THE **LONDON SCHOOL**
OF **ECONOMICS** AND
POLITICAL SCIENCE ◼

Using the Student Finance Hub

Contents

Introduction and how to access the Student Finance Hub

Introduction

Enrolled students can access their financial information about their fees, payments and funding through the Student Finance Hub. The Student Finance Hub displays a number of self-service functions; by clicking on each function, you can navigate through the Hub and view transactions or generate receipts and statements.

Key features include

- Single sign on via your LSE network account (@lse.ac.uk)
- View/download fee invoices, receipts and account statements [in PDF format]
- View standard payment plans for tuition and accommodation fees
- View Fee and Maintenance Scholarships
- Submit/view bank details for Maintenance Scholarships
- View funding such as SLC Loans, U.S. Federal Loans (if applicable)
- Submit refund request for overpayments
- Submit a question
- Make a payment
- Summary of financials
- View your account 24/7

We have produced a Finance on Focus Series demonstration video to compliment this guide, please click here to access the video: **Info.lse.ac.uk/financeinfocus**

How to access

Students are automatically granted access to the Hub, you can access the Student Finance Hub as soon as you have been issued an LSE network account.

Note: There are a small number of student groups which are not able to access the Hub, this includes Online programmes and TRIUM EMBA.

To access the Student Finance Hub please click **here**
For security reasons you will be required to log in and authenticate using your LSE network account (@lse.ac.uk) credentials.
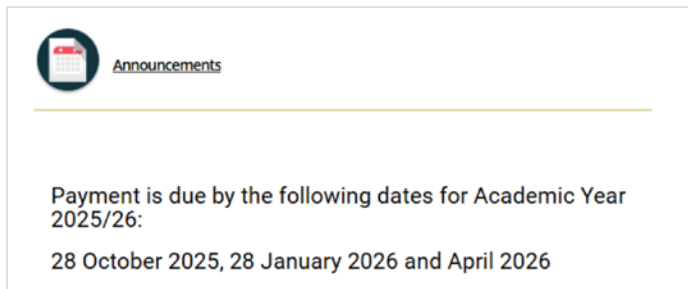
Landing page

When you log into the hub you will land on the homepage, you will see 14 functions displayed. This guide will walk you through each of those functions.
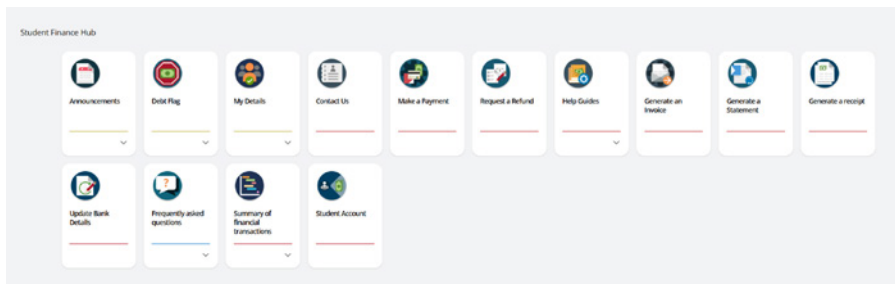
Announcements

The Finance Division will use this function to publish key information and news, for example services provided in the Student Services Centre or upcoming payment due dates.

Debt flag

Penalties or "debt flags" affecting and restricting tuition and tuition support services provision will be applied and escalated whilst payment for these services remains overdue and unpaid. This will impact on service provision and access to LSE resources in one or many ways depending on the level of penalties applied. If a debt flag has been added to your account, it will display under the debt flag function.

In the example below, a D03 flag has been added, for further details on penalties and debt flags, refer to the Credit Management Policy **info.lse.ac.uk/policies**

My details

This tile displays a summary of your personal details including contact address, email, phone number and current programme.

The tile will also display if you have provided third party consent, if there are any restrictions on your account for non-payment of tuition fees. Additionally, if you have provided bank account details for payment of an LSE scholarship, they will also display in this section.

Contact us form

You can Contact us by clicking on the contact us function, your student ID, name and email address will auto populate.

Click on the dropdown list and choose your enquiry type, you should then enter details on your enquiry in the box directly below. When you have submitted your request, a case will be created automatically in our help desk.

A member of the Fees, Finance and Compliance Team will respond to your case within 1-2 business days and aim to fully resolve your request within 3-5 business days.

