

## Student FAQ

### **When should I order my books and supplies?**

Once you register for class, you should log in and order your books immediately. Do not wait until the first day of class. The largest selection of used and marketplace texts are available in the weeks before classes start. You can also save on shipping costs when choosing economy shipping.

### **How do I order my books through the CCC Online Bookstore Website?**

1. Go to the City Colleges of Chicago's online textbook [webpage](#). You can also access the CCC Online Bookstore through [my.ccc.edu](http://my.ccc.edu) and [www.ccc.edu/bookstore](http://www.ccc.edu/bookstore).
2. Log in with your [my.ccc.edu](http://my.ccc.edu) username and password.
3. If you have already registered for classes, your course materials will populate automatically (scroll down to review all materials).
4. Choose the appropriate textbooks/supplies/materials and add them to your cart.
5. If a class has notes in the header, please read these before purchasing your materials.

Detailed step by step ordering instructions can be found [here](#).

### **Why can't I find my class?**

If you are registered, your classes will show up in your course page when you log in. If you are waitlisted for a class, the class will not show up in your course list until you are officially enrolled in it. You can search for other classes at any time by returning to the homepage and using the drop down menu.

If you can't find your class at all, this means that it is not active in the bookstore/CCC system. You may wish to check with the department to make sure it is an active class. It may have just been added and is not active yet.

### **What does it mean if I find my class, but there's no textbook listed?**

- If an instructor has decided not to use textbooks in the class, there will be a note in the course stating: "There are either no required books to purchase for this course, or items will be provided to you in the class."
- If an instructor hasn't submitted a book order for that class yet, you will see: "Course items for this class have not yet been submitted by your instructor. Please check back." This happens when we haven't received a book order yet from instructors, because classes are added late, assignments change or an instructor requires extra time to review books to choose which one is the best fit for their course. Once an order is received from the professor, it will be listed.

**What is the Marketplace?**

The TextbookX integrated marketplace is a network of sellers from around the country. Sellers may include students at CCC and other schools, but most are third-party textbook sellers—these may be the same sellers that are found on other marketplace sites, such as Amazon. The marketplace is a secure platform that was created to save students money—students save an average of 60% off list price when shopping on the marketplace. Students may also sell their books on the Marketplace when they are finished with their books for the semester. Students may sell their books back online 24 hours a day, 365 days a year. Students may try to sell ANY textbooks they possess on the marketplace and are not limited to selling books purchased for the current term.

**Can I rent my textbooks?**

Yes, the CCC Online Bookstore has a rental program. When a book is available to rent, you will see that option right alongside the new, used, and eBook options presented for that book. Rental prices are typically 30-70% off list price. Students can choose to rent their books for a 55, 85, or 130 day period. For more information on renting textbooks, please see the [Book Rental FAQ](#). You will need to provide a valid credit card to rent books. The credit card will only be charged if you fail to return the book on time. You may see a hold authorization on your credit card statement. Please note this is NOT a charge and funds have not actually been deducted from your account, but it is a standard practice to confirm that your credit card can be charged if necessary.

**Can I get used books?**

If an instructor authorizes used books and we are able to source them, the used option will be available for your class. Some books are not available in used condition. Examples include: bundles with access codes or software, brand new editions, custom editions, and professor customized course packets. Used access codes are not guaranteed to work and we advise against purchasing them.

**Can I order books online and then pay when I get to the store?**

No, sorry! There is no longer a campus store which carries textbooks for purchase. All textbook orders are done through the CCC Online Bookstore website. Payment is made online. If you have had your texts shipped to campus, you just need your CCC ID to pick them up. You should never be asked to pay cash to pick up your books.

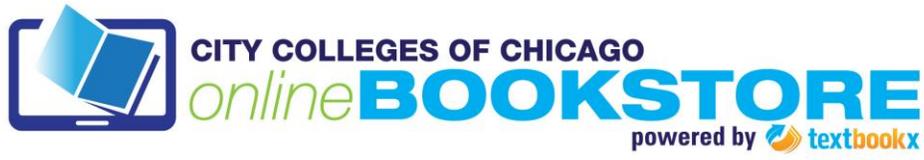
**Can I use Financial Aid when I purchase my books?**

Yes, school-issued financial aid book vouchers are accepted on ALL orders including marketplace books. Textbooks can be rented with financial aid, but you will still need a valid credit card to secure the order (the card is not charged). Please note that book vouchers can only be used between certain dates for each academic term. These dates are listed at [www.ccc.edu/bookstore](http://www.ccc.edu/bookstore).

