



BUSINESS PROCESS OUTSOURCING

# Back-Office Processing



## Maximize Your Back-Office Capabilities with Our Solutions

In 2022, Nelnet Associates



### How We Help

Outsourcing with Nelnet allows you to focus on growing your core business by using our efficient, effective, and scalable back-office processing services.

**Data Processing** | Let your team focus on the tasks most important to your business while our team handles data entry and processing. Our comprehensive quality management processes ensure information is complete, accurate, and thoroughly reviewed before entry.

**Payment Processing** | Provide your customers with payment flexibility, however they'd like to pay and on their schedule. We can help you effectively manage and oversee all transactions with proven audit and internal controls to simplify financial oversight and reconciliation.

**Credit Dispute Processing** | Allow our highly trained staff to focus on high-priority tasks to ensure you meet the Fair Credit Reporting Act's requirements, and update the third-party systems.

**Application Processing and Verification** | We integrate our systems with yours to be able to manage multiple application types with diverse program requirements. You'll benefit from our simple data entry process, efficient turnaround times, and clear, concise, compliant results.

**Mail Fulfillment** | Increase your mailing capacity with confidence that your materials will be fulfilled and shipped on time — without complications. Plus, you'll enjoy potential cost savings with bulk mail discounts, due to our mail volumes.

**Intake and Imaging** | Inbound customer documents can be integrated with your existing workflow management system or customize your workflow needs, improve efficiencies, and let us manage the intake and imaging process to provide you with security and quality results.

## Back Office Support That Keeps You in the Black

For over four decades, we've gained diverse processing experience across complex, highly regulated industries and developed a full array of offerings that have helped our clients' businesses thrive. We deliver proven, on-time back-office services to you and your customers.



The best thing about working with Nelnet has been the partnership. Its management has been great, its associates are great, and the training went very well. Nelnet's done a phenomenal job for us, not only with helping us meet our productivity goals but also making sure that everything's getting done right and our customers' needs are being met. They're doing a fantastic job. I have nothing but great things to say about Nelnet and what it has done for us. On a scale of 1-10, I'd rate Nelnet a 10.

### **Mitchell Minaya**

Manager, Vendor Relationships

Loan Assets Management

Pennsylvania Higher Education Assistance Agency

## Who We Are

With over four decades of diverse processing experience across complex, highly regulated industries, we have developed a full array of offerings that have helped our clients' businesses thrive. With our proven back-office processing solutions, our expertise is your gain.

Our back-office supervisors and leaders have an average tenure of 15.3 years, giving them knowledge to train and coach effective teams.

Working out of 13 locations across six states, our back-office processing team of 1,000+ associates provides reliability and scalability to meet your needs.

Nelnet has an established Quality Management Oversight program that encompasses documented policies and procedures, quality planning, quality assurance, and quality control, continuous improvement, risk identification, and risk remediation. Our quality team consists of more than 200 highly skilled specialists, analysts, and leaders with an average tenure of 7.1 years.

## Partner with Us

Learn more about how our trusted team and proven solutions can elevate your organization.



[nelnetinc.com/Back-Office-Processing](https://nelnetinc.com/Back-Office-Processing)



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