

Student FAQ**WHY ORDER THROUGH THE ONLINE BOOKSTORE?**

We are your school's official bookstore and by ordering through the Online Bookstore, we guarantee you will receive the correct items for your courses. We also have a dedicated customer service department to answer any questions you have. Finally, we monitor all orders daily to ensure you receive books as quickly as possible and before the start of class.

WHY ARE THERE NO TEXTBOOKS LISTED FOR MY CLASS?

If you do not see a textbook listed for a particular class, this could be because either there is no text required for the course or the instructor has not yet made a textbook decision. You will need to check back periodically to see if a book has been added.

WILL TEXTBOOK PRICES CHANGE?

The Online Bookstore's goal is to offer students the most competitive price for their textbook purchases. With our competitive pricing model, textbook prices are subject to change based on market prices and inventory conditions.

WHAT ARE MARKETPLACE BOOKS?

Marketplace books are items listed and shipped by individual sellers, such as other students and parents. These sellers must confirm your order within three business days. Each marketplace book has its own condition description and shipping cost associated, so please be sure to read the item's description before ordering. Not all marketplace items are available for expedited shipping and these items will arrive separately from the rest of your order.

WHEN WILL MY BOOKS BE SHIPPED?

Books are shipped based on availability. The availability of each book will be indicated under the condition of each item. If a book is in stock and your order is placed before 11 AM EST, it will ship same day. Any orders placed after 11 AM EST will ship the next business day. If all items are not in stock, your order will ship complete. This means the order will be held and shipped once the entire order is filled. If the order has not yet been filled and it is within two weeks of the course start date, items will ship as they become available and you may receive multiple packages. Your books will be shipped via your selected shipping method and delivered Monday through Friday.

WHERE WILL MY BOOKS BE SHIPPED?

When entering shipping information, you will have the option to check the "Ship to Campus" box to ship directly to your campus. You may also choose to ship your books to your home address or an alternate address.

MAY I ORDER MY BOOKS USING MY FINANCIAL AID?

Yes. If you have funds loaded to your student account you may use that to purchase your textbooks. The funds will be available to apply to your purchase on the payment screen. If your funds do not cover the cost of the order, you will need to use a credit or debit card to cover the remaining total.

WHY DO I NEED TO ENTER CREDIT CARD INFO IF I AM PAYING FINANCIAL AID?

If you are renting any of your textbooks a credit card is required to keep on file as collateral. In the event that your rental book is not returned by the rental return date or is returned damaged your card will be charged the price of a new copy. The card must have an expiration date that is beyond the rental return date to be accepted. If the rental textbooks are returned to us on time and in good condition, this credit card will not be charged.

Student FAQ**WHEN DOES MY CREDIT CARD GET CHARGED?**

Your credit card will be authorized and charged upon placing your order. If you are renting books, your card will remain on file in case the rented items are not returned in saleable condition or not returned at all.

WHAT IF I DON'T HAVE A DEBIT/CREDIT CARD? CAN I STILL ORDER?

Yes, you can use your campus card to place an order.

If you have a family member that wants to help pay for your books, they can purchase eCampus gift certificates by visiting the Online Bookstore at oneonta.ecampus.com and selecting "Gift Certificates" at the bottom of the screen under "Quick Links". Please note – these gift certificates are for use at the Online Bookstore only.

WHERE CAN I FIND MY ORDER INFORMATION, ORDER STATUS, ETC.?

Select "My Account" at the top-right corner of the SUNY Oneonta Online Bookstore. After signing in to your account, you can check the status of your order, buyback, or return.

WHO DO I NEED TO CONTACT WITH QUESTIONS REGARDING ORDERS?

Please contact the Online Bookstore Customer Service department:

Phone: 859-209-6958

Email: bookstore@ecampus.com

DO YOU TAKE DEBIT CARDS? WHAT CREDIT CARDS DO YOU TAKE?

Yes, we do take debit cards, as long as they have the VISA or MasterCard logo. We also accept Visa, MasterCard, American Express, Discover credit cards, and PayPal for payment of online purchases.

HOW DO I SELL MY TEXTBOOKS BACK TO THE SUNY ONEONTA ONLINE BOOKSTORE?

Representatives from the Online Bookstore will be on site at the end of each semester for you to return rentals and sell your textbooks for cash. You can also sell textbooks online 24/7. Go to the **Online Bookstore** website at oneonta.ecampus.com.

1. Select the Sell Textbooks button
2. Enter the ISBNs of the books you wish to sell (up to 8 at a time) and select Get Quote
3. You can select whether you want to receive a check, direct deposit, or in-store credit
 - If in-store credit is selected, an additional bonus will be added to the buyback amount. The credit will be available on the payment screen when future orders are placed.
4. Select the textbooks you wish to sell back and choose Sell This Book
5. Enter your login information or continue as a New Customer if this is your first time selling back
6. Select the method of payment you would like to receive
7. Print your free UPS label and stick it on the box in which you will ship your books
8. Be sure you take the books to a UPS location and NOT the post office
9. Wait for your payment!
 - Checks and direct deposit may take up to 4-6 business days
 - In-store credit should be available within 3-5 business days of delivery to our warehouse