THE ONLINE BOOKSTORE

INFORMATION
A PAGE AT A TIME!

- How to Order
- Tips and guides
- Resources
- Contact information
- And more!

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The RPCC Online Bookstore: rpcc.textbookx.com

HOW THE ONLINE BOOKSTORE WORKS

The RPCC Online Bookstore: rpcc.textbookx.com

The Online Bookstore, powered by TextbookX, operates completely online. Students visit the website to order and have their textbooks shipped to them while digital course material access is emailed.

Faculty and admins select the course materials they will use in class and submit it through the bookstore website.

The bookstore works to source and stock physical and digital copies of the texts before the start of the term.
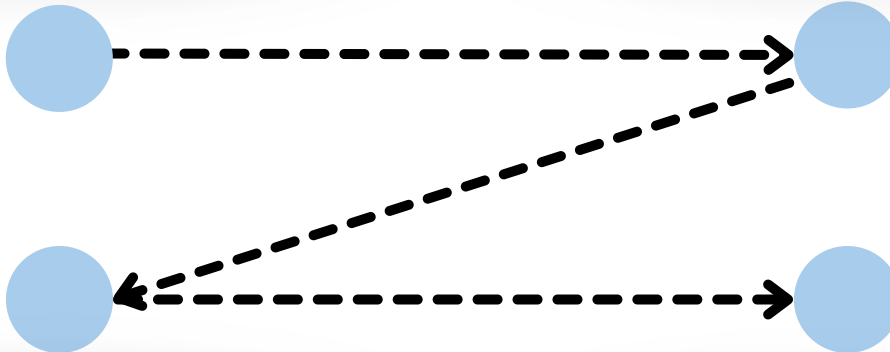
Students are notified and encouraged to review their course materials and order 3-4 weeks before classes begin.

The bookstore ships physical texts from warehouses and emails codes and access information for digital texts.

ORDER COURSE MATERIALS

The RPCC Online Bookstore: rpcc.textbookx.com

1 **Log in:** Visit the website and log in with your LoLA account to view a personalized page that lists all of the courses you are registered for plus the course materials that faculty and school administrators assigned to them.


2 **Select Materials:** Choose from the new, used, ebook, rental, and marketplace options that are available.

After selecting all of the items you want to order, click the cart icon on the top right of the screen and then click "Check Out Now."
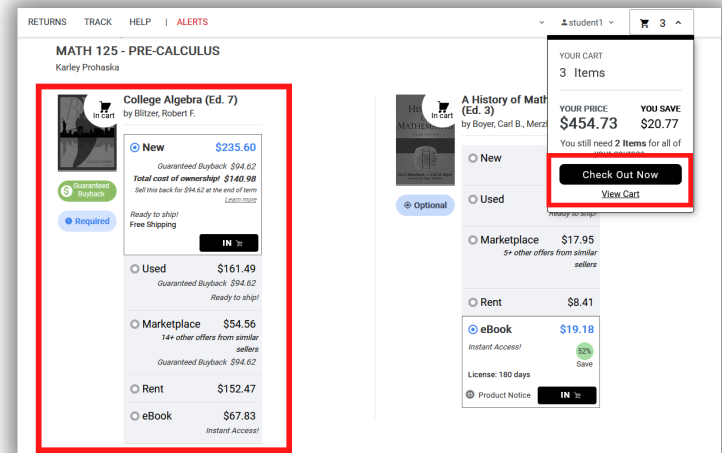
3 **Choose Delivery and Shipping:** Select from one of the pre-populated delivery addresses or add a new one. Then choose the shipping method for each item.
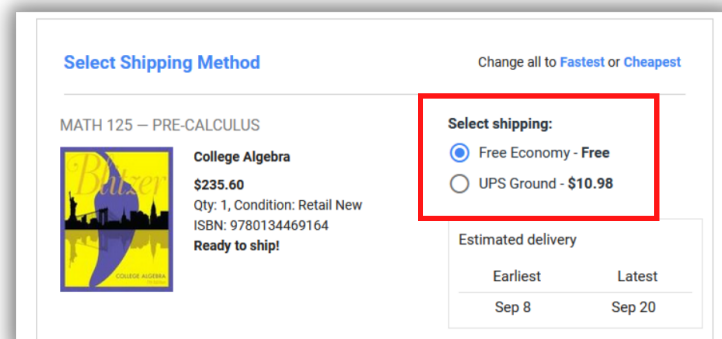
4 **Payment:** Pay with debit, credit, PayPal, Google Pay, or Apple Pay. If you have approved financial aid funds the balance will automatically appear in your account. Select the check box next to the balance to apply it to your order.
*If there is a remaining balance after applying school funds, enter another payment form.
**You may use different forms of payments for rentals, but are required to add a credit card to ensure its return.
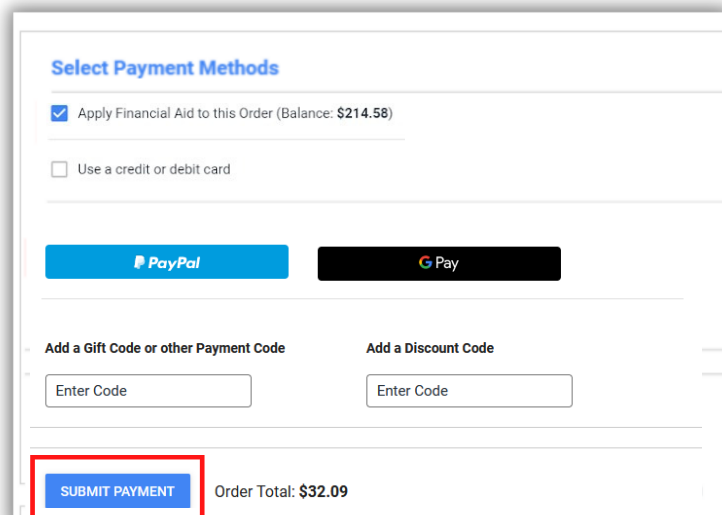
5 **Complete Order:** After completing the billing information, click "Submit Payment" and an order confirmation email will be sent to your school email account.

