighted with a red box. The 'Remove Refund Method' link is also visible. The rest of the interface, including the navigation bar, welcome message, and history tabs, remains the same.

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

Customer Service

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Home [Over 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](#)

[SAVE HELP](#)

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

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Customer Service

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

Welcome, Parentof NelnetStudent1 ID: NE3470886

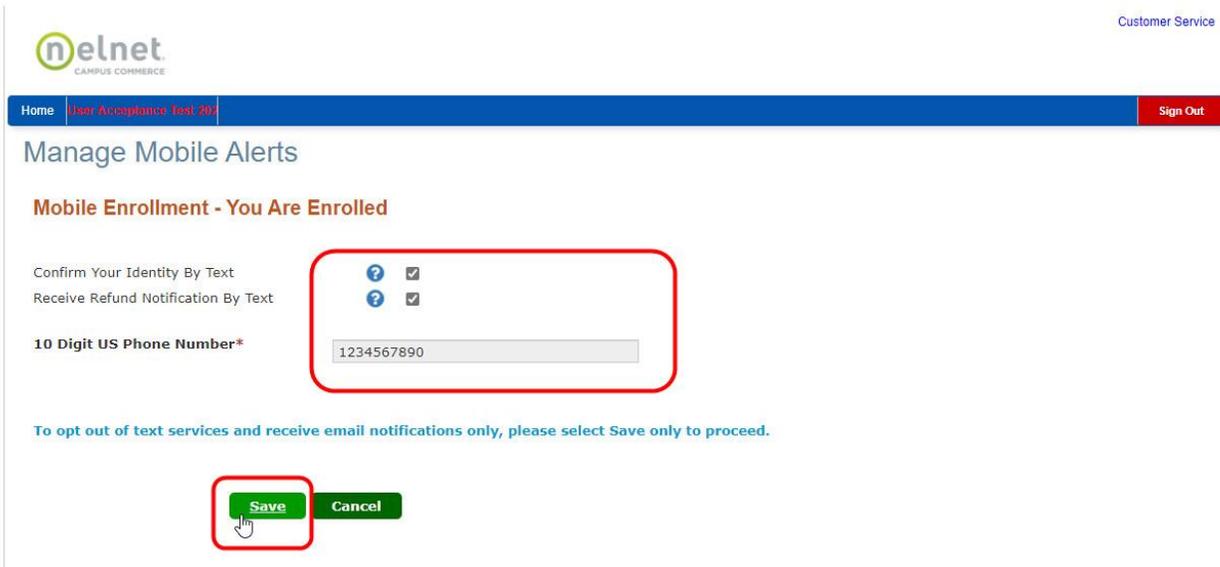
Refund Method

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

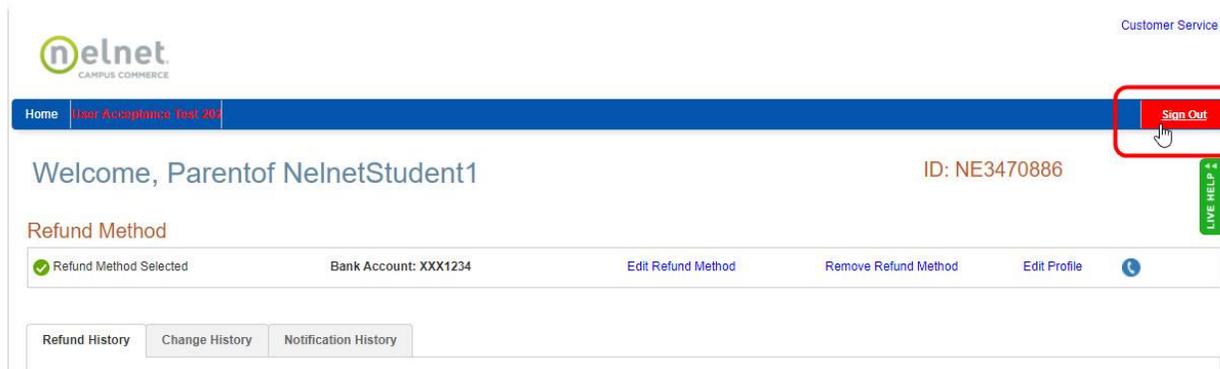
Refund History Change History Notification History

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.



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).



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.

