

Solution Center
Tuition Billing and Payment
Solutions@lbc.edu • 717-560-8254

- **Where can I see a statement of what I owe?**

You will begin receiving emails approximately one month before the start of the semester (Summer, Fall, Spring) with instructions for viewing your account and upcoming due dates. You can view your payment dashboard at any time for a term balance for past or present terms. Future terms become available to view once charges are posted.

On a laptop or desktop computer, go to **MyLBC**, scroll down to the *Document Center* window, and open the **Student Statement.pdf** file. This is a detailed breakdown of your charges and payments for the term. If you do not see a statement file, click **All Enrollments** in the drop-down menu.

- **Where do I go to make a payment?**

Your payment dashboard! [Learn more about this new tool.](#) On a laptop or desktop, go to the [student portal](#) and click **Payment Dashboard**. If prompted to log in, use your LBC credentials. Once the dashboard opens, *Term Balance* will show the current amount due and already includes pending financial aid. *Account Balance* includes all past and present semesters and is not helpful for determining what you owe.

- **What are my payment options?**

Online: Make a [one-time payment](#) or [set up a payment plan](#) on your payment dashboard. Payments from a bank account, credit/debit card (2.65% processing fee), and international currency are accepted online.

Mail: Pay by check or money order, made payable to *Lancaster Bible College* and mailed to: LBC Solution Center, 901 Eden Road, Lancaster, PA 17601.

In-Person: Visit the Solution Center (Esbenshade Building, Lancaster campus) to pay by check, cash, or card.

- **How do I set up a payment plan?**

On your payment dashboard, click **Payment Plan** at the top of the home page, and then click **+Enroll in a new payment plan**. Follow the prompts carefully, making sure to read and understand the contract. The payment plan will automatically adjust the payment amount to account for changes to your account, such as financial aid, bookstore purchases, or tuition changes.

There is a \$25 enrollment fee and payments can be connected to a bank account or card. You can schedule when payments are drawn within a 20-day window without a late fee. You can update the payment method, payment date, or make an additional one-time payment at any time; however, you cannot cancel a payment plan once it is set up. International accounts are not accepted for use with a payment plan.

Details related to payment plans for the upcoming term are on the next page.

- **What happens if I still have a balance owed when classes begin?**

Your balance must be paid in full or a payment plan set up by the due date stated in your email from the Solution Center. Failure to make payment arrangements will result in your access to class being delayed. If tuition remains unpaid with no participation in class the first week, you run the risk of being unregistered from classes. A one-time \$150 account fee is applied to any unpaid balance over \$500 or a \$50 fee to any balance over \$100. Any student with a balance owed will not be able to register for the next term's classes.

- **What happens if I withdraw from courses during the semester?**

Not attending/participating in courses or withdrawing after add/drop dates can impact your financial aid and the balance owed for the term. Refer to your student handbook and reach out if you have questions.

- **When will my financial aid stipend be ready?**

Be aware that the dates of aid disbursement listed on your statement are only an estimate. Once the funds arrive, LBC has 14 days to process it to your account. Digital stipends are coming soon, and you will be notified if that is an option for your situation. Otherwise, a check will be mailed to you.

Payment Plan Terms

SUMMER 2024

Traditional Undergraduate only

Length of plan	2-Month
Enroll in Payment Dashboard	Opens April 8 Closes June 2
First installment	June 3
Last installment	July 1
Frequency	First Monday of month
Grace days (no late fee)	20 calendar days
Down payment	None required
Application fee	\$25
Late fee	Approx. \$5 (refer to contract)
Non-sufficient funds fees Both LBC and your bank will apply fees when payment is returned due to non-sufficient funds.	

Global (Adult Edu, Sem/Grad, Doc)

Length of plan	4-Month
Enroll in Payment Dashboard	Opens April 8 Closes May 5
First installment	May 6
Last installment	August 5
Frequency	First Monday of month
Grace days (no late fee)	20 calendar days
Down payment	None required
Application fee	\$25
Late fee	Approx. \$5 (refer to contract)
Non-sufficient funds fees Both LBC and your bank will apply fees when payment is returned due to non-sufficient funds.	