LEARNER EXPERIENCE (HELP)

The RPCC Online Bookstore: rpcc.textbookx.com

LEARNER EXPERIENCE HOURS

REGULAR: 9:00 am - 5:00 pm per time zone
RUSH: 24/7 support

FALL RUSH: Mid August – Late September
SPRING RUSH: January 1 – Mid February

*Rush dates subject to change based on term start dates.

CONTACT LEARNER EXPERIENCE

WEBSITE: rpcc.textbookx.com/help

PHONE: 888-959-7251
Phone calls are typically answered within three minutes of hold time, with 70% answered within one minute.

EMAIL: learnerexperience@textbookx.com
Emails answered within 48 hours. During peak season we average a response time of 15 hours.

1 Many student questions can be answered on the dynamic help page. Visit the website and log in with your school account to begin. Then click "Help" at the top of the page.

2 Find information about a recent order by selecting "I need help with my order." A list of your orders will appear. Select the one you have a question about. Several prompts will appear, and you can select the one that fits your question.

3 Continue to narrow down your question until you find the answer you are looking for. Examples include:
- How to redeem an ebook
- Tracking
- Return a book
- Cancel an order
- And much more!

4 **Don't Forget:** If you can't find a solution using the tool, you can still contact the bookstore by email or phone by clicking "Contact Us" on the right side of the page.
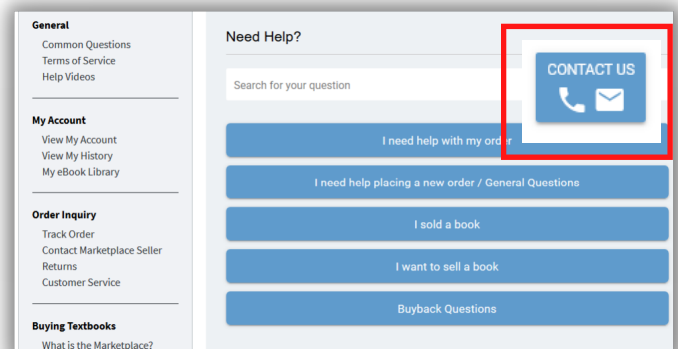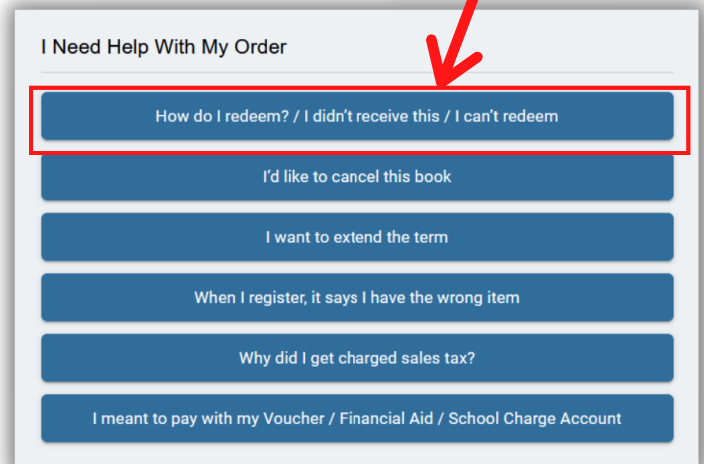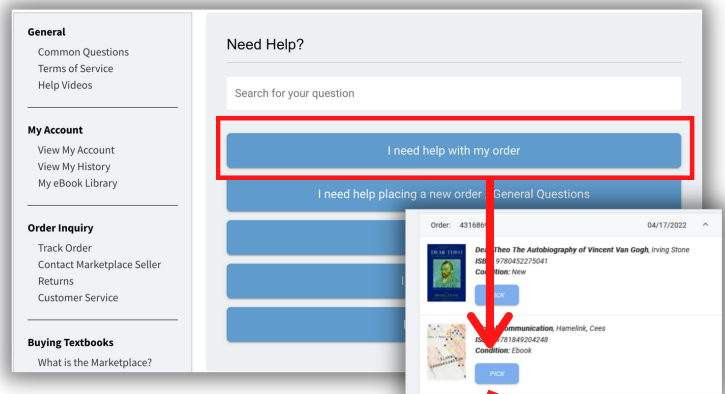
COURSE MATERIAL OPTIONS

The RPCC Online Bookstore: rpcc.textbookx.com

Stock: The bookstore stocks a variety of physical and digital texts, which are shipped from its warehouse or directly from a publisher's warehouse, depending on the item. It also hosts a marketplace where book sellers and students around the country buy and sell used textbooks at discounted prices.

Required: If an instructor marked a text as "Required" that means the text is needed in order for you to master the subject and pass the class.

Optional: If an instructor marked a text as "Optional" you are not required to have the text but can order it if you want to enhance your learning.

Grouped: Some texts may be grouped, which means you can buy ONE of the options listed. Example: sizing options for uniforms or a digital code by itself vs. a physical book that ALSO comes with a digital code.

