



Libraries

User Guide for Students

Version 1.2

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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.

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

2. Getting Started

2.1. Prerequisites

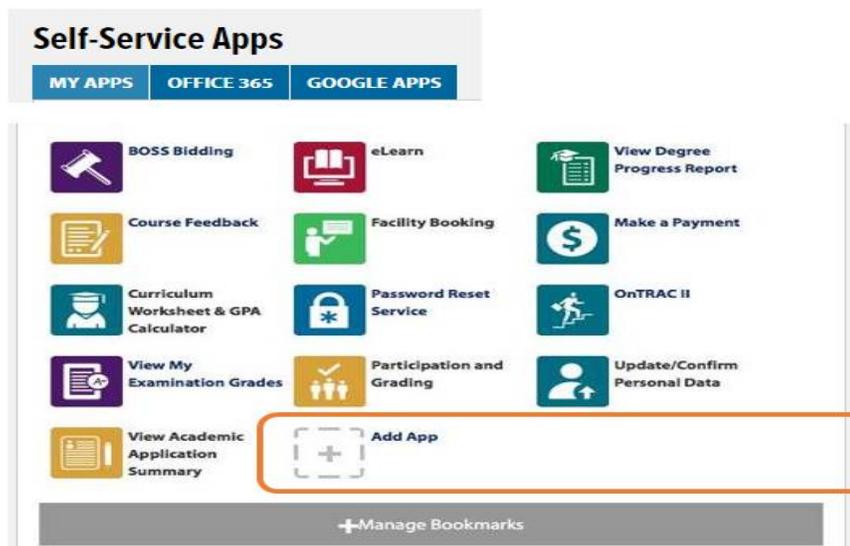
Before you start, please ensure that the following prerequisites are met.

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

2.2. How to access Course Pack Purchase System

2.2.1. From OASIS

- 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



Self-Service Apps

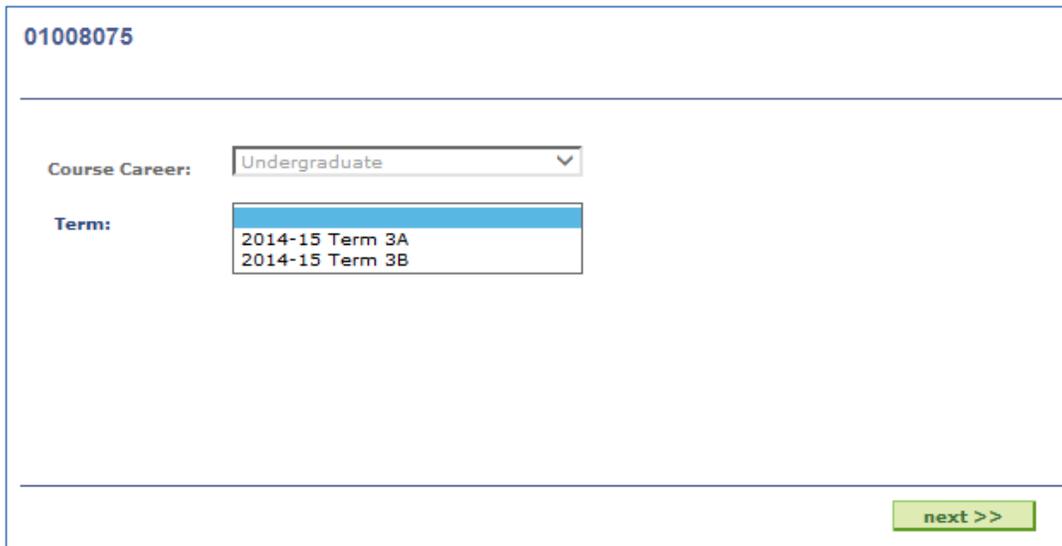


Library Course Pack

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).



The screenshot shows a web form with the following elements:

- Top left: ID number **01008075**
- Form area:
 - Course Career:** A dropdown menu with "Undergraduate" selected.
 - Term:** A dropdown menu with two options: "2014-15 Term 3A" and "2014-15 Term 3B".
- Bottom right: A green button labeled "next >>".

- 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.

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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.

q;.. 2015-16 Term Career UGRD

Order 10	Order date	Order status	Payment Status	View Detail
				new order...

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.

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Create 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 1
Order ID 0000667 Career UGRD

*Course	Course Title	*Instructor	*Version	Price (\$)	Remarks		
1 MAND201	Mandarin	JOHN SMITH	2	13.00	prof self-distribute in class	+	-
2 ACCT111 IS101 MAND201	Financial Accounting	GOH BEE WAH	2	35.00	new version	+	-
Total Amount:				48.00			

Select the correct course pack version that you are purchasing.

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Create 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 1
Order ID 0000675 Career UGRD

*Course	Course Title	*Instructor	*Version	Price (\$)	Remarks		
1 ECON101	Intermediate Microeconomics	TERENCE FAN	2	3.00	additional case	+	-
2 ECON101	Intermediate Microeconomics	TERENCE FAN	1 2			+	-
Total Amount:				3.00			

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.