If you have an attachment you need to submit you can drag it to the attachment area or click add. Once you have entered the details of your enquiry and attached any supporting documents you should click submit, this button is located at the top right of the page.

Make a payment

By clicking on this 'make a payment link' you will be redirected to the schools student payment portal, you will have to re authenticate to access the payment portal.

Please be advised that you are not required to log into the Student Finance Hub first to access the payment portal, you can access the payment portal at any time via **https://portal.lse.ac.uk/payments/s/fees**

Note: There is a separate how to guide for the student, family and sponsor payment portal.

Request a refund form

You can submit a refund request by clicking on the refund request function.

Your student ID and name will auto populate, you will need to complete all other fields on the form attaching any supporting documentation where required. Once you have completed the form you should submit for approval.

When you have submitted your refund request, a case will be created automatically in our help desk. A member of the Fees, Finance and Compliance Team will respond to your case within 1-2 business days and aim to fully resolve your request within 3-5 business days.

You will also be presented with a form submission confirmation.

Form Submitted

Thank you for your submission.

You can review and track the forms you have filled out by clicking Forms on your home page.

A downloadable version of the Form is available here.

DONE

Help Guides

The Fees, Income and Credit Control team publish guides and policy's on our website **info.lse.ac.uk/ficc** in order to improve the student experience we publish the key user guides and policies directly in the Student Finance Hub, you can access current content by clicking in the help guides. The document will open directly in the Hub so you do not need to navigate to a different webpage.

Self Service document generation

The Student Finance Hub lets you to generate financial documents such as invoices, receipts and account statements in PDF format.

There a 3 functions (1) Generate an Invoice (2) Generate a Statement (3) Generate a receipt.
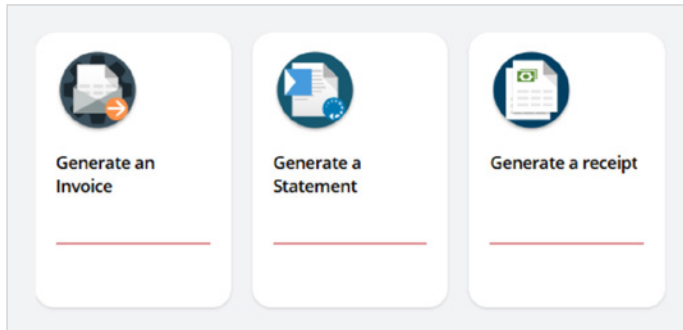
You will notice that LSE includes a field called 'Income Stream' on most documents including receipts, this is a stamp that indicates what this receipt has been allocated to or paid against.

Note: The Income Streams used are (T) Tuition (A) Accommodation (L) Language Centre (S) Summer School. (FSO) Financial Support Office.

When you click on any one of these three functions, you will be presented with a screen like below. In the example below, we have selected 'Generate an Invoice'. In order to generate the invoice, you will need to navigate to the 'Invoice number' parameter box and click on the dropdown arrow.

Once you select the drop-down arrow the display will list all available invoices for you to print, if you cannot see the full description of the invoice in this 'mini 'view, you can select the advanced search option, and the advanced view will present you with a more expanded version of the 'description data'.

This is illustrated in the example below.

To generate an invoice for the first time, simply click on the 'value' field of the invoice you would like to download. Once you have selected the invoice it will display your choice in the invoice number field as per the illustration below.

You are now ready to generate your Invoice in PDF format, simply click on the red Run button in the top left of the screen.

When the document has been generated, you screen will change as per the illustration below, you can download the Invoice PDF by clicking on the download or print buttons.
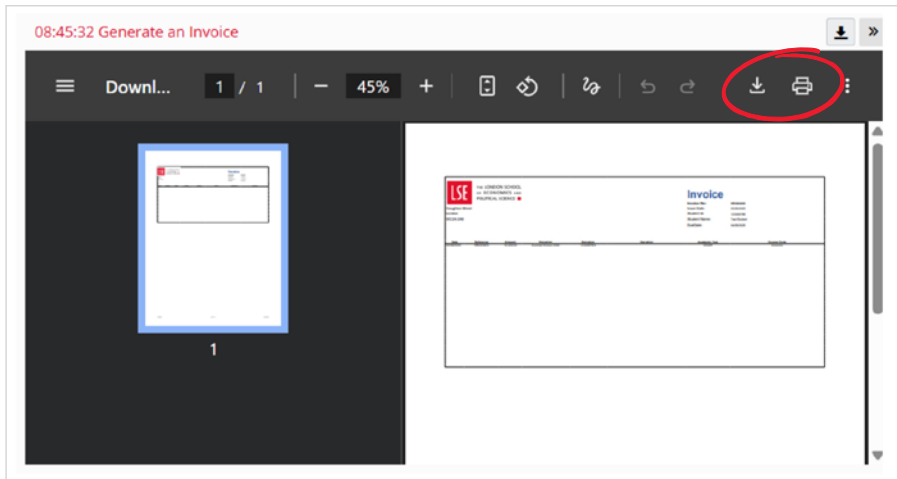
You will see a copy of you download invoice in your downloads file.

