

Nelnet Refunds: Implementation Overview



Implementation Milestones & Estimated Hours

Our Refunds Implementation model is intentionally streamlined—built for speed, clarity, and minimal campus lift.

Milestone	Purpose	Client Hours	Nelnet Hours
Define: Align & Confirm	Align on goals, scope, roles, timeline, and readiness. Confirm requirements and success criteria.	1-2 hrs	2 hrs
Design: Configure & Validate	Configure system in a working session. Validate setup and confirm functionality meets defined requirements.	2-3 hrs	2 hrs
Deliver: Test & Prepare	Test process flows. Prepare internal teams through training and go-live readiness review.	4-5 hrs	3-4 hrs
Deploy: Launch & Support	Move to production and begin accepting live payments with Nelnet go-live support and monitoring.	3-5 hrs	2-4 hrs

Typical Total Client Effort: ~10–15 hours

Actual effort may vary based on complexity and partner involvement. Preparation of your refunds data (XML export from your information system) is not included in this estimate, as timing varies by institution.

Timeline

- ✓ Estimated Institutional Engagement
Total Estimated Institutional Effort: 10-15 hours
- ✓ Implementation effort is defined in hours aligned to delivery milestones. The overall schedule is determined based on institutional availability and operational priorities. A customized project schedule is finalized collaboratively with your institution.
- ✓ Note: Preparation of your refunds data (XML export from your information system) is not included in this estimate, as timing varies by institution.
Actual effort may vary based on complexity and partner involvement.

Nelnet implementations are designed to be clear, well-defined, and collaborative—so institutions understand what to expect, when engagement is needed, and how progress is measured.

Our Implementation Approach

Implementations are structured and efficient. Delivery milestones are clearly defined and based on proven higher education deployments. Estimated hours are aligned to each milestone to support confident planning and steady progress throughout implementation.

Final timelines are confirmed during kickoff, based on institutional readiness, availability, and any third-party participation, if applicable.

Clear milestones and steady progress at the project level support operational efficiency and give leadership confidence.

Why Our Approach Works:

- ✔ Sets clear expectations for engagement
- ✔ Supports staffing and availability planning
- ✔ Reduces the risk of surprises
- ✔ Reinforces progress and momentum

What Shapes Your Timeline

- ✔ Completion of agreed readiness and access tasks
- ✔ Availability for reviews, testing, and training
- ✔ Timely feedback and decision-making
- ✔ Third-party coordination, when applicable

Your Nelnet team guides each phase and communicates clearly on progress and next steps.

Our Commitment

Nelnet partners with your institution to deliver an implementation experience that feels manageable, well-supported, and aligned with long-term success, with a focus on stability, adoption, and outcomes.