Global – July Starts

Length of plan	3-Month or 2-Month
Enroll in Payment Dashboard	Opens May 6 Closes June 30
First installment	June 3
Last installment	August 5
Frequency	First Monday of month
Grace days (no late fee)	20 calendar days
Down payment	25%
Application fee	\$25
Late fee	Approx. \$5 (refer to contract)
Non-sufficient funds fees Both LBC and your bank will apply fees when payment is returned due to non-sufficient funds.	

How to Use the Payment Dashboard

Rather watch videos?

Below are tutorial videos that you can use to familiarize yourself with the payment dashboard.

- Get an overview of the new payment dashboard: [Here](#)
- Learn how to make a one-time payment: [Here](#)
- Learn to set up a payment plan: [Here](#)

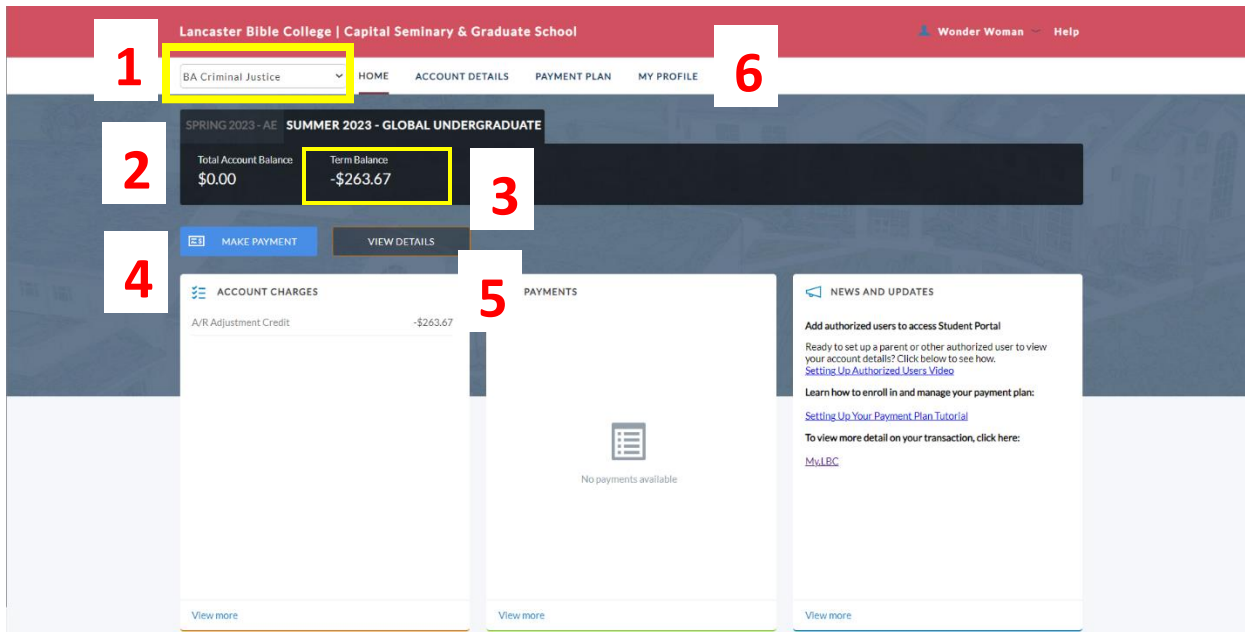
1) Open the Payment Dashboard.

Go to the [Student Portal](#) and click **Payment Dashboard**.

The screenshot shows the LBC | CAPITAL Student Portal dashboard. At the top, there is a search bar for the Student Portal, followed by buttons for 'Ask a Question', 'New Announcements', and 'Upcoming Events'. On the right, there is a red 'On Campus' button with a cross icon and the text 'Emergency Contact Info'. Below these are several service tiles, each with an icon, title, and description, and a right-pointing arrow. The 'Payment Dashboard' tile, which includes a credit card icon and the text 'View & Pay Tuition', is highlighted with a yellow border. Other tiles include Canvas (Online Classroom Information), Microsoft Online (Email / OneDrive / Calendar), MyLBC (Financial Aid & Registration Info), Library (Search for LBC Info), Tech Support (For Canvas, Zoom, and Computer), Financial Aid (Information and Applications), Ally Services (Academic Services Hub), and Bookends Bookstore (Textbooks, Apparel, and More). At the bottom, there are two white panels. The left panel is titled 'LBC Directory' and lists 'Catalogs', 'Handbooks', 'Accommodations', 'Student ID Card', and 'Transcripts', each with a right-pointing arrow. The right panel is titled 'For Students' and has two buttons: 'Traditional' (highlighted in blue) and 'Global'. Below these buttons are links for 'Academics', 'Calendars', 'Financial Aid', and 'Student Affairs', each with a right-pointing arrow.