Retrieving documents generated in the past

Note that the Hub also offers a feature which enables you to retrieve documents that you have previously generated. Simply navigate to more, then view report history.
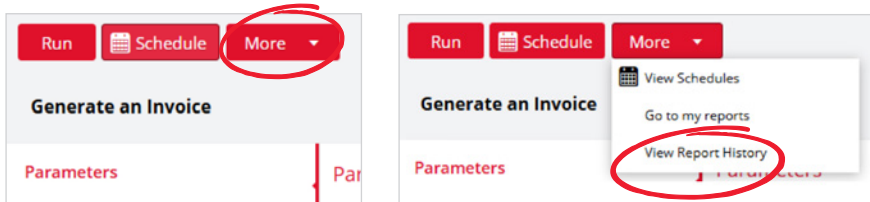
When in this view, you can see a full audit of each document you have generated and downloaded, you have the option to download them again, as required.
Simply click on the download arrow next to the document you wish to re-download.

Description	Report Date	Category	Status
Generate an Invoice	24-Aug-2025 08:45:42		Complete
Generate an Invoice	22-Aug-2025 14:55:27		Complete
Generate an Invoice	20-Aug-2025 20:14:33		Complete
Generate an Invoice	20-Aug-2025 16:12:02		Complete
Generate an Invoice	19-Aug-2025 09:53:54		Complete
Generate an Invoice	14-Aug-2025 14:46:38		Complete
Generate an Invoice	14-Aug-2025 14:45:32		Complete
Generate an Invoice	13-Aug-2025 16:01:02		Complete
Generate an Invoice	12-Aug-2025 20:49:53		Complete
Generate an Invoice	01-Aug-2025 11:47:07		Complete
Generate an Invoice	18-Jul-2025 09:48:01		Complete

Generating a receipt

You can follow the same steps to generate a receipt, simply navigate to the generate receipt function and select the receipt you would like to download.

You will notice that LSE includes a field called 'Income Stream' on all documents including receipts, this is a stamp that indicates what this receipt has been allocated or paid against.

The Income Streams used are (T) Tuition (A) Accommodation (L) Language Centre (S) Summer School.

In the example below you will see that the receipt has T under income stream, this means that this receipt has been allocated against the students Tuition Fees Invoice.

Generating an account statement

The generate a statement feature allows you to generate a document that will summarise all financial transactions posted to your LSE account, this will include invoices, receipts, credit notes and payments.

The function is straightforward, navigate to generate a statement and select run as per the illustration below.

The statement will print a full list of documents.

