Online Payment FAQ’s

**How can I make a payment online?**

Payments can be made online through the [myHaven](#) portal. Simply login to myHaven via the link on the [LHU homepage](#). After logging into the system, click on the “Student Finances” tab at the top and then select the “Pay Bill or Add Flex” option on the left hand side of the page.

**What forms of payment are accepted online?**

Students have the option to pay their student bill online via credit card or electronic check (eCheck). Currently the following credit cards are accepted: Visa, MasterCard, and Discover.

Please note that when paying via credit card, there will be a convenience fee added to the payment. This fee is a percentage of the payment being made. Students will be made aware of the dollar amount of the fee prior to submitting payment. There is no convenience fee associated with the eCheck option.

**How quickly will payments be withdrawn from my bank account if I pay by electronic check (eCheck)?**

Typically, funds are withdrawn from your bank account the first business day after you made the payment. Please ensure that there are sufficient funds in the account to cover the payment. Lack of sufficient funds will result in the payment being return and the student being assessed a non-sufficient funds fee.

**What happens if my card is declined or I do not have enough money in my account?**

If your card is declined, you will not be able to make a payment with that card. If your account lacks sufficient funds, the electronic check will be returned (just like a paper check). You will then be responsible for paying the balance and any overdraft and / or other fees associated with the returned payment.

Please ensure correct account information when making an online payment. Incorrect information may result in the payment being returned resulting in additional fees.
Can I pay by credit card or eCheck at the Student Accounts Office?

No, all credit card and eCheck payments must be made online through the myHaven portal.

Students can make cash, money order, or paper check payments at the Student Accounts Office located in 224A Ulmer. Our hours of operation are Monday through Friday between 8am and 4pm.

How do I know my online payment was received?

After submitting your online payment, you will receive a confirmation number and email. You should print this email for your records.

Is it safe to pay online?

Yes, Lock Haven University incorporates multiple fraud protection technologies to validate your credit card and or checking account information. LHU does not retain any bank account information on our servers. Information passed from JPMorgan Chase to LHU is encrypted to prevent unauthorized access to this data.

Who do I call if I have a question regarding my student bill?

The Student Accounts Office will be happy to answer any questions you have regarding your student account. We are available Monday through Friday from 8am until 4pm at 224A Ulmer, via phone from 7:30am to 4:30pm and by email at stuaccts@lhup.edu.

Phone: 570-484-2425  
Email: stuaccts@lhup.edu  
Office: 224A Ulmer  
Web: http://www.lhup.edu/financial-services/index.htm

The Student Accounts Office thanks you in advance for your timely payment.