

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.

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.