

Textbook Reservations FAQ

(Updated 11/01/10)

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).

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 2011, reservations will begin on January 12 and end at 8:00 AM on January 24. The Textbook Express will open for walk-in business on January 25.*

How do I participate? It's simple. Log on to 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 2011, the dates will be January 27, 28, 31, and February 1. 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 2011, the opening date is January 25 so textbook reservations will be deactivated at 8:00 AM on Monday, January 24.*

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.

What do I do if my book is listed as "Currently Not Available Online" or "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. The message "Currently Not Available Online" appears when there are neither any new nor used copies in stock of a particular title. 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, your cart will be automatically be deleted. Entering payment information and checking out is the only way to ensure your books have been reserved for you.

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. You may place a second order, if need be, and return any incorrect books at the Textbook Express with your web invoice 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) and (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.

For Spring 2011, pickup times are:

Thursday, January 27, from 9:00 am to 4:00 pm

Friday, January 28, from 9:00 am to 4:00 pm

Monday, January 31, from 9:00 am to 4:00 pm

Tuesday, February 1, 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 the specified times. We 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.

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 will be communicated in a mass e-mail and hard copies will be available for distribution at the Textbook Express. Below is the general Textbook Express return policy:

- ***A complete and current cash register receipt or valid web order invoice must accompany all returns and exchanges. NO EXCEPTIONS.***
- ***Textbooks must be returned no later than ONE WEEK from the date of the first day of class for which the textbook is being required or recommended to receive a full refund. Exceptions will be honored for up to two weeks from the date of the first class if adequate proof of a class withdrawal can be provided (see store for details) or if a book is found to be defective.***
- ***A defective textbook may be exchanged in kind if the defect is discovered during the semester in which it is being used. Book exchange may be subject to availability.***
- ***New textbooks must be unmarked and show no signs of use or wear. Shrink-wrapped packages must be UNOPENED.***

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 the 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 question to bookstore@messiah.edu and we will respond to your message. Maybe your question will be added to a future list!