

## **Frequently Asked Questions on Ordering Textbooks**

### **WHY SHOULD I BUY MY BOOKS FROM EFOLLETT?**

As the exclusive textbook provider for Ivy Tech Community College, we are the only online bookstore that knows exactly what the required course materials are for each class. Ivy Tech Community College does not provide that information to other bookstores or online sites.

### **HOW DO I ORDER MY TEXTBOOKS?**

Go to the following website, [www.ivytech.bkstr.com](http://www.ivytech.bkstr.com) and go to Books then Textbook and Course Materials. You can search by entering your course information or CRN. The web site is available for ordering 24 hours a day.

### **WHAT INFORMATION IS NEEDED TO PLACE AN ORDER?**

You will need to know the Campus, the Department code, the Course Number, and your Section number. That is how the order selection is formatted. For instance, Columbus (campus), MATH (Department) III (Course Number) 01J (Section) is how you would locate the books needed for the course called “Intermediate Algebra” in Columbus. When you register for your class, you should receive all three of these pieces of information.

You will have the option to register or check out as a guest on [www.ivytech.bkstr.com](http://www.ivytech.bkstr.com), either way you will need to provide your name, address, phone number, email address.

### **CAN YOU ACCESS MY STUDENT RECORDS FOR ME TO FIND MY CLASS?**

No. We do not have access to Ivy Tech Community College’s Banner system or any student records.

### **WHAT DO I DO IF MY CLASS IS NOT LISTED ON THE WEB SITE?**

If your course is not listed, please contact us at [ivytech@bkstr.com](mailto:ivytech@bkstr.com), and we will research as to why it is not listed and take the necessary actions to get it listed.

### **WHAT HAPPENS IF I FORGET MY PASSWORD?**

When you log on to [www.ivytech.bkstr.com](http://www.ivytech.bkstr.com), there is a link, “Forgot Your Password.” You will be prompted to enter your email address that you registered as your User Name to the site, click “Send Password,” and it will immediately and automatically send a temporary password to that email address.

### **WILL MY IVY TECH COMMUNITY COLLEGE STUDENT ID NUMBER AND PASSWORD WORK ON THIS SITE?**

No. Our web site, [www.ivytech.bkstr.com](http://www.ivytech.bkstr.com), is separate from Ivy Tech and has different log on requirements. However, you will need your C# to complete your financial aid purchase.

### **HOW CAN I PLACE MY ORDER IF I DO NOT HAVE A CREDIT CARD AND I AM NOT RECEIVING FINANCIAL AID?**

All of our on campus bookstores sell Gift Cards. You can purchase a Gift Card from one of those locations and then use that Gift Card to make your purchase online.

### **WHAT DO I DO IF MY EMAIL ADDRESS CHANGES?**

Since your email address is your User Name, if it has changed and you no longer have access to that email address, we recommend that you create another account with the new email address. You can edit most all other information but the email address is the “primary” identifier and cannot be edited.

### **WHAT DO I DO IF MY MAILING ADDRESS CHANGED?**

When you log on with your email address as your User Name and password, you are taken to a screen that allows you to edit your address. If you are placing an order and the address has changed, please make the address change **BEFORE** you place the order. If not, the order will be sent to the wrong address.

### **WHY MUST I SELECT A TEXTBOOK SUBSTITUTION PREFERENCE?**

Even though we update the site frequently each day, we cannot guarantee that the Used or New book that you selected is still available when we process your order. We recommend that you select “If my New/Used condition selected is unavailable, please replace with the new/used condition that is in stock. This may affect my order total.”

By making that decision, we can send you the book although it may be a New book instead of a Used book. If you made the decision not to replace the book, we will cancel that title from the order since we cannot complete it even though we may be in stock on the title. Substituting a book does not mean that we will send you a completely different book. It only means that we can send you either a Used or New book of the same title depending upon what is in stock when we process your order.

