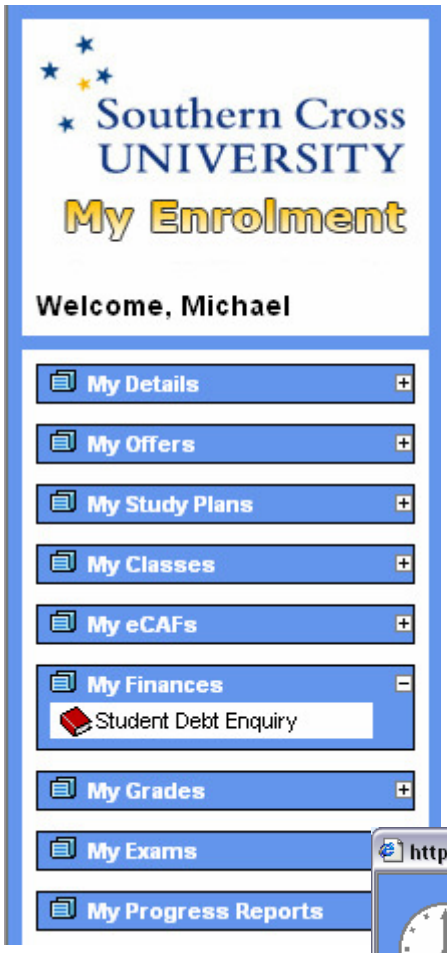
Corporate
Information
Systems

Southern Cross UNIVERSITY

Online Invoice Printing from My Enrolment @ SCU

Online Invoice Printing from My Enrolment @ SCU 1
Printing or reprinting an invoice 1
HELP! My invoice didn't appear! 2
Is Adobe Reader installed? 2
Are you blocking pop-ups? 2

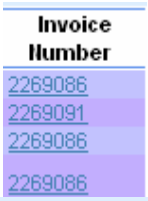


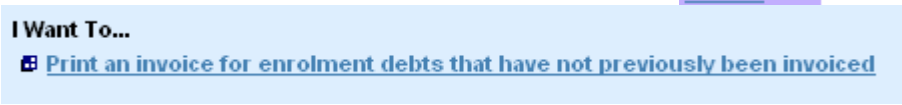
Printing or reprinting an invoice

1. To print an invoice for SCU enrolment debts online navigate to the Student Debt Enquiry function located under My Finances in your My Enrolment menu.

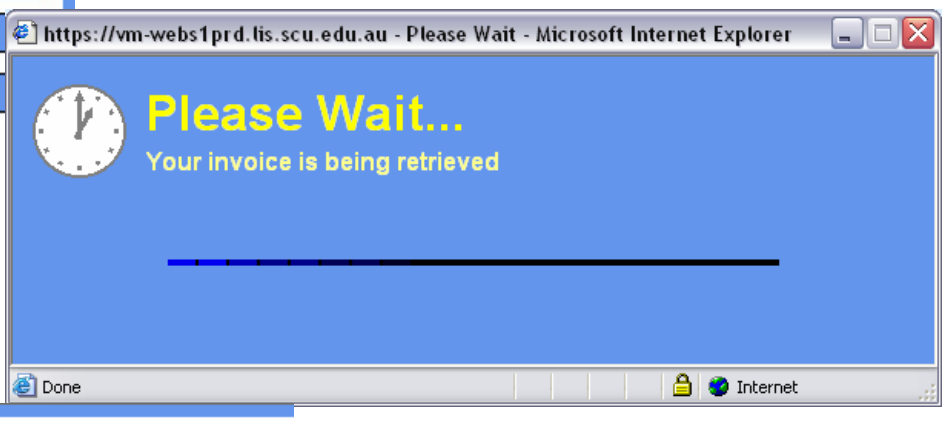
2. Click on the 'Enrolment Debt Transactions' link at the bottom of the page

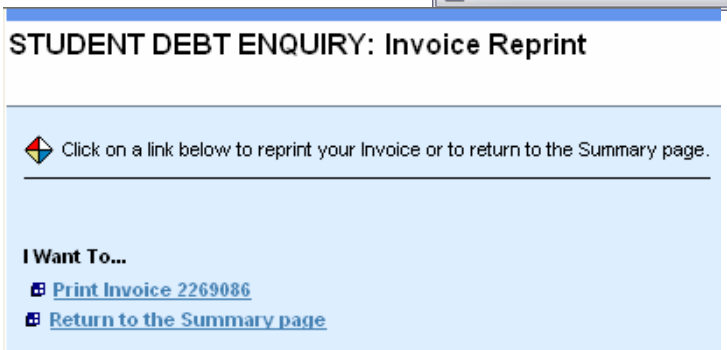
3. Click on the underlined invoice number, or click on the " I want to… Print an invoice for enrolment debts that have not previously been invoiced"





4. If you are printing an invoice for debts that haven't previously been invoiced you will see a message informing you that your invoice is being generated.





5. If you are re-printing an invoice you will be presented with a page asking you to confirm that you wish to reprint the nominated invoice. After clicking "I Want to… Print Invoice xxxxxxx" you will see the same message asking you to wait while your invoice is being retrieved.

