

## Online Textbook Source Student FAQ

### WHY ORDER THROUGH THE MIAMI ONLINE TEXTBOOK SOURCE?

- We are your school's official bookstore and by ordering through the Online Textbook Source, we guarantee you will receive the correct items for your courses. We also have a dedicated customer service department to answer any questions you have. Finally, we monitor all orders daily to ensure you receive books as quickly as possible and before the start of class.

### WHY ARE THERE NO TEXTBOOKS LISTED FOR MY CLASS?

- If you do not see a textbook listed for a particular class, this could be because either there is no text required for the course or the instructor has not yet made a textbook decision. You will need to check back to see if a book has been added.

### WILL TEXTBOOK PRICES CHANGE?

- The Miami Online Textbook Source's goal is to offer students the most competitive price for their textbook purchases. With our competitive pricing model, textbook prices are subject to change based on market prices and inventory conditions.

### WHAT ARE MARKETPLACE BOOKS?

- Marketplace books are items listed and shipped by individual sellers, such as other students and parents. These sellers must confirm your order within 3 business days. Each marketplace book has its own condition description and shipping cost associated, so please be sure to read the item's description before ordering. Not all marketplace items are available for expedited shipping and these items will arrive separately from the rest of your order.

### WHEN WILL MY BOOKS BE SHIPPED?

- Books are shipped based on availability. The availability of each book will be indicated under the condition of each item. If a book is in stock and your order is placed before 4 PM EST, it will ship same day. Any orders placed after 4 PM EST will ship the next business day. If all items are not in stock, your order will ship Complete. This means the order will be held and shipped once the entire order is filled. If the order has not yet been filled and it is within 2 weeks of the course start date, items will ship as they become available and you may receive multiple packages. Your books will be shipped via UPS. Books are shipped and delivered Monday through Friday. We offer free UPS shipping on all orders, excluding marketplace purchases.

### WHERE WILL MY BOOKS BE SHIPPED?

- You may ship your order anywhere you choose. When entering shipping information, you will have the option to check the "Ship to Campus" box. Once this box is checked, a dropdown will appear and you may select Package Center (or Bookstore/Shriver Center based on the time of year), Middletown Bookstore, or Hamilton Bookstore. Your order will then be shipped to one of these locations. You will receive email and text message alerts (if you choose to opt in) when your package is received and ready for pick up.

### DO YOU TAKE DEBIT CARDS? WHAT CREDIT CARDS DO YOU TAKE?

- Yes, we do take debit cards, as long as they have the VISA or MasterCard logo. We also accept Visa, MasterCard, American Express, and Discover credit cards for payment of online purchases. You may also PayPal. For more information, please follow the Help Desk link located at the very bottom of the Miami University Online Textbook Source page.

### MAY I ORDER MY BOOKS USING MY MUIAA CARD AND/OR STUDENT ACCOUNT?

- Yes. If you have funds loaded to your MUIAA card, to your student account or VA funds, you may use this to purchase your textbooks. The funds will be available to apply to your purchase on the payment screen. If your funds do not cover the cost of the order, you will need to use a credit or debit card to cover the remaining total.

### WHY DO I NEED TO ENTER CREDIT CARD INFORMATION, IF I AM PAYING WITH MY MUIAA CARD AND/OR STUDENT ACCOUNT?

- If you are renting any of your textbooks, a credit card is required to keep on file as collateral. In the event your rental book is not returned by the rental return date (indicated at the time of your order) or returned damaged, this credit card will be charged the price of a new copy. The credit card must have an expiration date that is beyond the rental return date to be accepted. If the rental textbooks are returned to us on time and in good condition, this credit card will not be charged.

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### WHEN DOES MY CREDIT CARD GET CHARGED?

- Your credit card will be authorized and charged upon placing your order. If you are renting books, your card will remain on file in case the rented items are not returned in saleable condition or not returned at all.

### WHAT IF I DON'T HAVE A DEBIT/CREDIT CARD; CAN I STILL ORDER?

- If you do not have a debit/credit card to make a payment online, you can mail a check or money order to us along with a printed copy of your order. The check must cover the cost of the order, plus shipping. Your order will be processed once the check or money order has cleared our financial institution. You cannot rent textbooks if you pay with a check or money order.

If you would like to place your order with this method, we will need the following information:

- *School with which you are associated*
- *Classes you are taking*
- *Names of books, ISBNs, quantity, and condition (New or Used) Your preferred shipping method*
- *Your Shipping Address*
- *A contact email address and phone number.*

Send the above information along with your payment to:

**eCampus**

**Attn: Miami University Contract Schools Division**  
**2415 Palumbo Drive**  
**Lexington, KY 40509**

### WHERE CAN I FIND MY ORDER INFORMATION, ORDER STATUS, ETC.?

- Click "My Account" at the top-right corner of the Miami Online Textbook Source. After signing in to your account, you can check the status of your order, buyback, or return. If you have any other questions, contact the Online Textbook Source Customer Service department: (877)-284-6744.

### WHO DO I NEED TO CONTACT WITH QUESTIONS REGARDING ORDERS?

- Please contact the Online Textbook Source Customer Service department:  
Phone: (877) 284-6744  
Email: bookstore@ecampus.com

### HOW DO I SELL MY TEXTBOOKS BACK TO THE MIAMI UNIVERSITY ONLINE TEXTBOOK SOURCE?

- Representatives from the Miami University Online Textbook Source will be on site at the end of each semester for you to return rentals and sell your textbooks for cash. You can also sell textbooks online 24/7. Go to the Online Textbook Source website at **MiamiOH.edu/textbooks**.

1. Click the **Sell Textbooks** button
2. Enter the ISBNs of the books you wish to sell (up to 8 at a time) and click **Get Quote**
3. You can select whether you want to receive a check, direct deposit, or in-store credit
  - 3a. If in-store credit is selected, an additional bonus will be added to the buyback amount. The credit will be available on the payment screen when future orders are placed.
4. Select the textbooks you wish to sell back and click **Sell This Book**
5. Enter your login information or continue as a New Customer if this is your first time selling back
6. Select the method of payment you would like to receive
7. Print your free UPS label and stick it on the box in which you will ship your books
  - a. Be sure you take the books to a UPS location and NOT the post office
8. Wait for your payment!
  - a. Checks and direct deposit may take up to 4-6 business days
  - b. In-store credit should be available within 3-5 business days of delivery to our warehouse