Date	Reference	Document Type	Amount	Outstanding	Narration	Academic Year	Narration	Narration
05/08/2025	SRI202622	SRINV	50,000.00	25,000.00	Tuition Fees 2020/21	2020/1	123456789-4	MRes in Management (Organisational Behav
05/08/2025	SRI202623	ACCMINV	10,000.00	10,000.00	Summer School 2020	2024/5	12345678-9	
05/08/2025	SRI202624	FEEINV	25,000.00	25,000.00	Tuition Fees 2023/24	2024/5	201114435-4	MRes in Management (Organisational Behav
05/08/2025	SRI202625	LANINV	50.00	50.00	nguage Centre non-degree modern lang	2024/5	LN782 Spanish: Level Three	LSE055964
05/08/2025	SRI202626	BUMINV	2,500.00	2,500.00	Summer School 2020	2024/5	Summer TEST	
05/08/2025	AR0008959	USFEDJNL	0.00	-4,171.14	From WUBS	2024/5		
05/08/2025	AR0008959	USFEDJNL	4,171.14	4,171.14	From WUBS	2024/5	WUBS $5747 GBP4171.14	Test Student
06/08/2025	SRR104940	RECEIPT	0.00	-2,500.00	Receipt	2024/5	Tuition fees	2025/6
13/08/2025	SRR104943	RECSLC	0.00	-2,500.00	SLC Loan 2024/5	2024/5	Term 1	Term 2
13/08/2025	SRI202629	FEEINST	60,000.00	60,000.00	Tuition Fees 2025/26	2025/6	123456789-1	BSc in Economics
13/08/2025	SRR104944	RECEIPT	0.00	-5.00	Receipt for Accomm	2024/5	Key	
13/08/2025	SRR104945	REFWUBS	0.00	-12.00	Refund	2024/5	Refund Fees	
13/08/2025	SRR104946	USFEDLORT	0.00	-10,000.00	US Loans	2025/6	$120000 GBP10000	
13/08/2025	SRR104947	USFEDLORT	0.00	-6,080.00	From WUBS	2024/5	WUBS $16407 GBP12723.54	Test Student
13/08/2025	SRR104948	USFEDLORA	0.00	-6,080.00	From WUBS	2024/5		Test Student
13/08/2025	AR0008960	USFEDJNL	0.00	-714.12	From WUBS	2024/5		
13/08/2025	AR0008960	USFEDJNL	714.12	714.12	From WUBS	2024/5		Test Student
13/08/2025	SRC0080494	FEESCH	0.00	0.00	SCHOL-F AMS 2024/5	2024/5	123456789-7	MRes in Management (Organisational Behav

Update bank details

You can securely submit your U.K bank details so the school can pay your maintenance scholarships where applicable. Once you submit your bank details they will be assessed and updated in the schools finance system.

Once the details have been validated, you will be able to view them via the My details function.

Note: This function should not be used for submitting bank details for U.S. Federal loans or for refunds.

Your student ID and name will auto populate, you will need to complete all other relevant fields on the form attaching any supporting documentation where required.

Once you have completed the form you should submit for approval.

Frequently asked questions FAQs

The FAQs function presents key information you may need to know about student finance at LSE, please do take the time to read the FAQs before submitting an enquiry to the team. **Information in screenshot below is for illustration only**

Summary of financial transactions

The Summary of financial transactions feature is a graph which illustrates the current activity in your LSE account, this will for example display outstanding invoices in red and payments or credits in green.

For a full explanation of the transaction/document types used in the Student Finance Hub, please see Appendix 1.
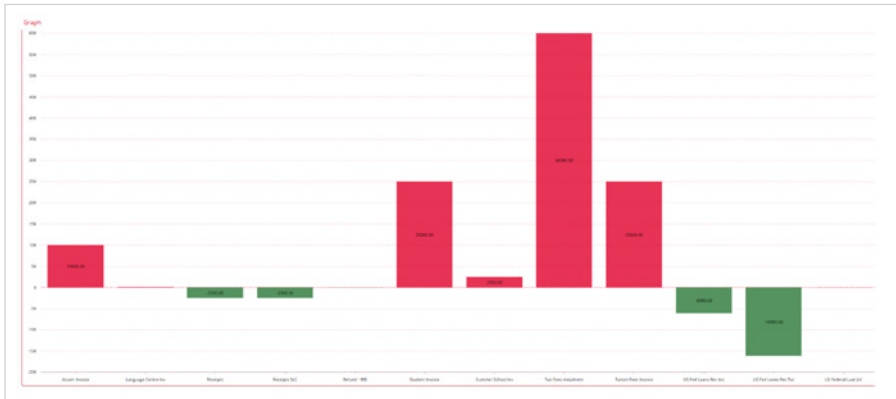
Student account

The student account transaction's function is an intuitive interactive function that enables students to view all financial transactions posted to the LSE Finance Hub Account.

When you first click on this function you will be presented with a summarised version of financial data at the transaction level.

For a full explanation of the transaction/document types display in the first column, please see Appendix 1.

This landing page provides you with the

1. Reference – this is the unique transaction reference used for transactions posted into your account.
2. Amount column – this is the total sum amount of this transaction posted to your account. For example, the SRINV (this transaction type is used for illustration only) has a total of £50,000 billed.
3. Payment/credit – this is the amount of receipt and or credit note that has either been paid or allocated against the invoice. In the case of our illustration, £25,000 has been paid or credited against the invoice.
4. Outstanding - this column illustrates the amount outstanding, in our example, there is £25,000 still outstanding as the student has only paid £25,000 against a £50,000 invoice.

