

# ORDERING YOUR TEXTBOOKS WITH FOLLETT VIRTUAL SOLUTIONS

## THE OFFICIAL TEXTBOOK PARTNER OF PAINE COLLEGE

At Follett, our goal is to make the textbook shopping experience as easy as possible. For your convenience, your bookstore website has been set up for you to select your Department, Course, and Section (DCS) in order to generate both required and recommended books!

### HOW TO FIND YOUR BOOKS

1. Go to **paine.bkstr.com**
2. Click “Buy” icon, then select your program, term, department, course and section and click “Submit”.
3. Textbook and purchasing options will then appear. Note: Books marked “Required” are necessary for the class and those marked “Recommended” are optional.
4. Select your books for each course and click “Add to Cart”. Note: “Backorder” may sometimes display. During the busy season, books move in and out of our warehouse quickly. We typically have a backup publisher order on its way and the book is back in-stock by the time your order ships. If for some reason we cannot fulfill your order, Customer Service will contact you immediately.
5. Review your cart for accuracy then select a Textbook New/Used Condition preference. This lets us know if you would like to substitute a new book for a used book or vice-versa if the condition you selected is not available. If you choose not to have a book substituted, and your preferred condition is not available, we will contact you before canceling the order.
6. After selecting your preference click “Checkout”.

### HOW TO CHECK OUT

1. If you have shopped with Follett before, login with your email address and password.
2. If you are new to Follett, click “Register” to set up an account.
3. You will then be asked to select your shipping method. Remember, books may leave the warehouse the day you order or the next business day depending on the time the order was placed. The delivery clock starts when books leave, not when you order.
4. To ship to an address other than the address displayed, click “Add a New Address”. Add the new shipping address and click “Submit”.
5. Confirm the shipping address and click “Continue Checkout”.

### HOW TO PAY

1. Enter the name(s) of the student(s) that will be using the textbooks being purchased. This will help your university if something happens with the book choice later on.
2. Select your payment type under “Payment Info” and complete the required fields
3. Review your order details and click “Complete My Order”. An order confirmation will then be sent to your email address.