

Activate your LBS Customer Payment Portal to:

- View and download your invoices
- Make secure online payments
- View your balances, payment status and any communications from the Accounts Team

1. Submit your signed T&Cs via DocuSign

Upon receiving your offer to join LBS, the Admissions Team will send your Terms & Conditions document and Student Disclosure Statement via DocuSign. Prior to proceeding with any fee payment, you must have signed and submitted these documents by the deadline specified by the Admissions Team. You will not be able to proceed to Step 2 and make payment(s) until this is complete.

2. Invitation to the LBS Customer Payment Portal

You will receive an invitation email to activate your LBS Customer Payments Portal within 2-3 working days of submitting your signed T&Cs.

Your invitation will be sent by a member of the Finance team from noreply@finance.london.edu with a subject of 'Portal Invite'

Can't see the email? Please check your spam or junk email folders.

3. Activate your LBS Customer Payment Portal

Click on the link in your invitation email to activate your account:

**Access Customer
Portal**

For security reasons, the link to this portal **will expire 40 days** after the email is received if not activated.

If the link expires or the invitation email is not received, please email salesledger@london.edu with the subject line: "New LBS Customer Payment Portal Invitation Required".

4. Set up your LBS Customer Payment Portal

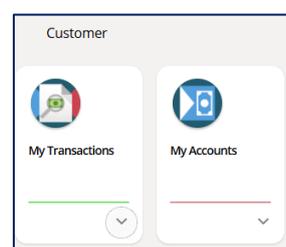
Once you have clicked on the link, you will be prompted to complete your registration by setting up a password for your LBS Customer Payment Portal

Your password must be **at least 8 characters long**.

After successfully setting up a password, you will be required to Log-in:

Once you are logged in you will see the following two tiles:

- i. My Transactions
- ii. My Accounts

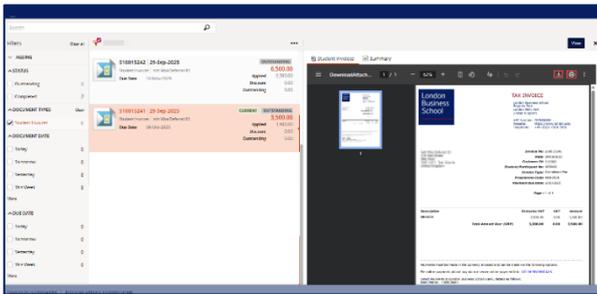


5. Make Your Payment(s)

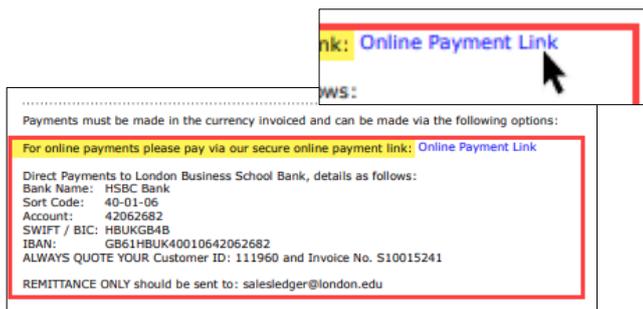
Please ensure that you submit your payment(s) by the deadline(s) indicated by the Admissions Team.

Click on **My Transactions**. You will be taken to a page with your invoices listed.

Select Invoice. A PDF invoice will appear on the right-hand side of the screen. You can view, download or print your invoice:



Scroll down to the end of the invoice and **click Online Payment Link** to pay via credit card (this is the preferred payment method).



You will be redirected to the secure online payment form:

Alternatively, if you choose to pay via bank transfer, please see bank details at the bottom of your invoice. Please ensure the payment reference includes your **full name, invoice number, programme code and LBS student number** so your payment can be easily tracked.

Your payment will be reflected on your LBS Customer Payment Portal within 2-3 working days and a receipt emailed to you. Your remaining programme fee invoices will then be available to view should you wish to make further payments.

Scholarship and Loan Students

If you've been awarded a scholarship or student loan, please refer to your original award letter for full details of the funding granted.

Your invoices will be for the full tuition fee. By the start of your programme, your scholarship or loan will be reflected in your LBS Customer Payment Portal.

Sponsored Students

If you are being partially or fully sponsored to study at LBS, please email the Admissions Team with your sponsorship details.

Contact the Accounts Team

For any invoice or payment enquiries, please email: salesledger@london.edu

Please quote your **LBS Student Number** and **programme code (eg: MBA2028)** in the email subject line as this will enable us to respond more quickly.