Types of course materials and shipping details:

- **New and used** texts qualify for free economy shipping when the order is over $49.
  - **New only:** Some texts require a one-time-use code to access publisher courseware. If that is required, you must order a new version of the text. No used or rental texts will be listed because they do not come with the code.
- There are no shipping charges for **ebooks,** which have a variety of terms from 30 days to lifetime.
- **Rental** shipping charges are calculated during checkout. They have set return dates which are listed. Return reminders are emailed.
- **The marketplace** is where students and high-volume sellers sell books at discounted prices. You can save an average of 60% off on marketplace items. Books ship directly from the seller. ***Note,** these are often sold as non-returnable and do not qualify for free shipping.
- **Inclusive Access/First Day Access:** Some courses are part of an Inclusive Access program where students enrolled in the course will be given access to discounted digital course materials on the first day of class. The materials are charged to your student account or included in the fees for class tuition, depending on the school.
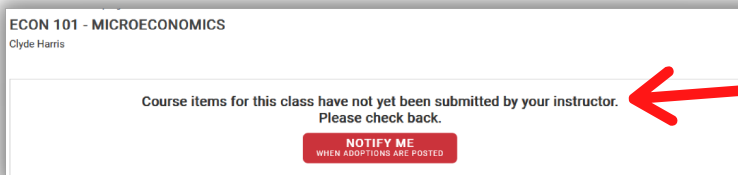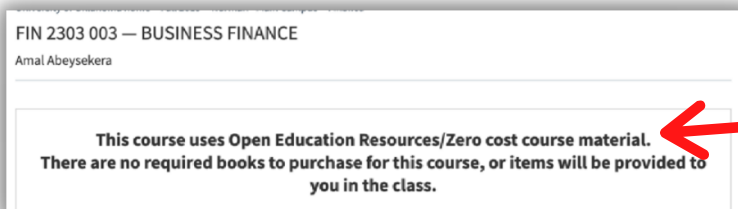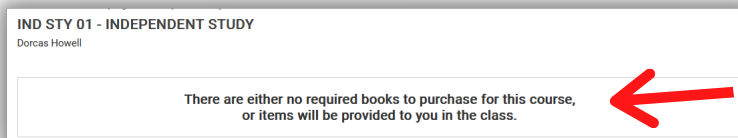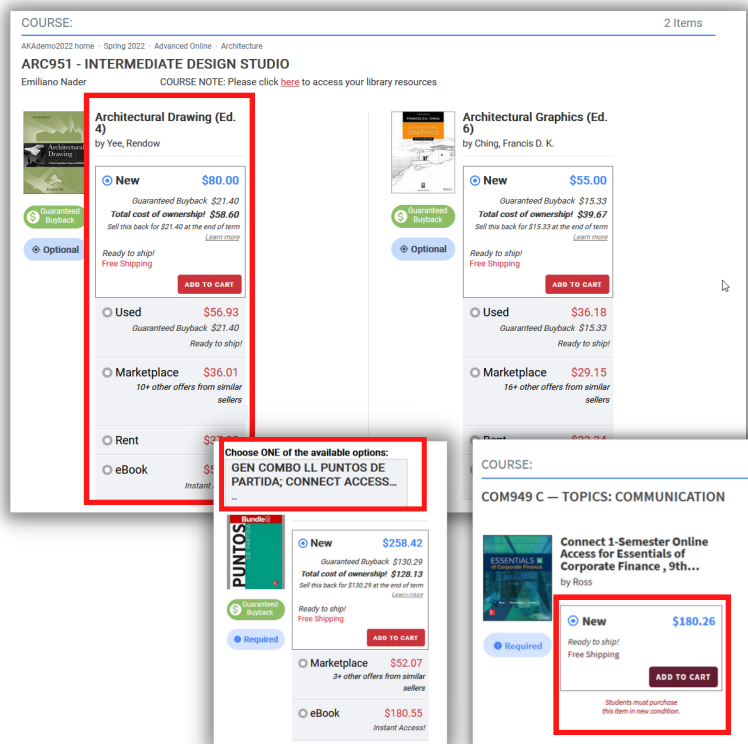
No required materials: Internships and music courses often do not require course materials. Or professors may be utilizing free, Open Educational Materials (OER). Professors can indicate that materials are not needed.

No materials listed YET: If a professor has not entered in course materials yet, you can click the "Notify Me" button and leave your email address so that when items are submitted, you can be notified.

What Is The Marketplace?

The marketplace is a platform on the bookstore website which allows students and others to buy and sell books at discounted prices. Marketplace items show up alongside new, used, ebook, and rentals. You can click "other sellers" to see all marketplace options. You can save an average of 60% off on marketplace items.

Marketplace Details:

- The marketplace is fully secured through the bookstore platform.
- Sellers list what condition the book is in.
- The truck icon means that the seller provides tracking information.
- The location of the book is listed (if you need the book soon, consider buying from vendors close to you).
- Free shipping offers are not available through the marketplace.

Introduction to General, Organic and Biochemistry (Ed. 010)
by BETTELHEIM/BROWN

⚪ **Optional**

⚪ New	$353.95	Ready to ship!
⚪ Used	$238.47	In stock! Ships in 1 to 2 days

⦿ **Marketplace** $12.61

BooksRun, PA ★★★★☆
Condition: **Acceptable** 🚚 96% Save

Ship within 24hrs. Satisfaction 100% guaranteed. APO/FPO addresses supported.

11+ Other Sellers | **ADD TO CART**

ⓘ Product Notice

What is the marketplace?

⚪ Rent	$33.54
⚪ eBook	$30.15 Instant Access!

