



FAQ for Spring Bookstore Operations

Will there be a buyback for books?

- Yes
- Valdosta, Ben Hill, and Coffee – December 4th -13th , 8AM – 5PM – Closed on Fridays
- There will *not* be a book buyback on the Cook Campus.

What books and other items are needed for my courses?

- See the Spring Semester booklist at <https://www.wiregrass.edu/mycampus/bookstore> for the required and optional items.

What options are available to purchase books, laptops, and supplies?

- The Bookstores will be open during the hours below:
Valdosta Campus, Coffee Campus, and Ben Hill-Irwin Campus:
Jan 3rd - 4th (Wed-Thur) 7:30am – 6:00pm
Jan 8th -11th (Mon-Thur) 7:30am – 6:00pm
Jan 15th – MLK Day Closed
Jan 16th - 18th (Tue-Thur, 15th holiday) 7:30am – 5:30pm (normal hours)
- Cook Campus – Hours Vary – See Campus Administrator for Assistance
- If you prefer to have your books and supplies shipped, review the booklist and complete the online order form. Both can be found at <https://www.wiregrass.edu/mycampus/bookstore>. Details and shipping charges are included on the order form. **Laptops and large kits cannot be shipped.** You will be notified when your books have shipped.
- Please follow signs and instructions from staff regarding entrances and exits when stores are open.

Can I choose to have my order shipped to an address other than the one on my Banner account?

- In order to prevent fraud and verify the correct student receives the order that was charged, we must be able to ensure the items are being shipped to an authorized address.
- We will verify the shipping address on the order form as listed in your Banner. If you need to ship to an alternate address, you must login to myBanWeb and update the address on Personal Information tab, even if it is only a temporary address.

When can I use my financial aid to pay for the order?

- Financial aid can be used January 3rd – January 18th.
- Financial aid can be used for Express Term February 13th – February 22.
- On the final days of financial aid (January 18th), online orders must be placed by **3pm**.
- On the final days of financial aid for Express Term (February 22), online orders must be placed by **3pm**.
- Aid balances for students who did not meet the financial aid priority deadline may be delayed.

How do I pay for the amount financial aid does not cover?

- Pay online with debit/credit card in your Ban Web Account (fastest option)
- You can pay in Bookstores with cash, check, money order, or debit/credit card (Visa, MasterCard, and Discover). **We do not accept American Express at this time.**

When can I place my order for shipping and what is the timeline for shipping?

- You can place an order for shipping at <https://www.wiregrass.edu/textbook-order-form> as soon as the booklist is available.
- If using financial aid, orders can only be processed during financial aid period. On the final days of the financial aid period (January 18), online orders must be placed by 3pm.
- If using financial aid for Express Term, orders can only be processed during financial aid period. On the final days of the financial aid period (February 22), online orders must be placed by 3pm.
- Our staff will work as quickly as possible but please allow up to 2 to 3 days to prepare for shipment depending on the volume of orders pending.
- We will notify you at your student email address when your order has shipped.

What options are available if I cannot go to the bookstore during the established times?

- You can place an order for shipping at <https://www.wiregrass.edu/textbook-order-form>
- Contact the bookstore for your campus and staff will work with you on an alternate time.
- If you want to have someone pick up the books for you, email bookstore@wiregrass.edu from your student email account and include the following:
 - Name and phone number of individual you authorize to make the pickup.
 - Include your student ID number and phone number so we may contact you with any questions.
 - If are using financial aid for the purchase, you must specify that you *authorize the books to be charged to your financial aid*
 - The authorized person must provide identification to match the name specified in your email to ensure the items charged to you are released to the correct person. They are also required to sign receipt.

How can I pay my tuition and fees?

- You may pay tuition more quickly online using the instructions at <https://www.wiregrass.edu/admissions/pay-tuition-and-fees>.
- You may also come in to the bookstore or pay over the phone.