HOW TO ORDER TEXTBOOKS FROM THE UAF BOOKSTORE WEBSITE

HTTPS://WWW.BKSTR.COM/ALASKAFAIRBANKSSTORE/HOME
Once on Follett website, student selects “Books” from top menu which takes them to a screen to select applicable course.

**Note:** The “Select Course” step is when a student visits the Follett website directly and not via the “Get Books” button on UAOnline.

If the student comes from UAOnline, their courses will already be pre-selected and they would start at the next step.
After course is selected, required and recommended books are shown both for rent and purchase.

The student selects what they want, and push “Add to Cart”. If more books are needed, the student would push the “Select another course” button to continue searching for books.
NOTE ON RENT VS. BUY

• In order for a student to rent a book, a credit card must be provided as collateral in the event the rental isn’t returned by the deadline date.

• Students receive multiple emails reminding them of the deadline PRIOR to charge of the credit card.

• There is no alternative to this requirement
Once the student is completely done shopping, they go to their “cart” and it shows all the books they have selected for rent or purchase.

Students are given an option to replace the textbook condition if the one they requested is unavailable or cancel the order.

The student then hits “Checkout” to start the checkout process.
CHECKOUT PROCESS

Once ready to checkout, the student either logs into an existing account, creates a new account or continues as a guest.

**NOTE:** A student can purchase books WITHOUT having to create an account. If a student elects to rent a book, an account must be created.
NEW ACCOUNT CREATION - STEP 1

If a student needs to create an account, this is the initial information that is collected.
NEW ACCOUNT CREATION - STEP 2

This is an example of the information that is collected when creating a new account.
CHECKOUT PROCESS

Once the account is created, the student returns to their cart to complete the process.

First they decide if they want to pickup their order or have it shipped.
DELIVERY METHOD: STORE PICKUP

Store pickup:

The only option is UAF Bookstore.
DELIVERY METHOD: SHIP (STEP 1)

Student completes required fields.

NOTE: if the student has a Follett account, this information will pre-populate.
DELIVERY METHOD: SHIP (STEP 2)

For students who select shipping, they select how quickly they need the books.

Follett ships via USPS and can ship to a “General Delivery” address as well.
DELIVERY METHOD: SHIP (STEP 3)

“Contact Information” section must be completed
SELECT PAYMENT OPTION

Student selects form of payment:

- Alternative Forms of Payment
  (or)
- Credit card
  - American Express
  - Discover
  - Mastercard
  - Visa
SELECT PAYMENT
(TO CHARGE TO UA STUDENT ACCOUNT)

Under pulldown, student selects
“Charge to UA Student Account”
SELECT PAYMENT
(CHARGE TO UA STUDENT ACCOUNT CONT.)

Student enters Student ID number to accept UAF’s Terms and Conditions for charge to account.
The “Terms and Conditions” link opens a new window to:

http://www.uaf.edu/bursar/for-students/payments/payment-plan/terms-and-conditions/
CHARGE TO ACCOUNT: REVIEW & ORDER - PURCHASE
If the order includes rentals, the student must provide a credit card as collateral. Rental amount is charged to UA account.
ORDER CONFIRMATION

Thank you for your order

<table>
<thead>
<tr>
<th>Order Number</th>
<th>UAF Bookstore: 11910000028427</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Confirmation</td>
<td>We will send you an email confirmation with your order number and an order summary. If you registered an eFollett account, you can track your order status in your Order History page in My Account.</td>
</tr>
</tbody>
</table>

Once complete, the student receives an order confirmation number on the screen followed by an email confirmation.
NEXT STEPS

• **Charge to account request <$300**
  – Request approved immediately by Bursar’s Office
  – Amount charged to student account
  – Funds deposited as Bear Bucks
  – Follett processes order

• **Charge to account request >$300**
  – Request reviewed by CRCD personnel
  – Once approved, Bursar’s Office charges student account
  – Funds deposited as Bear Bucks
  – Follett processes order
QUESTIONS?

• Website functionality?
  – Jesse Biggs, Bookstore Manager
  – 907.474.7348 (voice)
  – 1191mgr@follett.com (email)

• Charge to Account?
  – UAF Bursar’s Office
  – 907.474.7384 (voice)
  – uaf-bursar@alaska.edu (email)