Seller	Comments	Condition	Price	
BooksRun Location: PA ★★★★☆	Ship within 24hrs. Satisfaction 100% guaranteed. APO/FPO addresses supported.	**Acceptable** 🚚	Price: $12.61	ADD TO CART
Patrico Books Location: FL ★★★★★	Size: 11x8x1; Ships Out Tomorrow!	**Acceptable** 🚚	Price: $13.50	ADD TO CART
BooksRun Location: PA ★★★★☆	Ship within 24hrs. Satisfaction 100% guaranteed. APO/FPO addresses supported.	**Very Good** 🚚	Price: $15.81	ADD TO CART
TextbookRush Location: OH ★★★★☆	All orders ship SAME or NEXT business day. Expedited shipments will be received in 1-5 business days within the United States. We proudly ship to APO/FPO addresses. 100% Satisfaction Guaranteed!	**Very Good** 🚚	Price: $19.00	ADD TO CART
TextbookRush Location: OH ★★★★☆	All orders ship SAME or NEXT business day. Expedited shipments will be received in 1-5 business days within the United States. We proudly ship to APO/FPO addresses. 100% Satisfaction Guaranteed!	**Good** 🚚	Price: $19.00	ADD TO CART

Close

WHAT ARE INCLUSIVE ACCESS COURSE MATERIALS?

Inclusive Access (IA) is a course material delivery model where discounted digital materials are automatically delivered to students on or before the first day of class.

Bookstores, publishers, and schools work together to seamlessly deliver digital textbooks, ebooks, homework, labs, interactive courseware, and more at one discounted rate.

HOW DOES IT WORK?

IA materials are listed on your bookstore course page along with messaging on when they are available.

You do not have to make a separate purchase for these materials unless you wish to buy an optional looseleaf (if available) to use along with the included digital access.

HOW DO I ACCESS THE MATERIALS?

Once you register for a course with these materials, access will be available to you on or before the first day of class. Depending on the publisher, materials will either be made available through your Learning Management System (LMS: Canvas, Blackboard, D2L, etc.), school portal, or access instructions will be provided to you in class. Additional access information will be emailed.

HOW DOES PAYMENT WORK

The price of these discounted materials is charged to your account or is added to tuition, depending on school policies.

CAN I OPT OUT?

Yes, if you choose not to obtain the materials through the bookstore, you can opt out before the billing date and not be charged. To opt out, log into the bookstore website, click on your username at the top right, and then click "eLibrary." The materials will be listed and you can click "opt out." You can opt back in up until the listed deadline.

*If you opt out, you will need to purchase the item on your own through another vendor.

PAYMENT OPTIONS

The RPCC Online Bookstore: rpcc.textbookx.com

Payment methods:
- Credit card
- Debit card
- Prepaid cards
- Paypal
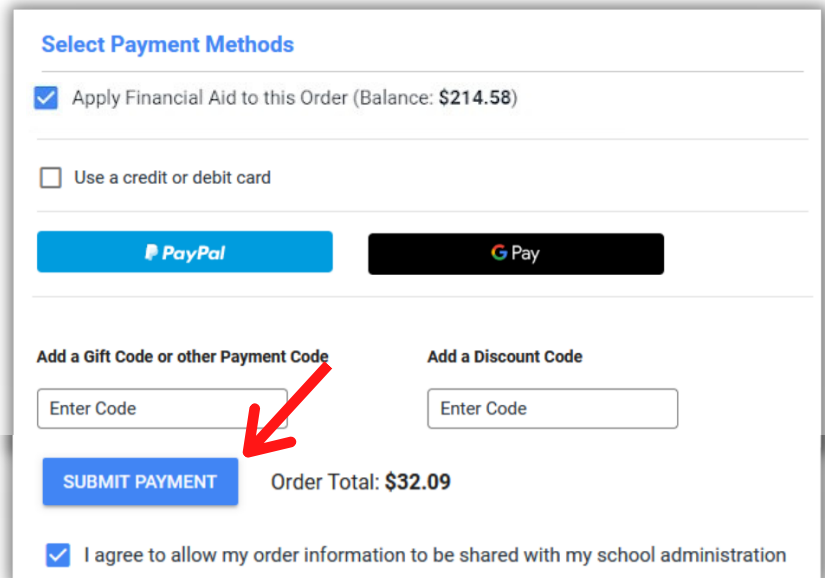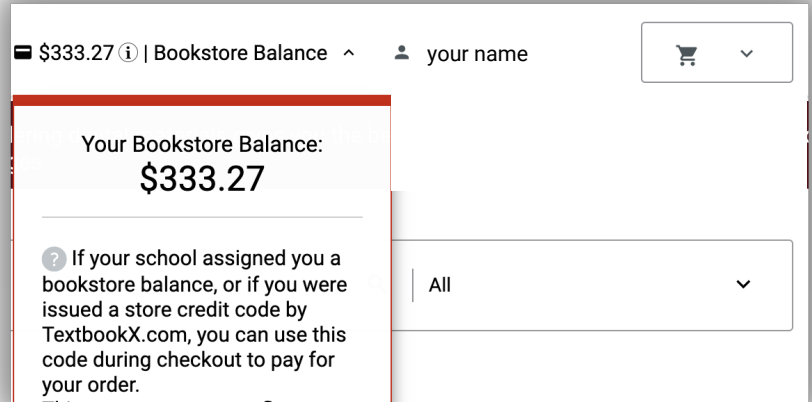- Google Pay
- Apple Pay

Other payment options:
- Approved financial aid
- Use a campus card
- Bookstore gift code

Applying school funds to an order: If your school has set up the ability for you to use your financial aid the balance will be visible on the website's header when you are logged in (see top image). When checking out, select the check box next to the listed balance to apply it to your order (see second image).

If you do not see an option to charge a balance, contact your school's bursar or financial aid office.

Gift code: If you have a gift code (rpcc.textbookx.com/giftcards) add it in the "Add a Gift Code or other Payment Code" field to activate it.

*If you were given a code to pay for course materials and it is not visible when you are logged into the website, add it to the "Add a Gift Code or other Payment Code" field to activate it.