2) View the overview information on the homepage.

Below is a sample of the payment dashboard homepage. Yours may look slightly different.

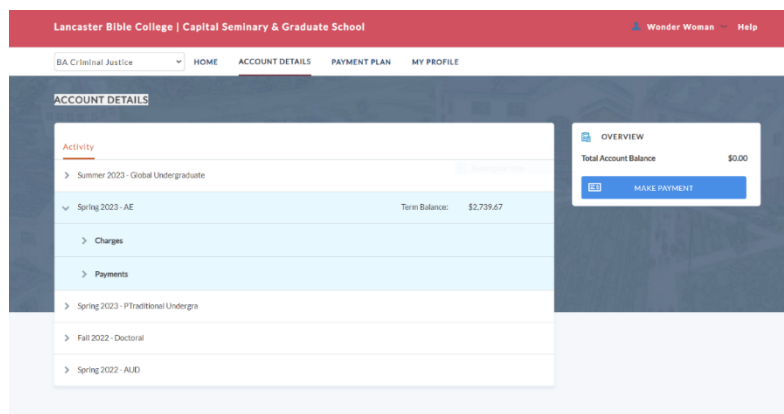


You will see the following:

1. **Program Enrollment:** Make sure the program you are enrolled in is showing.
2. **Total Account Balance:** Includes the current term, as well as any past or future term balances you may have. This does not accurately represent the amount due.
3. **Term Balance:** Your balance due for the current billing term.
4. **Make Payment:** Make a one-time payment or set up a payment plan for the upcoming term
5. **View Details:** View your account details, such as charges and payments for each term.
6. **My Profile:** invite authorized users to make payment on your behalf, as well as add new payment options, and update personal contact information.

