



Fees Office,
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Commonwealth Supported (HECS)

Welcome to the start of Semester One 2009. This will be a busy time for you as a new student and there will be many new changes you will need to get used to.

All students are given a student email account and the university uses this account to correspond with you throughout the year. The fees office will be emailing you on a regular basis so please check your account often. Your email account address will be [u***@anu.edu.au](mailto:u*****@anu.edu.au) (* equals your 7 digit id number).**

ALL INVOICES WILL BE AVAILABLE IN ISIS AS A DOWNLOAD. YOU WILL BE EMAILED WHEN YOUR INVOICE IS PREPARED.

Sponsored students will have their invoices sent directly to their sponsor. If you receive an invoice and you believe you should be sponsored please check to see that we have your sponsorship details by emailing sponsorship.officer@anu.edu.au.

Once you have completed the process in Melville Hall you will be given a password and this will enable you to access the student system called **ISIS** so you can complete your enrolment. Once in ISIS and as part of this process you will be able to complete your request from for HECS-HELP. The form is called an eCAF.

In **ISIS** you will have access to your student fee account. Always allow 24 hours after you have enrolled or made a change to your enrolment, as it will be an overnight process to bring your account up to date.

Your invoice will be available for you soon. **All Commonwealth supported students will receive an invoice regardless of the option you choose.** Your invoice will display the discounted amount so if you decide to make a payment please pay this amount. If it is your intention to defer your debt and you have supplied a tax file number (TFN) as of census date, 31 March 2009 your debt will automatically be deferred.

The due date for Semester One fees will be 13 March 2009.

BPay is the preferred method as it is quick and it means you do not have to wait in a queue to make your payment. **BPay** can be organised through your bank.

Any questions can be emailed to fees.officer@anu.edu.au.

There is also the option of paying on line through ISIS with a Master card or Visa card.

Don't forget to contact us if you are not sure about your invoice or if you have not received one before the due date. Problems are best sorted out before the due date not after. We look forward to being of assistance.

Student Fees Office
Pauline Griffin Bldg #11

Fee Information 2009 Semester One