

# Frequently Asked Questions About ONLINE ORDERING ISSUES

## HOW DO I ORDER USING MY FINANCIAL AID?

- When using financial aid to order online, you will need to enter all the basic information needed such as your name, a valid email, and be sure to use a great contact number. You will then choose your shipping option. Once you reach the payment section, you will scroll to the bottom of the page where it will ask you to add another way to pay. Then, you will choose the SFA/VA/VR/AR option. Once you select that option you will then need to enter your first and last name and your student ID number. When entering your student ID number be sure to type AT LEAST the FIRST SEVEN DIGITS, including the ZERO.

## I'M TRYING TO USE FINANCIAL AID, WHY IS IT STILL ASKING ME TO PROVIDE A CREDIT CARD?

- When using financial aid to purchase a book online, it will ask you to provide a credit card as well ONLY if you are trying to RENT a book or if you are trying to purchase a RENTAL ONLY book. A CREDIT card or DEBIT card is needed to secure your rental incase you do not return it. You CANNOT use a PREPAID card. Your card will not be charged, we will only charge the book to your financial aid like you asked. However, if the rental is not returned by the due date, we will charge the credit or debit card that is placed on file. Therefore, when purchasing a RENTAL/RENTAL ONLY you will still need to provide a debit or credit card.

## WHAT ITEMS CAN I PURCHASE USING FINANCIAL AID?

- When making a purchase using financial aid, you can purchase select items in-store/online. You may purchase apparel, school supplies, backpacks, and books (Electronics may be limited depending upon price. We will have to get approval).

## I ORDERED USING FINANCIAL AID WHEN WILL I RECEIVE MY ORDER?

- We understand that many students place their orders ahead of time before school begins, however we do not begin to process financial aid orders right away. We gain access to financial aid ten days before school starts in the first term, and six days before school starts in the second term. This does include weekends. As soon as we have access to financial aid, we begin processing orders that are the oldest first.

## I HAVE FINANCIAL AID WHY IS MY ORDER IS BEING CANCELLED?

- Although your self-service financial aid page may tell you how much money you have, you cannot purchase anything without having My Bookstore Available Funds. This allows you to make purchases in the bookstore. If you check your My Bookstore Available Funds and the balance is zero, please call Student Accounts at 205-652-3542 and ask them to transfer funds over for you.

## CAN I CHARGE TO MY FINANCIAL AID FOR TERM 1 AND TERM 2?

- If you are ordering books for both terms, we encourage you to order them at one time. Financial Aid does not always allow students to charge twice in one semester, this is very rare. When ordering for both terms you must also be aware that some books for the second term will not be available to ship out, but the book/books that we do have we will ship them out to you. If you need the SAME book/books for both terms just order the book/books ONCE. This prevents duplicate ordering and you purchasing the book twice. Both terms have the SAME EXACT due date, so ordering the book/books once is all you will need.

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## HOW DO I CHECK MY BOOKSTORE AVAILABLE FUNDS?

- In order to check if you have any funds available to purchase things in the bookstore, first you need to log into self-service. Once on self-service, you need to click the gray tab in the left corner that has three white stripes. After clicking the tab, select the Financial Information option. Next, select student Finance. Once you select Student Finance, you will have four options to choose from, click the last option that states, "My Bookstore Available Funds." Once selected it will give you the amount you have to spend within our bookstore. The top row is the amount you have that you can use, and the bottom row is for the amount already used.

## WHEN IS THE LAST DAY TO USE FINANCIAL AID TO PLACE AN ORDER?

- The last day to use financial aid for online orders is the FRIDAY of the FIRST WEEK OF SCHOOL. PLEASE be sure to have your orders in by the FRIDAY of the FIRST week of school to ensure that your financial aid will cover your order.

## I'M A VOC/VA STUDENT, HOW DO I ORDER?

- When ordering online as a VA/VR student, you will need to enter all the basic information needed such as your name, a valid email, and be sure to use a great contact number. You will then choose your shipping option. Once you reach the payment section, you will scroll to the bottom of the page where it will ask you to add another way to pay. Then, you will choose the SFA/VA/VR/AR option. Once you select that option you will then need to enter you first and last name and your student ID number. When entering you student ID number be sure to type AT LEAST the FIRST SEVEN DIGITS, including the ZERO. At the end of either your student ID number or your name PLEASE place the initials VA or either VR.

## WHY IS MY BOOKITEM ON BACKORDER?

- When a book is on backorder, we do not have the book in-store at the time. As soon as we get the book back in-stock we will process your order as soon as possible. If an item is on backorder, the item may be discontinued or out of stock. In the event an item is discontinued, we will send you an email stating such. If the item is out of stock, we could have a shipment on the way and will process your order as soon as we receive that shipment in.

## HOW CAN I RETURN A BOOK I NO LONGER NEED?

- If you need to return a book that you no longer want or need, please do so before the end of the refund period to get a refund. When returning the book, you may go to your email to print off a shipping label or you may use the website to retrieve a shipping label. If you are returning a book and do not print off a shipping label, you will need to place a note within the box or package you are shipping your book/books back in. On the note, please provide you first and last name, student ID number and why you are returning the book. Also, you will need to use a different address to return the book. The address you will need is as follows: 1 College Drive Station #16 Livingston, AL 35470.

## WHEN IS THE LAST DAY FOR REFUNDS?

- The last day for refunds will be that Friday of the FIRST week of school. So, you have from Monday-Friday of the FIRST week of the term to return your book/books unless you have either dropped a course or have chosen to no longer attend our university. PLEASE make sure that the package you are shipping back is POSTMARKED before or by the final day of refunds.