In order to receive your book voucher, you must complete an authorization through your [My.CCC.edu](http://My.CCC.edu) account each semester. Instructions for the authorization process are available [here](#).

Once your book voucher is authorized, you can enter your voucher code during Step 3 (Payment Section) of the checkout process. When you are logged in to your CCC account, your

[www.ccc.edu/bookstore](http://www.ccc.edu/bookstore)



book voucher information will automatically appear during that step. If your voucher does not cover the full cost of the order, you will need to enter a credit/debit card for the remaining balance. Students will be able to add value to their financial aid voucher at any college business office if they do not have a debit or credit card.

If you believe you have a book voucher and it does not appear in your account during the appropriate dates, please contact your Financial Aid Office.

**Can my order be shipped to my house? To school?**

Yes, absolutely! We can always ship to your home. If UPS or your mail carrier requires a signature for packages, consider using the ship to campus drop down box, located in the address section of checkout. **NOTE:** We can only ship to campus during select periods. Please check [www.ccc.edu/bookstore](http://www.ccc.edu/bookstore) for designated dates before shipping to campus.

Akademos and CCC are not responsible for lost/stolen texts if you choose to ship to campus outside of the designated dates. If you pick up at the college, remember to bring a photo ID with you.

**When will I get my order?**

If everything on your order is in stock, it is typically shipped out within 1-3 business days of when the order was placed. The order will then take between 3-7 business days to arrive, depending on the level of shipping you chose. Please note the "Time to Ship" and "Estimated Delivery Range" as you order your texts.

**What do I do if I change classes after I've already ordered books?**

The easiest thing to do is to place a second order for the books that you need by contacting the Akademos Customer Service Department (888) 286-8220 to let us know which book(s) on your original order you no longer need. If we have not processed your original order, we may be able to cancel the order. If we have processed your order, we can only access the credit/debit card for refunds and cannot apply any more charges to it. You can reach the Customer Service Department at (888) 286-8220 or <http://www.textbookx.com/service/contact.php>

**What is the return policy?**

Purchased items can be returned for a full refund, so long as the following conditions are met:

- Item was not purchased on our marketplace.
- Item purchased is returned within 30 days of your order confirmation.
- Item was not sold as "Non-returnable."
- If the item is "consumable," for example a one-time-use access code, it has not been opened or used.

A refund will be issued to the student once the book is successfully returned. If students return a book that was purchased using a financial aid book voucher, the amount will be refunded to the voucher, just as it would be with a credit card.

For more information about returning your books, click [here](#).

**When I am finished with my books, can I sell them back?**

Yes, you can sell your books back on the CCC Online Bookstore Marketplace at the end of the semester. For step-by-step instructions, please see [How to Sell your Books](#).

There will also be an opportunity to sell your books on campus at the end of the regular Fall and Spring semesters.

**How can I track the shipment of my order?**

The easiest way to track your order is to do so through “My Account.” If you have an account, simply log in to find the “purchases” section. From there you can select the book you are looking to track.

**What if I have more questions or need help ordering my books?**

If you have any questions regarding the book ordering process, tracking an order, recent purchases, rentals, returns, or selling your books back, please contact TextbookX customer service.

Email: [help@textbookx.com](mailto:help@textbookx.com)

Call: 1-888-286-8220

Visit: [ccc.edu/textbookx/help](http://ccc.edu/textbookx/help)

If you have questions about financial aid or book vouchers, please contact the Financial Aid Office at your college. If you have any other CCC-related questions, please contact 773-COLLEGE to be directed accordingly.

If you have questions regarding a Marketplace order, please contact the Marketplace Seller directly. If you do not hear back from the seller, please contact TextbookX customer service.