Please note that 'outstanding' when displayed for invoices, means the amount that you still own the LSE. However, if you see outstanding against a receipt, scholarship or credit note, this means LSE have not allocated this transaction to your invoice.

LSE regularly screens 'unallocated' receipts and credit notes, you do not need to contact us if you see an 'unallocated' transaction.

Filtering transactions

The student account transaction screen can get quite busy, if you know the transactions you want to focus on, you can enter the value in the 'search box' and press enter, this will filter based on your selection.
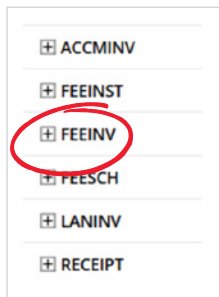
In the example below, I have selected that I only want to see accommodation invoices, by using ACCMINV, my view now only displays this transaction type. To reset your view, simply delete the value you have entered, and press enter.

You can drill down in the transactions by clicking on the + sign.
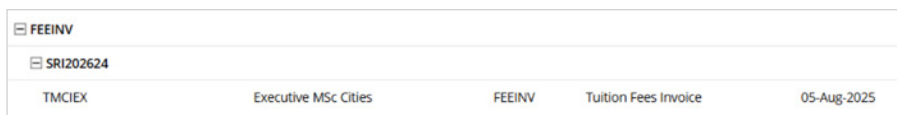
When you click on the + sign, you will see all transactions posted under this transaction type, for example if you study at LSE on an undergraduate degree, you will see individual invoices for each of your years of study.
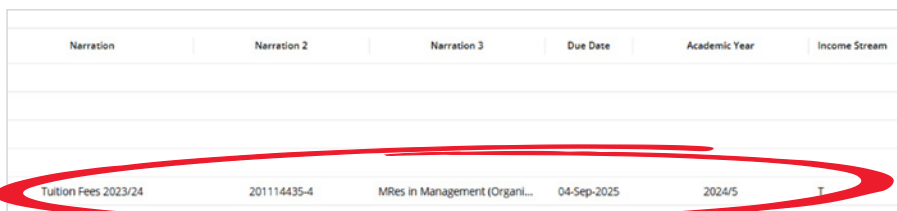
If you click on the + sign next to the unique transaction number SRI202624, you will see more information relating to this transaction.

In this example the FEEINV (Tuition Fee Invoice) for course TMCIEX Executive MSc Cities in now visible.

FEEINV				
SRI202624				
TMCIEX	Executive MSc Cities	FEEINV	Tuition Fees Invoice	05-Aug-2025

You can navigate along the student transaction screen and see information about transactions including due dates, academic year and any descriptions.

Narration	Narration 2	Narration 3	Due Date	Academic Year	Income Stream
Tuition Fees 2023/24	201114435-4	MRes in Management (Organi...	04-Sep-2025	2024/5	T

Export print transactions into excel

You can export a full list of transactions from this screen to excel using the print icon located to the right of your transaction table, the data will export in xlsx (excel format).
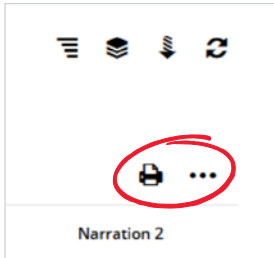
Tuition fees

Your tuition fees will display in the student transaction screen as a Gross Tuition Fee (FEEINV) or a Tuition Sponsor Invoice (FEESPINV) if you are fully or part sponsored.

If you have been awarded a Fee Scholarship (FEESCH) this will be deducted from your Gross Tuition Fee (FEEINV) and any balance will be payable by you or your sponsor, where applicable.

If your self-funding Gross Tuition fee has not been paid in full by enrolment, LSE will generate an interest free payment plan. If we create a payment plan for you, the plan will display as Tuition Payment Plan (FEEINST) in the student transaction screen. Typically, most students will see x3 instalments with due dates of October 28, January 28 and April 28. There are a small number of Executive programmes that have 4 or 5 instalments.

If you have a payment plan, this will display as individual invoices with unique due dates as detailed above.

Note: LSE sometimes offer exceptional payment terms if students face financial hardship, such plans are agreed on a case-by-case basis and will not display in the Student finance Hub.

Language Centre fees

Your invoice will display in the student transaction screen as Language Centre invoice (LANINV), note payment terms are 30 days from the invoice date for these invoices.