$333.27 ⓘ | Bookstore Balance ⌃   👤 your name   🛒 ⌄

Your Bookstore Balance:
$333.27

❓ If your school assigned you a bookstore balance, or if you were issued a store credit code by TextbookX.com, you can use this code during checkout to pay for your order.

All ⌄

Select Payment Methods

☑ Apply Financial Aid to this Order (Balance: $214.58)

☐ Use a credit or debit card

PayPal   **G Pay**

Add a Gift Code or other Payment Code   Add a Discount Code

Enter Code   Enter Code

SUBMIT PAYMENT   Order Total: **$32.09**

☑ I agree to allow my order information to be shared with my school administration

Reminder:
- If there is a remaining balance after applying your school funds, enter another form of payment.
- If you order a rental, you are required to add a credit card to ensure its return. It will not be charged unless you fail to return it on time.

Shipping Options:

Most packages are sent through UPS or USPS. Some marketplace sellers use Fedex to send their items.

Free shipping is through USPS economy mail

- **New and used** texts qualify for free economy shipping when the order is over $49.
- There are no shipping charges for **ebooks,** which have a variety of terms from 30 days to lifetime.
- **Rental** shipping charges are calculated during checkout. They have set return dates which are listed. Return reminders are emailed.
- **The marketplace** is where students and high-volume sellers sell books at discounted prices. Your can save an average of 60% off on marketplace items. Books ship directly from the seller. ***Note,** these are often sold as non-returnable and do not qualify for free shipping.
- **Course supplies and/or merchandise**: Orders totaling over $49 qualify for free economy shipping

Select Shipping:

When checking out, the home address that your school has on file will automatically populate. You can also add a new address if you would like to deliver to another location.

You will be prompted to select the shipping method for your items and can select from economy, UPS ground, or media mail.
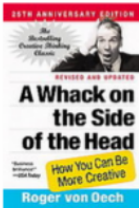
ORDERING TIMELINE

The RPCC Online Bookstore: rpcc.textbookx.com

I BOUGHT A PHYSICAL BOOK

Order
You visit the website and place an order.

Pending
The bookstore receives your order and processes it.

Confirmed
Your item(s) are pulled and packed up at a warehouse.

Shipped
Your item(s) are shipped out and tracking information is emailed.

Delivered
Your course materials arrive to you!

*The bookstore stocks physical and digital course materials prior to the start of the academic term. Depending on publisher stock, or if the bookstore's stock runs low, some confirmed orders might be delayed. We work diligently to source items quickly. Check your bookstore purchases page for details.

I BOUGHT A DIGITAL BOOK

Order
You visit the website and place an order.

Pending
The bookstore receives the order.

Confirmed
The bookstore confirms details and actively works to fulfill the order from its digital stock.

"Shipped"
Digital codes are deployed and access information is emailed to you and listed in your eLibrary.

Delivered
You access your digital materials through the provided website link.

THE ELIBRARY
The RPCC Online Bookstore: rpcc.textbookx.com

WHAT IS THE ONLINE BOOKSTORE ELIBRARY?

The eLibrary is where the bookstore keeps a record of all digital course materials that you has access to. This includes any item bought from the bookstore including:

- ebooks filled through VitalSource
- Publisher Courseware (McGraw Hill, Pearson, Cengage, Connexions, and Flat World)
- Subscriptions to Cengage Unlimited or Pearson+
- Digital texts through Inclusive Access courses

To visit the eLibrary, log in with your student account, click on your username located at the top right, and then select "eLibrary."

Each digital text you have access to is listed along with title, author, and access information.

ACCESSING DIGITAL COURSE MATERIALS

Instructions differ based on the publisher and item, but the bookstore will email access information, which is also listed in the eLibrary.

*Most access is sent soon after orders are placed, but some may take longer. Check your account to see whether an item is pending fulfillment.

TYPES OF DIGITAL COURSE MATERIALS:

VITALSOURCE EBOOKS (VS): You MUST access VS materials for the first time through your bookstore eLibrary by clicking "Read Now." Once logged in, the text appears on the VS bookshelf. If you are new to VS, you should create an account with your school email address. If you have used VS in the past, you should access your new materials with your existing account.

COURSEWARE: Courseware from publishers like McGraw Hill, Cengage, or Pearson is accessed through their websites. The eLibrary will have links to the platform as well as unique access codes. *While most courseware access information is emailed, some is physically mailed. Courseware access that is mailed will not appear in the eLibrary, but tracking information will be listed under the "Purchases" page.

CENGAGE UNLIMITED AND PEARSON+: Subscriptions bought for Cengage or Pearson's digital texts are accessed through the publisher's website.

