User Guide for Students

Version 1.2
Date: 28th Dec 2016
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1. **Introduction**

This document provides the instructions for students to order and pay for course packets distributed by the library online. It guides students through the following functions.

a) Create Course Pack Order  
b) Confirm and Submit Course Pack Order  
c) Cancel an Order before Payment  
d) Makes payment with VISA or MasterCard (credit/debit) card  
e) Check order status

2. **Getting Started**

2.1. **Prerequisites**

Before you start, please ensure that the following prerequisites are met.

a) An active SMU student ID and password  
b) Internet Browser: Best viewed with Internet Explorer 8.0 or above.  
c) Screen Resolution should be at least 1024 by 768.

2.2. **How to access Course Pack Purchase System**

2.2.1. **From OASIS**

a. OASIS Homepage > Self-Service Apps > Add App to add Library Course Pack, **OR**
b. OASIS Homepage > Policies & Self-Service > Self-Service Apps > View other Self-Service Apps > Library Course Pack

Note: You **must** use your personal SMU ID to access OASIS to buy a course pack for yourself.
3. Order and Pay for Course Packs

3.1. Login Summary Page

a. If there are course packs available on sale for the courses that you have enrolled in different terms, you will need to select the term in the drop down list. The example as follows show the term drop down list for a student who has course packs to buy for Term 3A and Term 3B. Please buy the course packs term by term (i.e. log out and re-select the term again if required).

![Course drop down list example](image)

b. If you can buy course packs for only one term, the system will bring you straight to the “Summary of Previous Order and Payment” page.

c. The login page shows the summary of previous orders and payments in the term. It will be blank if you have not make an order before. Please read the IMPORTANT notices at the top of the page carefully. Check that the Academic Term and Year is correct.
d. Click on “New Order” at the bottom right corner of the page.

<table>
<thead>
<tr>
<th>Order 10</th>
<th>Order date</th>
<th>Order status</th>
<th>Payment Status</th>
<th>View Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>01008075</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Summary of Previous Orders and Payments

**IMPORTANT:**

All sales are final. No refunds once payment has been made.

Course Pack orders are printed only after full payment is made (Status is Paid). Printing takes approximately 5 working days.

New orders received after 4:30p.m. will be processed the next working day. All orders not paid within 2 weeks from the order date will be cancelled by the system.

You will receive an email notification from the library when your course pack is ready for collection.

The following is a history of orders and payments. Click on “View Detail” to check and or pay for any outstanding orders.

If you have an outstanding payment for an existing order, you cannot place a new order until the payment is made.
3.2 Create and Submit an Order
Select the course code and instructor of the course pack(s) that you intend to purchase in the “Create Order for Course Pack” page.

Select the correct course pack version that you are purchasing.

3.2.1 Add Course Pack
a. Click  to add another course pack.

3.2.2 Delete Course Pack
b. Click  to delete a course pack if you have made a wrong selection.

3.2.3 Create the Order
c. Check your selection. Once you have finalized your selection, click “Create Order” at the bottom of the page.
3.2.4 Confirm and Submit Order
d. A summary of the list of selected course pack will be displayed. If you need to change the course packs in your order, click on the “Change Order” button. If not, click on “Confirm and Submit” to submit your order. The cost will be reflected in your payment account. You can cancel your order if payment has not been made. Note that you cannot create another order if there is an existing order with outstanding payment.

```
01008075
Confirm Order for Course Packs

IMPORTANT:
Course Pack orders are printed only after full payment is made (Status is Paid). Printing takes approximately 5 working days.
New orders received after 4:30 p.m. will be processed the next working day.

Term: 2015-16 Term 2
Order ID: 00000667

<table>
<thead>
<tr>
<th>Course</th>
<th>Course Title</th>
<th>Instructor</th>
<th>Version</th>
<th>Price ($S)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 MAND201</td>
<td>Mandarin</td>
<td>JOHN SMITH</td>
<td>2</td>
<td>15.00</td>
<td>prof self-distribute in class</td>
</tr>
<tr>
<td>2 ACCT111</td>
<td>Financial Accounting</td>
<td>GOH BEE WAIH</td>
<td>2</td>
<td>35.00</td>
<td>new version</td>
</tr>
</tbody>
</table>

Total Amount: 40.00

[change order] [confirm and submit]

The library will process your order only after full payment is made. You will receive an email when your course pack is ready for collection. All orders not paid within 2 weeks from the order date will be cancelled by the system.
```
3.3 Payment