LSE Scholarships

You can see a summary of your Scholarships by navigating to the FEESCH transaction and clicking on the + you will see how much Fee Scholarship has been posted to your Hub Account.

Accommodation invoices and charges

If you are residing in LSE halls of residence, your invoices and charges will be available in the student transaction screen.

In the illustration below, I have navigated to the ACCMINV (Accommodation invoice) and clicked on the + to see the charges, due date and amount paid and still outstanding.

Student Loans Company

If you have borrowed a Tuition Fee Loan from the Student Loans Company to cover all or part of your tuition liability, your account will detail the invoiced amount as Tuition Sponsor Invoice (FEESPINV).

The Student Loans Company pay your loan to LSE in three parts, typically in October, February and May. When the Student Loans Company send funds to LSE, this will be posted to your account as a SLC loan receipt (RECSLC). This receipt will be visible in your student account transaction screen but will not be available to download as this is a loan paid direct to LSE.

Note: LSE will not contact SLC loan recipients about loan payments unless the SLC does not remit the loan, in instances where the loan is not remitted, we will reach out and contact you.

US Federal and private loans

⊞ USFEDJNL
⊞ USFEDLORA
⊞ USFEDLORT

You can see a summary of transactions linked to your Loans by viewing transactions US loans Tuition receipt (USFEDLORT) US loans accommodation receipt (USFEDLORA) and US Loans surplus paid to the student (USFEDJNL).

For each loan disbursed, LSE will post transactions for institutional charges (funds we have retained and allocated against your tuition and accommodation, where applicable) and surplus amounts paid direct to you.

When you expand the transaction by clicking on +, you will see the amount disbursed in USD and the amount converted in GBP.

From WUBS	WUBS $5747 GBP4171.14	Test Student

Summer School

If you have undertaken a course with the Summer School, your invoices and charges will be available in the student transaction screen.

Refunds

If we have refunded you, this will display as Refund (REFWUBS), you will see the amount we have refunded to you, along with the income stream and academic year this refund has been recorded against.

Appendix 1

Document Type	Explanation	Stationary type category
ACCKXCRS	Accommodation summer school credit note	Credit Note
ACCKXDPR	Accommodation holding deposit	Receipt
ACCKXDPS	Accommodation security deposit	Receipt
ACCKXINS	Accommodation summer school invoice	Invoice
ACCKXINV	Accommodation invoice	Invoice
ACCKXREC	Accommodation receipt	Receipt
ACCKXSUC	Accommodation sundry credit note	Credit Note
ACCKXSUI	Accommodation sundry invoice	Invoice
ACCMCRN	Accommodation credit note	Credit note
ACCMINV	Accommodation invoice	Invoice
FEECRN	Tuition credit note	Credit Note
FEEINST	Tuition Payment Plan	Invoice
FEEINV	Gross Tuition Fee	Invoice
FEESPCRN	Tuition Sponsor credit note	Invoice
FEESPINV	Tuition Sponsor invoice	Invoice
LANCRN	Language Centre credit note	Credit Note
LANINV	Language Centre invoice	Invoice
O_SUMINV	Summer School invoice	Invoice
PAYBNK	Receipt	Receipt
RECBNK	Receipt	Receipt
RECEIPT	Receipt	Receipt
RECHALLD	Accommodation security deposit	Receipt
RECHALLP	Accommodation holding deposit	Receipt
RECREZ	Accommodation receipt	Receipt

Appendix 1 continued

Document Type	Explanation	Stationary type category
RECST	Card payment	Receipt
RECWUBS	Payment receipt	Receipt
REFST	Refund card payment	Receipt
REFWUBS	Refund	Receipt
SRCRN	Summer School credit note	Credit Note
SUMCRN	Summer School credit note	Credit Note
SUMINV	Summer School invoice	Invoice
SUMSPCRN	Summer School sponsor credit note	Credit Note
SUMSPINV	Summer School sponsor invoice	Invoice
USFEDLORA	US loans accommodation receipt	Receipt
USFEDJNL	US loans surplus paid to student	Receipt
USFEDLORT	US loans Tuition receipt	Receipt

Appendix 2
Income Stream definitions

Income Stream Code	Definition
T	Tuition fees/receipts
A	Accommodation fees/receipts
L	Language Centre fees/receipts
S	Summer School fees/receipts
FSO	Financial Support Office awards
NA	Income Stream not recorded

Notes

Notes

THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

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