INCLUSIVE ACCESS: Depending on the publisher, materials will either be made available through the LMS, school portal, or access instructions will be provided in class.
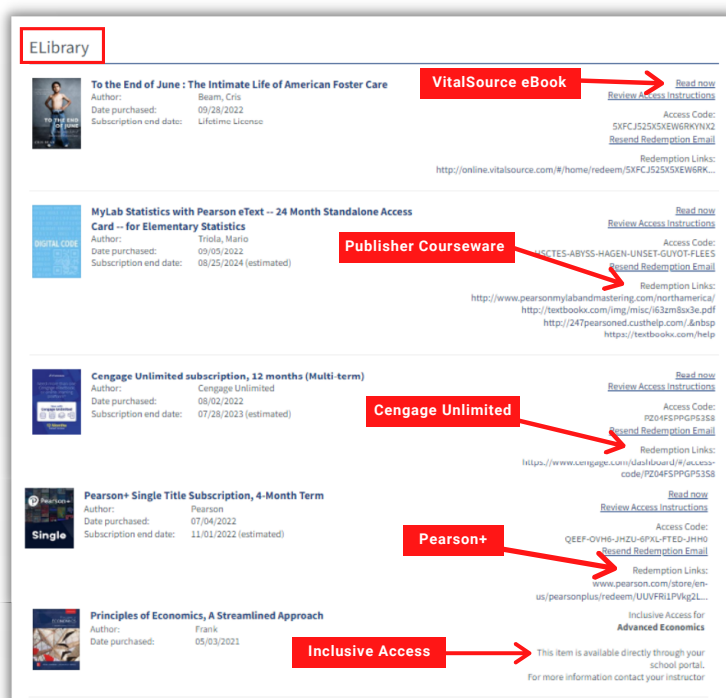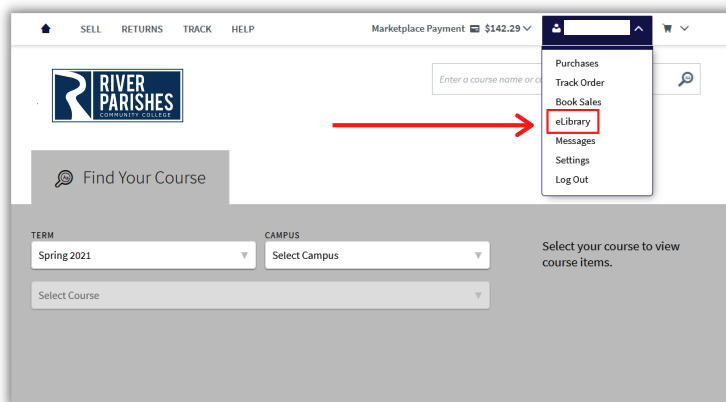
WHAT IS CENGAGE UNLIMITED (CU)?

Cengage Unlimited is a digital subscription offered by the publisher Cengage, which grants users access to the entire Cengage digital catalog for one low price (not including custom ISBNs).

Akademos/TextbookX partners with Cengage to sell this subscription through its website. Your can purchase the subscription for six months, twelve months OR one year. There is also a 4-month access option for all Cengage eTextbooks, but please note, this offer does NOT come with courseware like Mindtap.

Pricing is subject to change and based on publisher prices.

HOW IS IT SHOWN ON THE WEBSITE?

If you have qualifying items, you will be prompted with website popups letting you know of your potential cost savings. You can then either:

1. Choose to buy the Cengage Unlimited subscription
2. Close the panel and buy the digital items individually
3. Select one of the other available book formats (new, used, rental)

HOW DO YOU ACCESS CU?

Access information is emailed to you and links are also included in your eLibrary account. You access the subscription through Cengage's website.

If you are new to Cengage, you should create an account. If you have used Cengage in the past, you should access it with your existing account.

WHAT IS PEARSON+?

Pearson+ is a digital subscription plan offered by the publisher Pearson, which grants users access to a single or multi-eText plan for four months (excluding custom ISBNs). With it, you can instantly access your eTextbooks, search, add notes and highlights, watch videos, create flashcards, and get audio in most titles.

Akademos/TextbookX partners with Pearson to sell this subscription through its website. You can purchase the single eText subscription at $39.96 OR a multi eText subscription for $59.96.

HOW IS IT PRESENTED?

Courses with qualifying Pearson+ texts will be indicated on the course page.

Clicking "Buy Subscription" will show a popup with more details on how the subscription works as well as how many other items that are assigned to your courses qualify for it.

If you only has one qualifying item, you can choose to buy the single OR multi-plan. If you have more than one qualifying item, you will automatically be prompted to order the multi-plan.

HOW DO YOU ACCESS PEARSON+?

Following purchase, access instructions will be emailed and listed in your student eLibrary account. You access your ISBN(s) through Pearson's website.

If you are new to Pearson, you should create an account. If you have used Pearson in the past, you should access it with your existing account.
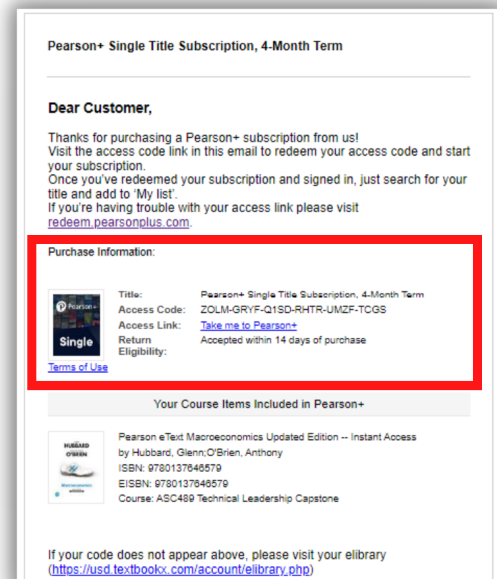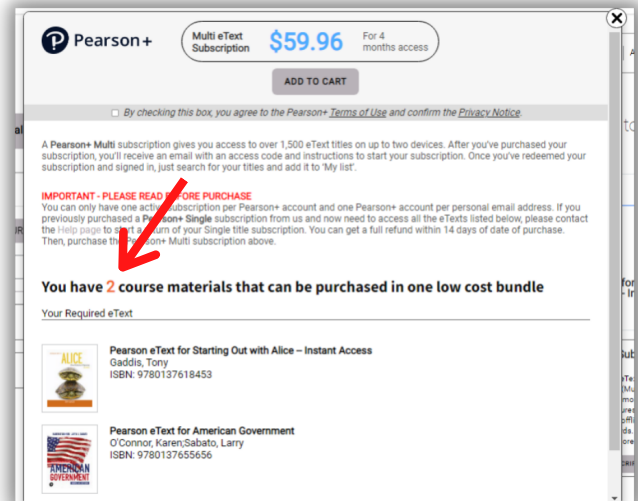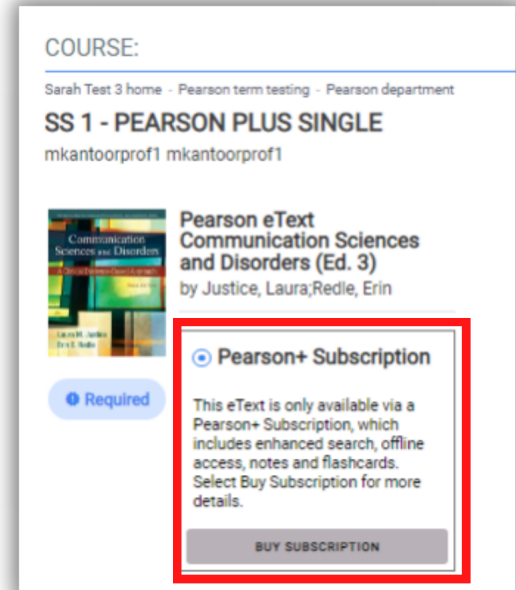
VITALSOURCE TROUBLESHOOTING
The RPCC Online Bookstore: rpcc.textbookx.com

