

## Textbook Reservations FAQ

(Updated 9/27/11)

**What are textbook reservations?** You choose the books you want to purchase and reserve from the Textbook Express Online and we hold your order for pickup at the start of each term. (PLEASE NOTE: reservations are NOT available for J-term or Summer courses).

**Why should I reserve my textbooks?** There are several advantages to ordering and reserving textbooks through the Textbook Express site:

1. Used copies of textbooks are available on a first-come-first-served basis. By reserving your selections early you are assured of the best possible opportunity to purchase a used title at a savings of 25% off the cost of a new book.
2. Beat the crowd! Reserving books eliminates the need to scan the shelves for your books and stand in line to pay.
3. You are guaranteed to receive the correct edition and, if the professor alters the book list at the last minute, you may return a reserved textbook for a full refund in accordance with our return policy. Other online services often are unable or unwilling to provide this service.
4. A number of courses offer options when selecting textbooks and frequently students purchase books that are not necessary. The Textbook Express staff will edit online orders and eliminate unnecessary purchases prior to finalizing the order.

**When can I reserve my books?** The textbook reservation function will be activated approximately 3-4 weeks before the start of each term and deactivated promptly at 8:00 AM on the business day prior to the date the Textbook Express opens for walk-in business. *For Spring 2012, reservations will begin approximately at 8:00 AM on January 9, and end at 8:00 AM on January 23. The Textbook Express will offer J-term counter service January 9-23 and open for Spring Term walk-in business on January 24.*

**How do I participate?** It's simple. Log on to [www.messiah.edu/bookstore](http://www.messiah.edu/bookstore) and click on the Textbook Express tab. Have your course schedule handy to find your course, section, and the books you need for each class. Then checkout by paying with a credit card (VISA, MasterCard, and Discover accepted). Please make sure the student's name appears as the Bill To and/or the Ship To name. We will process your order and hold your books for pickup during specified days at the start of each term (PLEASE NOTE: Reservations are NOT available for J-term or Summer courses). *For Spring 2012, these dates will be January 24-27, and 30. Times are listed below under "When can I pickup my order?"*

**How long will I have to reserve my books?** We will deactivate the textbook reservation function promptly at 8:00 AM on the business day prior to the date the Textbook Express opens for walk-in business. *For Spring 2012, the opening date for walk-in business is Tuesday, January 24 so textbook reservations will be deactivated at 8:00 AM on Monday, January 23.*

**Can I buy used books using textbook reservations?** Absolutely! As long as we have used copies in stock, you can purchase and reserve them. Keep in mind that these are sold first come first served basis and that used books are only debited from our inventory once payment is processed. It is possible that multiple shoppers could have the same used book in their cart at the same time. We pull the orders in timestamp order so as to prioritize those who checked out first. Therefore, if a used copy is not available at the time your order is picked, a new copy will be substituted (if applicable) which will cause your total to increase. If you do not wish to have new books substituted, please indicate this in the comment field at checkout otherwise we will assume this substitution is acceptable.

**How can I tell if the book is REQUIRED for my course?** At the end of each book record there is a book status descriptor including REQUIRED, RECOMMENDED, and OPTIONAL as well as a few others. REQUIRED indicates the title is a must-read for the class. RECOMMENDED implies the professor prefers the title be read for the class or that students would benefit from this additional resource. OPTIONAL titles may be read as a supplement at the discretion of the student. Sometimes the required textbook is actually a bundle or package comprised of a textbook, a workbook, and/or some other course materials. In some cases we offer both the bundle and the components separately so please pay special attention to these descriptors. *For example, for SPAN 101 and 102 we offer the bundle of the textbook and the online access code card for the workbook (Quia) together as well as sell the textbook and Quia separately. These options are listed in the book status field as BUY PKG \*OR\* BK&QUIA. It is up to you to decide which configuration of materials best suits your needs.*

**What do I do if my book is listed as “OUT OF STOCK”?** The online textbook reservation system will only allow you to select a book that is in stock with an on hand quantity. Every semester there will be a handful of titles that will arrive after we activate the reservation function—usually these are lab manuals and course packets published on campus and sometimes are a late order by a professor or a not yet published edition. These will display as “OUT OF STOCK.” Our system does not allow backordering so you can just purchase these books at a later date from the Textbook Express’ physical location.

**Can I add to my cart and checkout at another time?** Once you leave the website, the contents of your cart will be saved, however, once the textbook reservation function has been deactivated, you will no longer be able to finalize your purchase online. Consequently, you will need to purchase your books at the Textbook Express’ physical location. In addition, orders will only be filled once they are finalized so you may miss out on used textbooks if you wait too long to check out. Entering payment information and checking out is the only way to ensure your books have been reserved for you and increase the likelihood you will have the books you want in the condition you want them.

