General Billing Information

The Student Accounts Office generates and issues bills to students for each term they are enrolled at Lock Haven University. Bills include charges for tuition and fees, housing, and meal plans. Tuition and fees are required for all credits earned, including internships, courses held abroad, and self-study credits. These mandatory fees are required to support academic and ancillary functions, the University, and our students.

Bills are generated and mailed to the student’s home address on file with the University. International student’s bills are emailed to their LHU email address as well as provided to the Institute for International Studies. Bills are generated and mailed on a monthly basis after the beginning of the semester. However, students are encouraged to view their student bill via the myHaven portal on a regular basis as changes to course registration, housing and meal plan options, and your financial aid package may have an effect on your student bill.

To view cost information for various semesters, please click here.

How To View Your Bill:
Students can view their bill in real time by logging into the myHaven portal. After logging into the system, click on the “Student Accounts” tab at the top of the page then click on “My Student Account” on the left side menu bar then click on “My Account Info”. Students can also request a new bill by visiting the Students Accounts Office in 224A Ulmer.

It is the student’s responsibility to check their student account via the myHaven portal to view any changes to their charges for the semester, including housing and meal plan changes.

Due Dates:
Payment is expected to be received by the due date printed on the initial student bill. Please note that if your bill states “Due Upon Receipt”, this means that the bill is currently due and should be paid immediately. Due dates are typically the first day of classes. Charges for any changes made after the semester begins are due immediately.

Because students are able to view their bill in real time through the myHaven portal, the failure to receive a bill in the mail does not negate the obligation to pay, nor does it extend the due date.

Payment Options:
Lock Haven University makes every effort to work with students by offering several options to pay their bill. Students can pay their student bill online, set up a monthly payment plan, bring payment into our office in Ulmer, or mail their payment to the attention of the Student Accounts Office.

Online Payments:
Students can make an online payment through the myHaven portal. After logging into the system, click on the “Student Finances” tab at the top of the page followed by the “Pay Bill or Add Flex” link on the left side menu bar.

Current accepted forms of online payment include: Visa, MasterCard, Discover, and electronic check (eCheck). Please note that there is a convenience fee charged for credit card payments. This fee will be disclosed prior to submission and you will be given the opportunity to cancel the transaction at that
There is no charge for an eCheck payment. After an online payment has been submitted, the University is unable to cancel the transaction and therefore, the payment must go through the payment process.

Monthly Payment Plan:
Lock Haven University has partnered with Tuition Management Systems (TMS) to offer our students the option to set up a monthly payment plan. Students have the option to set up this payment plan for any semester enrolled at LHU.

Once enrolled in your payment plan, participants will receive a student bill which will include the total payment plan amount deducted from your total charges. Any balance due indicates that your payment plan is under budget. The student will need to increase their budget with TMS or pay LHU the outstanding balance due. Any credit balance (negative amount) due indicates your account is over budget. In this case, you can lower your monthly payment plan or receive a refund from Lock Haven University once the payment plan is paid in full.

To set up your payment plan, or if you have questions regarding your budget, please contact TMS by calling (888) 285-3052 or by visiting https://www.afford.com/lhup.

Please note that the monthly payment plan option is only available during the Spring and Fall semesters.

Mailing Your Payment to the Student Accounts Office:
Students can send their check or money order to the Student Accounts Office by using the enclosed envelope provided with the student bill. Please include the bill stub with your payment to ensure accurate processing.

Please send payment along with any other correspondence (including scholarship information) to the following address:

Lock Haven University
Student Accounts
224A Ulmer
Lock Haven, PA 17745

Students can also bring their cash, check, or money order to the Student Accounts Office located at 224A Ulmer.

Financial Aid:
Financial aid awards that have been finalized or received by the Financial Aid Office by the billing date will be reflected on the bill. Students who are anticipating other financial assistance not listed on their bill should submit documentation of the award to the Financial Aid Office. In addition, Federal Stafford Loans that have been awarded to a student will be reflected on the initial student bill. If the bill does not list a Stafford Loan, and the student intends to borrow, the student should contact the Financial Aid Office. The student should also contact the Financial Aid Office if the student does not wish to borrow the Stafford Loan(s).

Students can view their financial aid package by logging into the myHaven portal. If you have questions or concerns about any of the items listed in your financial aid package, please contact the Financial Aid
Office.

All first time Federal Direct Stafford Loan borrowers must complete the Master Promissory Note and Entrance Counseling in order for the loan to be disbursed to the student’s account. Note: No financial aid or loans will be disbursed for students who have been selected for verification until the requirements are completed.

**Refunds:**
Refunds are processed on a weekly basis after the semester begins. Lock Haven University has partnered with Higher One to provide students with a quick and easy way to receive their refunds. Typically, students will receive an email from Higher One when the refund has been processed. Higher One will process the refund in accordance with the preference selected on the student’s Haven Card account. For additional information regarding the refund process, please [click here](#).

Students who receive a refund as a result of a parent plus loan will have their refund automatically processed in the form of a paper check and mailed to the parent.

Please keep in mind that refunds are generated only after a credit balance is created on the account. Refunds are processed when financial aid or loans are received by the University and posted to the student account. Any problems with this process could delay the availability of the refunds.

Students with questions regarding the refund process or Higher One should contact the Student Accounts Office.

**Holds / Late Fee Policies:**
Students who have not paid their bill by the due date may be subjected to a financial hold or late fee being placed on their account. Financial holds will be placed on unpaid student accounts approximately two weeks after the start of class. Late fees will be assessed on unpaid student accounts approximately five weeks after the start of class.

Financial Holds – Financial holds disallow the processing of transcripts and/or diplomas as well as any registration changes for the subsequent semesters. It is University policy to place a financial hold on any student account with a balance due past the specified date. This hold will not be lifted until the student account is paid in full.

Late Fees – A $50 late fee is added to the student account for each session that is past due. If a student feels they should not have been charged the late fee, there is a Late Fee Appeal Policy. Please refer to the Student Accounts policies page for information regarding that policy.

It is very important to pay your student bill in a timely manner. In addition to the above two policies, any subsequent semester courses the student is registered for may be dropped due to lack of payment. Furthermore, if a student account becomes delinquent, the University will begin collection proceedings which may include reporting to the credit bureau(s).

**Returned Payments:**
A charge of $30 will be assessed to the student account for payments returned by the bank due to insufficient funds and/or incorrect bank account information entered when making an online payment.
Please be sure that the information you enter is correct as we are unable to stop a payment from processing once the information has been submitted.

To view other miscellaneous fees, please click here.