FAQ Online Orders

What does the "<21 days" mean when looking at the price comparison?

It means that the website you are looking at will ship your order of books in less than 21 days.

What if I want to use my parent’s credit card for my order? Should I order under my name?

With your parent’s permission, their credit card information can be entered to pay for books. Be sure to order under the student’s name and student ID number for ease of searching for your order at pickup or if we need to research your order for any reason.

Why does the bookstore website make me reselect books after leaving the price comparison page?

You have multiple carts because our price comparison will show you all the prices and allow you to select where you want to get your books. However, once you selected your books you will need to check out from the different websites. At BGSU Bookstore and Firelands bookstore you often have the option to select new, used, rental and preferred or only options.

Why is the BGSU website telling me that my email and/or password log in are incorrect?

The email should be the same as your BGSU email but you need to sign up to use this feature. The website asks you to make a username and password for our website that we use in order to process your book order. You must register with your BGSU email and a password that is different from your MyBGSU password (it does not take certain characters).

Why is the price higher then when I selected my books on the bookstore website?

The price that we give you is higher because our website is not live with what we have in stock. Therefore, we give you the new price as a worst-case scenario just in case your books are only available new. Every effort is made to fill your order as requested. We will hide the used option on the web if an item is only available new; access codes for example are only new and should not show a used option.

Why do I need to enter shipping address information if I want to use the store pickup option?
All accounts require a shipping address. Once an account is set up, you can simply bypass this shipping option the next time you place an order. The shipping/pickup option is one of the last questions asked when placing an order.

**Why hasn't my account been charged for my books yet?**

We do not charge the payment method you entered until we have all of your books in front of us. This allows us to know if your books are available new or used, and then we can charge your account accordingly. You might order your books when you register for classes, three to five months before they are filled for store pickup. We do not charge your account until we actually process your order.

**How do the rentals work with the BGSU Bookstore?**

With the BGSU Bookstore's rentals you can treat the rental book like a used book. You may write and highlight in the book as if you owned it. You must not have any damage to the book. So long as everything looks good and a resalable condition, your book will be accepted for return on or before the Friday of Final's Week. If you don't return it, we charge your Bursar Bill the full new retail price to replace the book. We will be glad to check if your books are rentals at the Course Materials Information Desk (419) 372-7782. Email reminders are sent to your falcon.bgsu.edu email account before the books are due back.

**How do I use my excess Financial Aid to pay for books?**

In order to use your financial aid to pay for books you must opt-in before ordering your books. You must have excess aid, more than your tuition, room & board, and fees. In order to opt-in you need to go to your MyBGSU homepage and click on the tab on the left hand side of the page that says "Bookstore Opt-In Program." Once on this page you can read through the information then check the box and save the page. This request will take up to 24 hours to process and then you may use your financial aid. There are limited times when this option is available and certain restrictions apply.

**What is the rollover amount for the opt-in program?**

The rollover amount allows you to use your financial aid in the form of bookstore bucks once the deadline to use financial aid has passed. This is beneficial for some students who do not want to wait for their refund check to come in order to purchase missing books that may have been out of stock. You may use this amount in the bookstore and can be used over multiple semesters.

**Why isn't there an option to use financial aid for my online order?**
We only give the option to use financial during a certain time period. You may call to find out the designated time periods. Once this deadline has passed you must either wait for your refund check or choose another form of payment. If you are placing your order during the correct time periods there will be an "Opt-In Program" option under payment method. Using your BG1 is not the same as using financial aid.

**What does it mean when there is an Alternate Edition?**

You may see alternate editions listed under your required books for one of two reasons. The first is that your required book may be a package with multiple parts and the alternate edition is simply the parts of the package sold separately. The second is that your required book is the exact edition that your professor will go off of where as the alternate may be an earlier or later version of the same book. As long as you select the required books you will be set for the class.

**How can I make sure I have the right book?**

As long as the ISBN on your book list matches the book then you know that you have the right book.

**Why won't my booklist pull up?**

If your book list won't pull up, you need to make sure that your pop-up blocker is off. If it still will not pull up, you can try a different browser such as Google Chrome or Firefox. If neither of these options works for you, then try using a different computer. However, if you still cannot pull it up, please give us a call at BGSU Bookstore, 419-372-7782 or Firelands, 419-372-0677.

**Can I order books if I am not registered for a class, but I know the classes?**

Yes, go to [http://bgsu-pc.verbasoftware.com/session/new](http://bgsu-pc.verbasoftware.com/session/new) for the Bowling Green campus or [http://bgsu-firelands.verbacompare.com/session/new](http://bgsu-firelands.verbacompare.com/session/new) for the Firelands campus to order by term, department, course, and section. This is not the most efficient way to order, but it can be done. Ordering directly from your class schedule is recommended.