**What if I prefer a different used copy from the one picked and reserved for me?** If you present your receipt at the Textbook Express, we will gladly allow you to exchange your copy for another that better suits your needs provided that we still have used copies of that text available. You may also pay the difference between the cost of a used and a new copy if you prefer to upgrade to a new copy later.

**What happens if I accidentally chose the wrong book or changed classes and need to change my order?**

Once you provide payment and checkout, your order cannot be changed. You may change the contents of your cart at any point before you checkout. If you have already checked out and need to change your order, you may place a second order and/or return any incorrect books at the Textbook Express with your web invoice in accordance with our return policy after you pick up your reservation order.

**What do I need to bring with me to pickup my order?** Ideally, two things:

1. A printed copy of your web order confirmation (print at checkout or print from follow-up e-mail)
2. A valid student ID or driver's license.

PLEASE NOTE: For the security of our valued customers, we reserve the right to deny pickup if adequate proof is not provided.

**Where do I pickup my order?** The pickup location will be in the Eisenhower Campus Center boardroom adjacent to the Textbook Express.

**When can I pickup my order?** The pickup dates and times will be determined in advance for each semester and communicated via mass e-mail as well as at [www.messiah.edu/bookstore](http://www.messiah.edu/bookstore) on the Textbook Express tab.

*For Spring 2012, pickup times are:*

*Tuesday, January 24 from 9:00 am to 4:00 pm*

*Wednesday, January 25 from 9:00 am to 4:00 pm*

*Thursday, January 26, from 9:00 am to 4:00 pm*

*Friday, January 27, from 9:00 am to 4:00 pm*

*Monday, January 30, from 9:00 am to 4:00 pm*

**What happens to my order if I do not pick it up during the specified times?** Please make every effort to pick up your order during these times, however, we understand that this may not work in every case. If you know in advance that you will not be able to pick up your order in accordance with this schedule, please indicate that in the comment field on your order and provide a likely pickup date (within the first week of classes) during our store's operating hours. We do reserve the right to cancel your order, credit your transaction, and return the books to the shelf if not picked up during the specified times or if an alternate date is not provided.

**Can I have my books shipped to me?** Sorry, no. For logistical reasons, this is not possible. Textbook reservations (Fall and Spring terms only) will be held for pickup on campus on specified dates ONLY. Even if you mistakenly choose to have your books shipped at checkout, the shipping fee will be credited back to you when the order is processed, and your books will be held for distribution at the start of the term.

**Can I pay with Falcon, Messiah gift card, cash, student loan funds, or check?** No, at this time we can only accept credit cards for payment for textbook reservations (VISA, MasterCard, and Discover). If you applied for additional student loan funds to cover the cost of books, we suggest paying your credit card bill with any access loan funds. These may be withdrawn in cash at the Business Office once all of your paperwork has been completed. Contact the Business Office for additional details.

**Is there any fee for this service?** No, this service is free of charge!

**What is the return policy for textbook reservations?** It is the same as for purchases made in the Textbook Express. Policies with dates specific to each semester can be viewed at [www.messiah.edu/bookstore](http://www.messiah.edu/bookstore) by clicking on the Textbook Express link. Hard copies will also be available for distribution at the Textbook Express. Please read and make certain you understand the return policy before making your purchase online or in our store. \*\*Please note our USED book return policy was revised in June 2011.\*\*

**Can I reserve my textbooks for every term?** Currently, online textbook reservations are available for the Fall and Spring terms ONLY. J-term textbooks will be available for purchase at the Textbook Express' physical location ONLY. Summer textbooks can be purchased online from the Textbook Express, however these sales are eligible for shipment since the courses are offered online and therefore students may not be on or near Messiah's campus.

**Can I just look at my textbook list without buying books?** Yes. As of July 1, 2010, the Higher Education Opportunities Act requires us to post the textbook list complete with author, title, ISBN, and pricing "to the maximum extent practicable" as soon as that information is available. Once a course schedule is established and registration begins, we will populate the textbook list as commitments are received from faculty. The list will be in "view only" mode until we activate the textbook reservation function. IMPORTANT-PLEASE NOTE: The contents of the list are subject to change without notice. The staff of the Textbook Express will make every effort to provide timely and correct information on this site. Neither Messiah College nor its employees are liable for any incorrect purchases made based on the information in the textbook list.

**What if my question was not answered by this FAQ?** Please e-mail your inquiry to [bookstore@messiah.edu](mailto:bookstore@messiah.edu) and we will respond to your message as quickly as possible. Perhaps your question will be added to a future list!