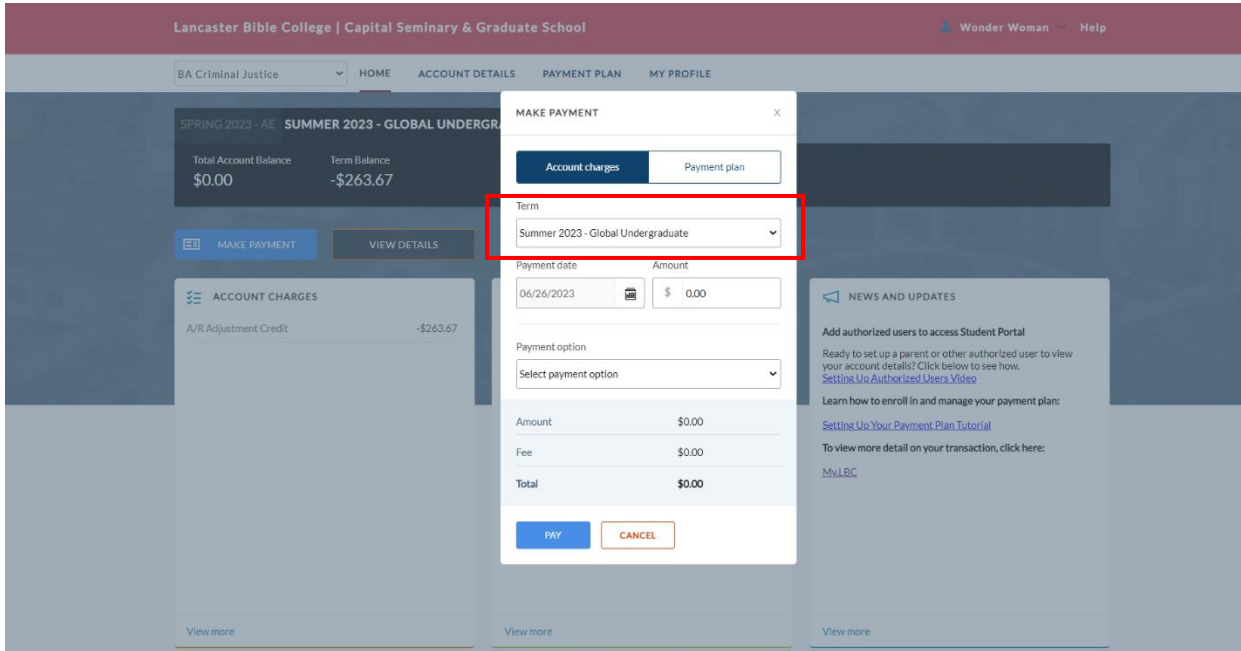
3) Account Details

To view a breakdown of charges and payments that have already been applied, click **Account Details**. You can select the exact term you wish to view. *Note that Account Details does not include pending financial aid and should not be used to determine if a balance is due. Only **Term Balance** on the dashboard homepage reflects an accurate amount currently due.*



4) One Time Payments

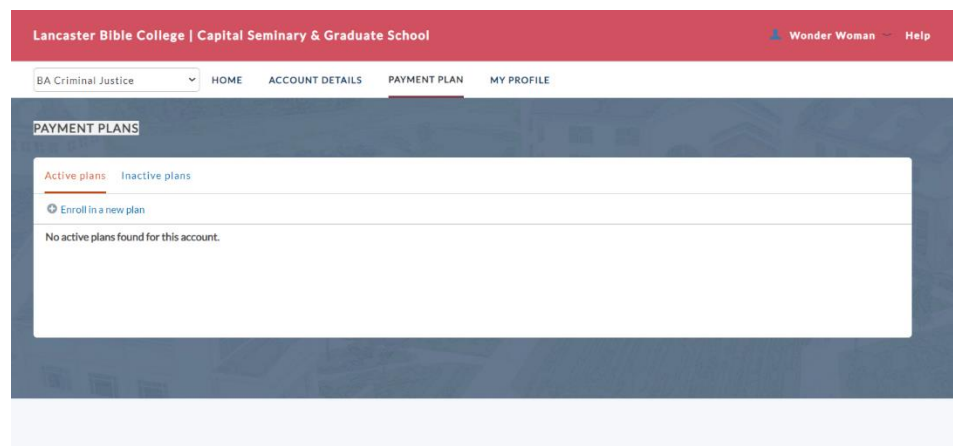
To make a one-time payment using your bank account or a credit card, click the blue **Make Payment** button on the homepage. One-time payments can be made towards any term available in the *Term* drop-down. Times where you may want to make a one-time payment include paying your balance off in full or in-between automatic payment plan withdraws. A 2.65% processing fee is added to any payments using a debit or credit card.



5) Payment Plans

To create a payment plan:

1. Click **Payment Plan** on the top menu bar of the home page.
2. Click **Enroll in a new plan** and then click the plan that appears for the term. As the semester progresses, available plans change so that the balance owed is always paid off by the end of the semester.
3. Follow the prompts to fill in your information. The plan amount cannot be adjusted and will reflect the Term Balance owed. Make sure *“Yes! Set up automatic payments”* is selected.
4. Read and sign the payment plan contract.
5. View your installment schedule. By default, withdrawals are made the first Monday of each month.
6. Select a payment option for both *Today’s Payment* and the *Scheduled Installments*. If a payment option is not selected, you will not be able to finish set up of your plan.



6) Manage Access and Payment Options

Use the My Profile area to customize your information, including:

- Save new payment options to apply to payment plans and one-time payments. To save a new payment option (card or bank account), click **Add a new payment option**.
- Invite **Authorized Users** to view and pay on your account. Below the *Payment Option* section is *Authorized Users*. Invite other users to make payments on your behalf, such as a parent or relative.
- Update your personal details, such as receiving **text messages**. On the right, is your personal contact details, such as address, email, and notification settings.