### **HOW DO I PAY FOR MY ORDER?**

We accept Visa, MasterCard, American Express, Discover and Financial Aid (during designated times). Orders paid for by credit card are shipped immediately upon authorization by the cardholder's bank for the purchase. Financial Aid orders are shipped immediately upon successful verification of necessary funds. On all Financial Aid orders, please include your C#.

### **DO YOU KEEP MY CREDIT CARD ON FILE?**

No. We do not store credit card numbers. You'll need to provide the card number with each order.

### **HOW DO I KNOW MY ORDER WENT THROUGH OK?**

When you complete your order online, you will receive a confirmation number as the last step of the ordering process. The number will begin as "10XX000000...." If you do not have that confirmation, the order did not go through. You can also know that the order went through by checking your email that you used as your User Name. Immediately upon confirmation of your order, an email is automatically sent containing the confirmation number and the details of your order.

### **HOW CAN I TRACK THE PROGRESS OF MY ORDER?**

There are four emails that you will receive letting you know of your order's progress.

1. The order has been "received." This means the order has been accepted by the web site and is confirmed as a successfully placed order.
2. The order is "in process." This means we have extracted the order from the web site and have begun to physically process it for shipment to you.
3. The order has been "fulfilled" or "cancelled." Fulfilled means we have completed the order and it is on its way to you.

All of these emails are automatically generated and are sent to the email address that you used as your User Name. They originate from [ivytech@bkstr.com](mailto:ivytech@bkstr.com) and will have your order number in the subject heading.

The 4<sup>th</sup> email comes from [ivytech@bkstr.com](mailto:ivytech@bkstr.com) and is an automatically generated email from Fedex software that provides a tracking number and link to the Fedex site to see your package's specific progress with Fedex.

If you selected in store pickup as your delivery preference you will receive a 5<sup>th</sup> email when the item(s) are ready for pick up at the bookstore location you chose.

You can also check on the status of your order by logging on to [www.ivytech.bkstr.com](http://www.ivytech.bkstr.com), going to "Your Account," and view Order History (if you created an account).

### **WHY WAS MY ORDER CANCELLED?**

There are four reasons:

1. We were unsuccessful in obtaining authorization for your credit card from your bank or your financial aid. We make two attempts and, if they both fail, we cancel the order and notify you via email immediately. The majority of the reasons for the inability for it to authorize is that the credit card and/or expiration date were incorrectly entered at the time the order was placed.
2. You selected as your Textbook New/Used Condition Preference: "If my new/used condition selected is unavailable, DO NOT replace the item(s). I understand that the unavailable item(s) will be CANCELLED from my order."
3. In the event that a publisher substitutes one ISBN for another, we may need to cancel your order for the title you ordered and change it to the title sent by the publisher. In the event this happens, you will receive a cancellation notice for the one book and then receive an email message that your order has been fulfilled. You will also then receive an email that includes your Fedex Tracking Number for the shipment.

**DO I GET A RECEIPT FOR MY ORDER?**

Yes. When your order is shipped, inside each package is a Packing List and an itemized receipt stapled to it. In the event that you lose your receipt, you can replicate it by going to [www.ivytech.bkstr.com](http://www.ivytech.bkstr.com), log in to “Your Account” and click on Order History to obtain details of past orders.

**WHAT IF I HAVE OTHER QUESTIONS?**

You may contact us by email at [ivytech@bkstr.com](mailto:ivytech@bkstr.com) or by calling us at (866) 714-0002.

**WHO DO I CONTACT IF A PROBLEM PERSISTS AND I CANNOT GET ANY ANSWERS?**

If a problem should arise with your eFollett order, please follow the steps outlined below. If there are any issues, we want to resolve them as quickly as possible in order for you to receive your course materials so that you will better prepared for classes.

**With any issue, please include your name, C#, order number, email address, and phone number.**

- ❖ For order cancellations and order inquiries please email [ivytech@bkstr.com](mailto:ivytech@bkstr.com)