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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 1

Order ID 00000667

Course	Course Title	Instructor	Version	Price (S\$)	Remarks
1 MAND201	Mandarin	JOHN SMITH	2	13.00	prof self-distribute in class
2 ACCT111	Financial Accounting	GOH BEE WAH	2	35.00	new version

Total Amount: 48.00

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

- 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.
- 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.

Order ID	Order date	Order status	Payment Status	View Detail
1 00000156	25/11/2014 5:32PM	Ordered	Unpaid	view detail

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

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Order and Payment Details

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.

After an order has been submitted, you can no longer change the course packs in the order. If you need to change a course pack in an order and you have not made any payment yet, cancel the order and submit another new order with the correct course packs selected.

If you have an outstanding payment for an existing order, you cannot place new order until the payment is made.

If you have paid for an order of course pack(s) online earlier, note that it may take up to 2 working days for the card payment to be cleared. Payment under processing is reflected in the "Payment" tab (Pending Payment) of your account.

Term 2015-16 Term 1

Order ID 0000667

Course	Course Title	Instructor	Price (\$)	Version	Ordered Date/Time	Last Payment Date/Time	Status
1 ACCT111	Financial Accounting	GOH BEE WAH	\$35.00	2	14/07/15 9:43:47AM		Pending Processing
2 MAND201	Mandarin	JOHN SMITH	\$13.00	2	14/07/15 9:43:47AM		Pending Processing

Total Amount 48.00 Payment Amount Due Amount 48.00

[return to order summary](#)
 [cancel order](#)
 [make payment](#)

- d. Click “Proceed” to continue with payment.

Make Online Payment

 **Are you sure you want to make the Payment?**

- 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

Credit Card Payment Details

Transaction Amount (SGD) : 34.50
Remarks : Others
Credit Card No :
Card Security Code(CVV) : [What is CVV?](#)
Card Expiry (Month/Year) : Jan 2015

Important:

- Only **VISA** and **MasterCard** cards are accepted.
- Please do not close this window until you see the result page.
- Please do not refresh this page while the payment is processing.

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

ePay Online

Your online payment of \$50.00 using card number *** 2346 has been received successfully.

Your reference Transaction number is **5131** and Authorisation code is **5911**.
Please print this page or note down the details for your own reference.

Please allow at least 2 working days for payment processing.

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.

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Summary of Previous Orders and Payments

IMPORTANT :

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

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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.

Term 2015-16 Term 1 Career UGRD

Order ID	Order date	Order status	Payment Status	View Detail
1 00000674	20/07/2015 3:00PM	Ordered	Paid	view detail

3.3.3 Checking your VISA or MasterCard Payment Status

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

Self-Service Apps



Academic Application Summary



Account Inquiry



BOSS Bidding



Certification Letter Request



Class & Exam Schedule



Course Feedback



Curriculum Worksheet & GPA Calculator



Declare/Change Major



Degree Progress Report

- 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.

01008075SISNAME

summary **charges due** payments monthly statement make a payment

Payment History

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

From 14/01/2015 ml To 14/07/2015 [E]

Posted Payments		Find	First 1-67 of 67 Last
Date Paid	Payment Type	Paid Amount	Print Receipt
08/07/2015	ONLNCC - LKS Sale of Crse Pack - Ref # ISIS00048425	65.00	
08/07/2015	ONLNCC - LKS Sale of Crse Pack - Ref # ISIS00048424	35.00	
08/07/2015	ONLNCC - LKS Sale of Crse Pack - Ref # ISIS00048423	30.00	

Date Paid	Transaction Code	Payment Method	Pavment 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.

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

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Order and Payment Details

IMPORTANT :

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If you have an outstanding payment for an existing order, you cannot place new order until the payment is made.

If you have paid for an order of course pack(s) online earlier, note that it may take up to 2 working days for the card payment to be cleared. Payment under processing is reflected in the “Payment” tab (Pending Payment) of your account.

Term 2015-16 Term 1

Order ID 0000667

Course	Course Title	Instructor	Price (\$)	Version	Ordered Date/Time	Last Payment Date/Time	Status
1 ACCT111	Financial Accounting	GOH BEE WAH	\$35.00	2	14/07/15 9:43:47AM		Pending Processing
2 MAND201	Mandarin	JOHN SMITH	\$13.00	2	14/07/15 9:43:47AM		Pending Processing

Total Amount 48.00 Payment Amount Due Amount 48.00

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

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Order and Payment Details

IMPORTANT :

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After an order has been submitted, you can no longer change the course packs in the order. If you need to change a course pack in an order and you have not made any payment yet, cancel the order selected.

If you have an outstanding payment for an existing order, you cannot place new order until the payment is made.

If you have paid for an order of course pack(s) online earlier, note that it may take up to 2 working days for the card payment to be cleared. Payment under processing is reflected in the “Payment”

Term 2015-16 Term 1

Order ID 0000674

Course	Course Title	Instructor	Price (\$)	Version	Ordered Date/Time	Last Payment Date/Time	Status
1 COMM120	Intercultural Communication	00000291SISNAME	\$23.00	1	20/07/15 15:00:18	20/07/15 15:11:58	Collected
2 COMM120	Intercultural Communication	00000291SISNAME	\$33.00	2	20/07/15 15:00:18	20/07/15 15:11:58	Ready for Collection

Total Amount 56.00 Payment Amount 56.00 Due Amount