Online payment can be made using VISA or MasterCard (Credit/Debit). An order will only be processed after full payment for all course packs in the order is made. You cannot cancel an order once payment has been made. **All orders not paid within 2 weeks from the order date will be cancelled by the system.**

Online payment can be made immediately following the submission of an order or at a later date.

All sales are final. No refund once payment has been made.

3.3.1 Making Payment

a. If you are making an online payment immediately after submitting an order as highlighted in section 3.2.4 of this document, proceed to Step d.

b. If you have submitted an order earlier without payment and would like to pay for it online, navigate to the page “Summary of Previous Orders and Payments”. Click on “View Detail” next to the order that you intend to pay for.

c. Check to ensure the accuracy of the course packs in the order list. Click on “Make Payment” to proceed with payment.
d. Click “Proceed” to continue with payment.

![Make Online Payment](image)

e. Enter VISA or MasterCard (credit/debit) details. Click “PayNow” to submit your payment. Processing of an order takes about 5 working days from the date when full payment is made and cleared by the bank (may take up to 2 working days). Orders with payment made after 4.30pm is processed the next working day.

![ePay Online](image)

f. Ensure that you print or record the following notice for your reference.

![ePay Online](image)
3.3.2 Checking your Course Pack Order

a. Go to Summary of Previous Orders and Payment Page. The payment status will be changed to Paid once your payment has been successfully processed or cleared by the bank. Click “View Detail” for further details.

![Summary of Previous Orders and Payments]

3.3.3 Checking your VISA or MasterCard Payment Status

a. OASIS Homepage > Policies & Self-Service > Self-Service Apps > Account Inquiry

![Self-Service Apps]
b. From the Payment tab, you can print the receipts for each payment. If a payment is pending clearance from a bank, it will be reflected in the Pending Payment list.

```
Payment History

NOTICE: - POSTING OF FINANCIAL A____ID(S) FOR TERM 2 AY 2011/12

From 14/01/2015 To 14/07/2015

<table>
<thead>
<tr>
<th>Date Paid</th>
<th>Payment Type</th>
<th>Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/07/2015</td>
<td>OX LNCC - LKS Sale of Cmse Pack - Ref # ISIS00048425</td>
<td>65.00</td>
</tr>
<tr>
<td>08/07/2015</td>
<td>OX LNCC - LKS Sale of Cmse Pack - Ref # ISIS00048425</td>
<td>35.00</td>
</tr>
<tr>
<td>08/07/2015</td>
<td>OX LNCC - LKS Sale of Cmse Pack - Ref # ISIS00048423</td>
<td>30.00</td>
</tr>
</tbody>
</table>

```

```
Date Paid  | Transaction Code | Payment Method | Payment Amount |
------------|------------------|----------------|----------------|
25/11/2014  | ISIS00048020     |                | 158.00         |
25/11/2014  | ISIS00048018     |                | 20.00          |
```
4. **Cancel Order**  
   You can cancel your order if you have not made any payment. Order cannot be cancel once payment has been done.

   a. Navigate to the summary page and “View details”. Click “Cancel Order”.

   ![Image of Order Summary Page](image)

5. **Collection**  
The library will email students through their SMU email address when a course pack is ready for collection. Alternatively, you can look out for the status “Ready for Collection” in the “Order and Payment Details” page

   ![Image of Order Details Page](image)