I BOUGHT A VITALSOURCE EBOOK FROM THE ONLINE BOOKSTORE. NOW WHAT?

VitalSource is a platform for reading digital texts. Most ebooks on the bookstore website will be filled through VitalSource.

Check your student email account for access information. Emails are sent from TextbookX.com. The bookstore will also list access instructions and any redemption codes in your eLibrary account.

TO VISIT THE ELIBRARY:

1. Log into the bookstore with your school account
2. Click on your username at the top right and then select "eLibrary"
3. Review access details for each item you have access to

*Most ebook access is sent soon after orders are placed, but some may take longer. Check your bookstore account to see whether an item is pending fulfillment.

ACCESS:

You access VS texts for the first time through your bookstore eLibrary by clicking "Read Now." This will take you to VitalSource where you will either create a new account or log into your existing account if you already have one. Once logged in, the text appears on your VS bookshelf. Links may also be available through your LMS account.

Troubleshooting: If clicking "Read Now" does not work, click the "Redemption Link" and follow the same instructions above.

Global Communication
Author: Hamelink, Cees
Date purchased: 04/17/2022
Subscription end date: Lifetime License

Read now
Review Access Instructions
Access Code:
32JEDKXGC3FZJZUJSGQE
Resend Redemption Email
Redemption Links:
http://online.vitalsource.com/#/home/redeem/32JEDKXGC3FZJZUJ...

SPECIAL CASES:

- Sometimes publisher courseware is delivered through VS. When this is set up, you must follow a two-step verification process to access your courseware. You first go to VS to reveal a code and then go to the publisher website to access the materials.

VITALSOURCE HELP PAGE:

support.vitalsource.com

Help Video:

Getting started with Bookshelf

VitalSource Features

*Get instant access to your eTextbook **PLUS** a full suite of study tools on any device — both online and offline.*

- **Anytime Access:** Download titles and study on the go with 100% offline access.
- **Workbook:** Improve focus. Edit notes, add bookmarks, and review key concepts.
- **Margin Notes:** Take annotation in line as you are reading.
- **Global Search:** Search across book content and your workbook.
- **Read Aloud:** Listen and follow along as Bookshelf reads to you.
- **Coach Me:** Prep, practice, and focus with this new feature!

COURSEWARE TROUBLESHOOTING

The RPCC Online Bookstore: rpcc.textbookx.com

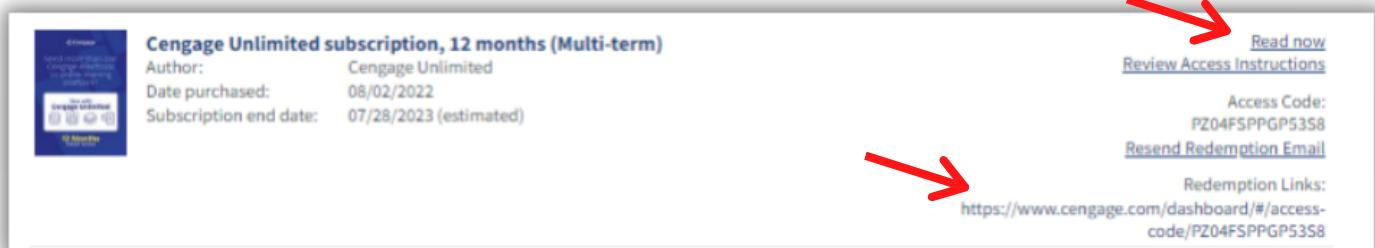**I BOUGHT DIGITAL COURSEWARE FROM THE ONLINE BOOKSTORE. NOW WHAT?**

Supplemental publisher materials includes homework, quizzes, learning tools, etc. These are accessed through a publisher's website and often have unique codes to launch it. Check your student email account for access information. Instructions differ based on the publisher and item, but emails will specify what to do. Emails are sent from TextbookX.com.

Depending on the item, you will be emailed instructions with links to a publisher's digital platform or you will be sent to your bookstore eLibrary for further instructions. The eLibrary lists ALL of the digital materials you have access to.

TO VISIT THE ELIBRARY:

1. Log into the bookstore with your school account
2. Click on your username at the top right and then select "eLibrary"
3. Review access details for each item you have access to

*Most courseware access is sent soon after orders are placed, but some may take longer if the bookstore sells out of its digital stock. Check your account to see whether an item is pending fulfillment.