## I DROPPED MY CLASS CAN I RETURN MY BOOK?

- In the event you have dropped a class or withdraw from the university, yes, you will be able to return your book to get a refund. However, you MUST provide proof.

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## **I HAVE NOT RECEIVED MY DIGITAL BOOK, WHY?**

- Many students ask this question, but it could be due to several reasons. When ordering a digital book online, you need to provide a valid email. PLEASE double check to make sure that you have entered the email correctly because when we process your order, we enter the exact email that is given, so if it is an incorrect email or something is entered wrong then you won't receive the digital book because there was an error when you entered your email. Another reason could be that the digital book could be in your spam folder. We encourage all customers to check their spam folder when ordering a digital book because it does not always appear in their inbox. If neither one of these seem to be the issue, you should contact Digital Learning about the problem with your electronic delivery at 1-844-932-6657 or you could email them at [bookstorecustomercare@bncollege.com](mailto:bookstorecustomercare@bncollege.com).

## **HOW WILL I KNOW IF MY ORDER HAS BEEN SHIPPED?**

- Once your order has been completed, you will receive an email stating that your order has been fulfilled and you should receive a tracking number through UPS. You can use that tracking number to track your order. If you have not received an email stating your order has been fulfilled and with a tracking number, then it is highly likely that your order has not been shipped.

## **HOW LONG WILL IT TAKE ME TO RECEIVE MY ORDER?**

- Normally, if you live in the state of Alabama or a surrounding state, you should receive your order in 1-2 days. However, since Covid-19 this hasn't been promising, but have been somewhat accurate.

## **I PAID FOR NEXT DAY AIR/2-DAY SHIPPING AND STILL HAVE NOT RECEIVED MY ORDER, WHY?**

- If you live in the state of Alabama, we recommend that you do not do this as you should receive your order within 1-2 days automatically. However, we process orders according to how they come in starting with the oldest orders first. Just because you pay for next day air or 2-day shipping does not change the way we process orders. When paying for such shipping, your order will be shipped accordingly after we finish processing it.

## **HOW EARLY CAN I PLACE MY ORDER?**

- You can place your order as early as up to 3-4 weeks before school starts. However, we do encourage customers to be mindful that certain books will not be available this early and some courses will not have books listed on the site until school starts.

## **“COULD YOU TELL ME THE PRICE OF THIS BOOK”?**

- Our website could give you the price of any book that you are trying to purchase. It also has specific pricing if you are trying to rent new or used or buy new or used. By going on our website, you can also see if you can only rent the book or if you can only buy it. Doing this will save you and our employees' time. Our website is <https://uwa.bncollege.com/shop/uwa/home>.

## **CAN I PURCHASE OVER THE PHONE?**

- We are not allowed to take customers card information over the phone so you must come in-store or you must order online at <https://uwa.bncollege.com/shop/uwa/home>. Our store hours are Monday-Friday 8am-5pm. Store hours may vary the first week of school.

## **I HAVE ORDERED ONCE AND MY ORDER HAS NOT BEEN PROCESSED, DO I NEED TO ORDER AGAIN?**

- If you have ordered once, most likely we have received your order. If you have ordered several weeks before school using SFA, be mindful that we cannot process those orders until 10 days before school starts. Please do not order twice this will cause us to have duplicate orders and you may receive your order twice. To prevent this from happening order once and patiently wait for your order to be fulfilled.

# Frequently Asked Questions About ONLINE ORDERING ISSUES



## WHAT IS MY STUDENT ID NUMBER? WHERE IS IT LOCATED?

- Your student number is a number given to you by UWA. It is located on your student ID card. If you do not have a student ID card this is located on your profile on self-service. To access your student ID number log into self-service. Once you are logged in, click the gray tab in the left corner with three white stripes. After you have clicked that tab, select "User Options." Next, select "User Profile." Once your profile pops up, look under your name and where it says, "Colleague ID" it provides a series of numbers and that is your student ID number.

## I ORDERED A USED BOOK, WHY WAS I CHARGED FOR A NEW BOOK?

- When ordering on our website, before you check out pop-up messages will appear with fine print. One of those messages specifically ask if we do not have the option that you want are we allowed to substitute. A lot of customers do not pay attention to this and agree. This gives us consent to substitute the books to ensure that you get the book/books you need but they could either be new or used.

## I WANTED A NEW BOOK, WHY DID I RECEIVE A USED ONE?

- If we do not have new books in-store, to ensure that you still receive the book/books you need, we will send what we have in-store. If you are not satisfied with your order, you can send the book back for a refund during the refund period.

## I ORDERED WITH A CREDIT CARD, BUT MY ORDER WAS STILL CANCELLED, WHY?

- Ordering with a credit card does not always ensure that your order will be processed. Yes, even if you have ENOUGH funds to cover the cost. Sometimes credit or debit cards do not get approved when processing orders. When this happens, we encourage to contact their banks because sometimes banks will flag the purchase because of the amount or because you may have never used to card to purchase anything from our store before. You also can go in and reorder using another form of payment.

## WHAT DOES A CANCELLED ORDER MEAN?

- If we cancel your order either you do not have funds to cover the cost of your order, an item has been discontinued, or you need to use another form of payment. In the event you are trying to use financial aid you may need to contact Student Accounts at 205-652-3542.

## "I'M WONDERING IF MY IN-STORE PICK-UP ORDER IS READY"?

- Before approaching the store, you should first check the email that you place on file. You will receive an email regarding the order stating that your order is ready for pick-up once we are done processing the order. Once you receive this email you may come into the store to pick-up your order. PLEASE be sure you have the EXACT name your order is placed under and your BOX NUMBER when coming to pick-up your order.