6. The new or reprinted invoice should appear within 60 seconds in your Adobe reader. The invoice may now be printed. The invoice has 2 pages: the first has enrolment debt details and the second has information on the invoice and payment options

HELP! My invoice didn't appear!

There are 2 common reasons why your invoice might not appear as described above.

Is Adobe Reader installed?

The online invoice is generated in Adobe (*.pdf) format. If you don't have the Adobe reader installed the invoice will not appear. The 'Please Wait' box will display but will subsequently disappear instead of generating a copy of the invoice

You can check to see whether you have Adobe reader installed;

- PC – Click Start, Settings, Control Panel and then select Add or Remove Programs If Adobe reader is installed it will show in the alphabetical list of installed programs. If you are running Windows XP you might to see the icon for Control Panel on the Start menu itself.
- Macintosh – Open your hard drive and click on Applications in the left hand side of the screen. You will see an alphabetical list of installed applications. Check for Adobe Reader

If Adobe reader is not installed you will need to install it to be able to print SCU invoices online. You can download a free copy of Adobe reader from the Adobe web site at this address:
http://www.acrobat-stop.com/index.asp?s=go-au&a=acrobat&kw=acrobat

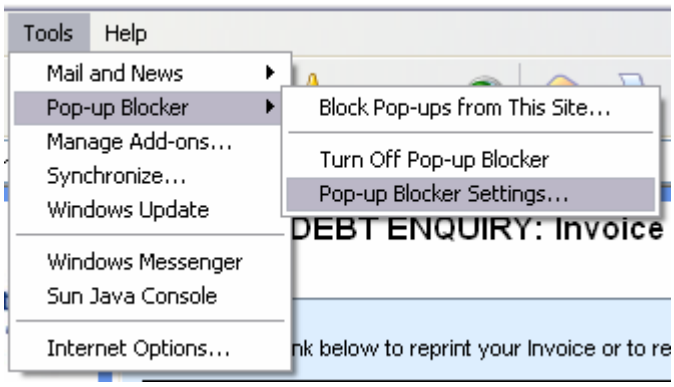
The Adobe installation program is a hefty 19 Mb and will take a while to download on a dial-up connection. An alternative is to install the version of Adobe reader found on the SCUConnect CD. If you don't have one you can borrow a copy of the SCUConnect CD from the SCU library.

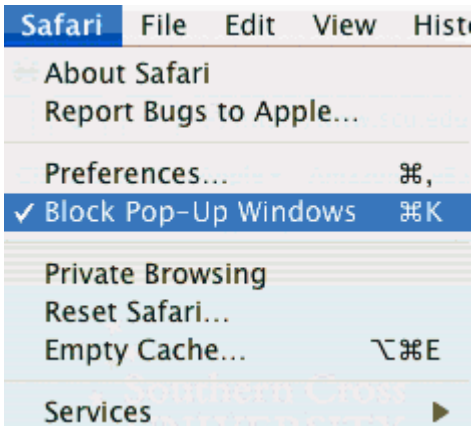
Are you blocking pop-ups?

Many modern internet browsers such as Internet Explorer, Safari and Firefox block internet pop-ups. If you are blocking pop-ups you will be unable to print an invoice online.

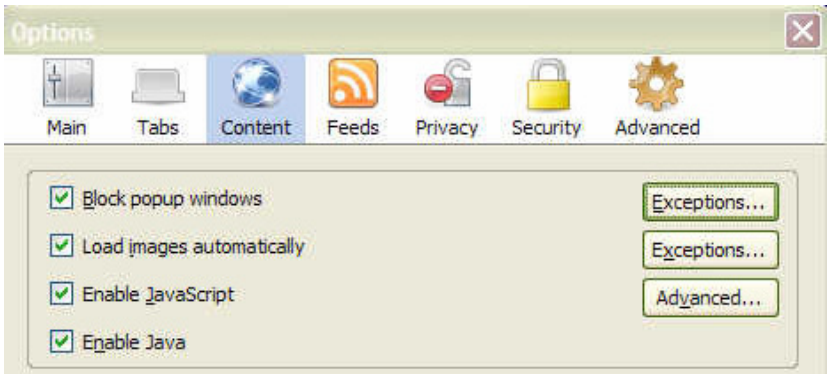
How to check whether pop-ups are being blocked (pop-up settings may vary according to browser version):

- **Internet Explorer**: Select Pop-up Blocker from the Tools menu. If the sub-menu says 'Turn on Pop-up Blocker' you are not currently blocking Pop-ups. If your menu looks like the picture opposite select Pop-up Blocker Settings and type *.scu.edu.au in the 'Address of web site to allow' field, then click Add.





- **Safari**: Pop-up blocking with Safari is not configurable. It's either on or off. Click on the Safari menu. If there is a tick next to 'Block Pop-up Windows' you are blocking Pop-ups. Click on this item to remove the tick and allow Pop-ups



- **Firefox**: Select Options from the Tools menu in Firefox, then click on the Contents tab. You can remove the tick from 'Block Pop-up windows' if you want to allow all Pop-ups. A safer option is to click on the Exceptions button and add *.scu.edu.au to the list of allowed sites