

BOOKSTORE FAQs

Revised: July 27, 2020

TEXTBOOK RENTAL CHECK-INS/ RETURNS

- Q. Can I come to the bookstore to return my rental textbooks for this term?
- A. The on-campus bookstores will reopen on August 3 or you can continue to ship rentals **back to the store.** To do so, either wait for the rental return reminder email which will include a link to generate a return shipping label and packing slip, or you can generate a return shipping label on the bookstore website by following these steps:
 - 1. Visit *fscj.bkstr.com*.
 - 2. Click the **Sign In** link on the top right side of the page to sign into your account.
 - 3. Enter the email address you provided when you initially rented your books. Note: Even if you rented in the store, an account was created using the email you provided at the register.
 - 4. If you don't know your password, you can click Forgot Password and a temporary password will be emailed to you.
 - 5. Once you've signed in, click the **Rentals** link. You will be navigated to the Rentals page in your account.
 - 6. On the Rentals page, scroll down to see the list of books you rented. Click the Return All Rentals **by Mail** link. You can also click the button **Return by Mail**. Both open a pop up to select your rentals to ship back.
 - 7. Follow the steps to generate and print the return label and packing slip. This option is available until your rental due date.

PURCHASES AND ONLINE ORDERS

- Q. How can I purchase books and supplies for the upcoming term?
- A. The on-campus bookstores will reopen on August 3, or you can continue to place an online order through the bookstore for the upcoming term. The online store is available 24 hours a day.

- Q. Can I use financial aid to make online purchases through the bookstore?
- A. Starting on August 31 through October 4, you can use financial aid funds to make bookstore purchases online.

SELLING BACK TEXTBOOKS (BOOK BUYBACK)

- Q. Can I sell my textbooks back to the bookstore?
- A. Yes, students at U.S. campus locations can sell back books online or in store. A campus ID is required for a buyback.
 - 1. Visit *fscj.bkstr.com*.
 - 2. Click the **Sign In** link on the top right side of the page to sign into your account.
 - 3. Click on Sell Your Textbooks from the menu.
 - 4. On the Sell Your Textbooks page, refer to the online section and click the Sell Your Textbooks button.
 - 5. Follow the instructions to complete the process.

FOR MORE INFORMATION, visit the COVID-19 FAQs on the bookstore website.

FOR QUESTIONS, email your campus bookstore manager.

Kent Campus Monique Nerestan 0422mgr@follett.com

North Campus Casi Rosser **0423mgr@follett.com**

South Campus Richard Stone **0424mgr@follett.com**

Downtown Campus Michael DiNapoli 0425mgr@follett.com

Deerwood Center Portia Crawford 0599mgr@follett.com