

PURCHASE TEXTBOOKS ONLINE NORTHWESTERN CAMPUS STORE

This is a transaction between you and the Campus Store. At the time of your online order, you must be prepared to pay by credit card or student account and, for an extra charge, have the books shipped to your house (you may choose to come to the Campus Store to pick up your order instead of paying for shipping).

SIGN IN FOR FIRST VISIT

Go to <http://campusstore.unwsp.edu/>. The first time you order materials online from the Campus Store you will need to register on the textbook ordering website at the time of check out. Please note that the e-mail address you enter will be your Username each time you sign in to the site. You will be required to provide the same password each time you access the site.

SIGN IN FOR SUBSEQUENT VISITS

Now that you have registered on the site, you will just need to sign in for all future visits as a returning shopper. In the Log In screen, enter your e-mail address and password to start the process of checking out.

SELECTION/ORDERING

- On the main Campus Store web page, under the "Buy Textbooks" column, click Select A Campus Term and choose the term with "UP" in the title. Click "Go."
- Select the Department, Course, and Section. All of the required materials for a course will appear below.
- Double-check the course name and section to be sure these are the materials you intend to order.
- Click "Add Selected Books to Cart."
- If you would like to order items for another course, you will be able to do the same process again on this page.

CHECKOUT

Once you have signed in, you will begin the checkout process by entering your shipping information.

SHIPPING

By default, the address you entered when you registered is your shipping address. You may change your shipping address with any order, but please note that this will only affect your current order. Changing or updating the shipping address in the Campus Store textbook ordering website only applies to transactions with the Campus Store. If you need to change or update personal information, please do so on the ROCK > Academics > Personal Information. Next, choose your shipping method.

PAYMENT INFORMATION

When ordering online, be ready to pay by credit card or have it charged to your student account with your Student ID number (with the two leading zeros). You may have the books shipped to your house or come to the Campus Store to pick up your order. You may also visit to the Campus Store to shop for your books and other merchandise and pay by credit card, check, cash, or have them charged to your student account by using your student ID card.

HELP

If you have any questions, please visit the Campus Store channel on the ROCK > Campus Services. You should find anything you need in those links, but if not, please contact the Shipping Coordinator (CampusStore@unwsp.edu, 651-631-5280) or the Undergraduate Pathways office (651-631-5300, up@unwsp.edu).

FREQUENTLY ASKED QUESTIONS

Q: May I buy my books from the Campus Store?

A: Yes, the Campus Store is the textbook provider for UP. You may order your books online and have them shipped to you or pick up your order from the Campus Store during store hours.

Q: How do I know what books I need for my courses?

A: You may see a list of required materials for each course on the Campus Store ordering website, <http://campusstore.unwsp.edu/>. The textbook and materials list is also included in each syllabus which may be found on your Moodle course site when that becomes available on the first day of the semester.

Q: When should I order my books from the Campus Store?

A: Order your textbooks well in advance of the start of the semester if possible.

Q: What if I need to change my shipping address?

A: Students are responsible for updating their personal information on the Campus Store ordering website using the “My Account” link in the upper right corner of the online store. You should also update your contact information on theROCK>Academics>Personal Information.

Q: I received damaged merchandise/parts of my shipment were missing. What should I do?

A: Contact the Shipping Coordinator within one week of receiving the shipment (CampusStore@unwsp.edu, 651-286-7707). Please note: Replacement is limited to defective materials or damage incurred before delivery of the package. The student assumes all responsibility for the replacement cost of books and materials that are damaged after delivery by the shipper (e.g., water damage from the package being left out in the rain).

Q: I need to withdraw from a course and take it later. What should I do with the books?

A: First, drop or withdraw from the course on theROCK. Full refunds will be given for textbooks or access codes returned within 5 days of drop or withdrawal, provided the receipt is presented, new books are in original condition, free from writing or highlighting, and access codes are unused and still enclosed in the original packaging. Any books/materials returned in used condition will not receive a full refund. See theROCK>Campus Services>Campus Store for return policies of books from the Campus Store. If you enroll in the course later, you may need to order the most current books as the edition may have changed since the last semester.

Q: Can I buy used books instead of new?

A: The Campus Store textbook ordering website offers some used textbooks and rental options as well. If you choose to purchase used books on your own, please keep in mind:

- Sometimes a course requires custom materials that are only available from the Campus Store.
- Students must purchase the correct textbook edition and any accompanying materials like CDs or access codes. *Using outdated materials may lead to incomplete adn*
- The UP office cannot assist with used book transactions in any way.

To learn more, go to theROCK>Campus Services>Campus Store>Online Store, or call the Campus Store at 651-631-5280.