Cengage Unlimited subscription, 12 months (Multi-term)
Author: Cengage Unlimited
Date purchased: 08/02/2022
Subscription end date: 07/28/2023 (estimated)

Read now
Review Access Instructions
Access Code: PZ04FSPPGP53S8
Resend Redemption Email
Redemption Links:
https://www.cengage.com/dashboard/#/access-code/PZ04FSPPGP53S8

PUBLISHER HELP PAGES

If the bookstore can't assist with a problem because they do not have access to the publisher website, they may suggest contacting the publisher.

Publisher: McGraw Hill (Connect, ALEKS, etc.)
mheducation.com/support.html

Publisher: Cengage (MindTap, WebAssign, etc.)
startstrong.cengage.com/

Publisher: Pearson (MyLab, REVEL, etc.)
support.pearson.com/getsupport/s/students

Publisher: Wiley (WileyPlus)
wpsupport.wiley.com/s/

Publisher: MacMillan (Achieve)
mhe.my.site.com/macmillanlearning/s/achieve

Publisher: Norton (InQuizitive)
wwnorton.com/student

Publisher: Flat World
support.flatworldknowledge.com/en/

5 TIPS FOR TROUBLESHOOTING
DIGITAL COURSE MATERIALS

1 CAN'T FIND CODE — Check your email for a message from the bookstore OR check your bookstore eLibrary account for the code and link to publisher website.

2 CODE DOESN'T WORK — There might be an edition mismatch. Contact the bookstore who will work with the publisher and professor to review.

3 MISSING COURSE CODE — To launch courseware, professors must create and then provide you with a course code. Contact the professor for the code.

4 CODE ALREADY ACCESSED — If you have an existing publisher access account, the materials might be under that account. Contact the Publisher help team.

5 CODE ISN'T REVEALED — If a code is supposed to be revealed but nothing is showing up, your device might be blocking popups. Check and adjust.

ACCESSING COURSEWARE FROM VITALSOURCE (TWO-STEP VERIFICATION):

Some courses include courseware that is delivered by VitalSource (VS) and accessed through a publisher's website. For these, there is a two-step verification process you follow to gain access:

- Visit your online bookstore eLibrary account to access VS.
- Once in VS, you reveal an access code which is used to launch the materials on the publisher's courseware website.

BOOKSTORE AND VITALSOURCE WEBSITE:

1. Visit the bookstore website and log in with your student account.
2. Click on your username at the top right of the website, then select "eLibrary."
3. Locate the text and click "Read Now." This launches VS, where your text will be listed.
4. Log in with your existing VS account. If you do not have one, you will be prompted to make one with your school email.

***Note:** The code listed in the bookstore's eLibrary is for VS, NOT the publisher website.

REVEAL CODE & ACCESS PUBLISHER WEBSITE:

1. Once in VS, select the text you want to access and click "Continue Reading." This loads a new page that will include a popup at the top right (if you do not see it, make sure your device is not blocking popups).
2. Click the hyperlinked "here" on the popup and then click "Continue."
3. Click "Reveal access code." **This is the code you need for the publisher's website.**
4. Copy the courseware access code and follow the prompts to redeem it on the publisher's website (this may include entering a course code provided by your professor). *Keep in mind the publisher access code can only be used on the publisher's website, NOT VitalSource.

Note: Codes come in different formats. Pearson codes are 30 characters and look like: ABCDEF-GHIJK-LMNOP-QRSTUV-WXYZA-ABCDE.

QUESTIONS:

If your code is not working, contact the bookstore. If the text edition is incorrect, we will work internally with the publisher and professor to correct it. If your publisher account does not match your code (user error) you may have to contact the publisher's customer experience team for further assistance.
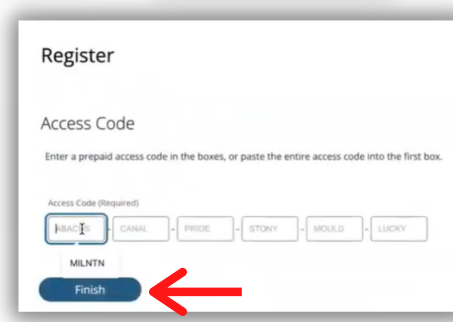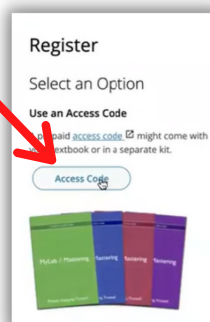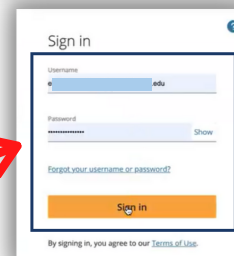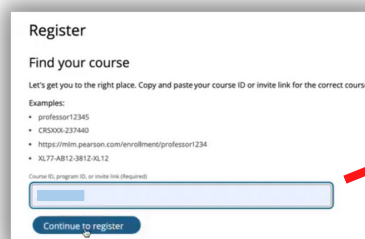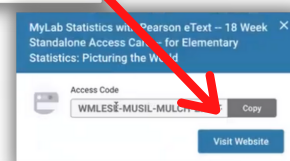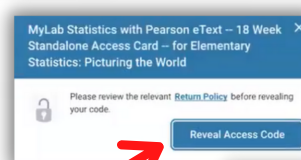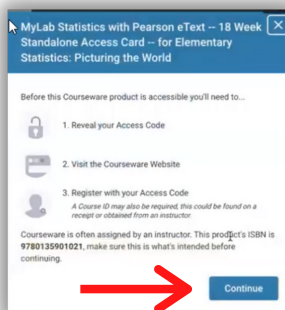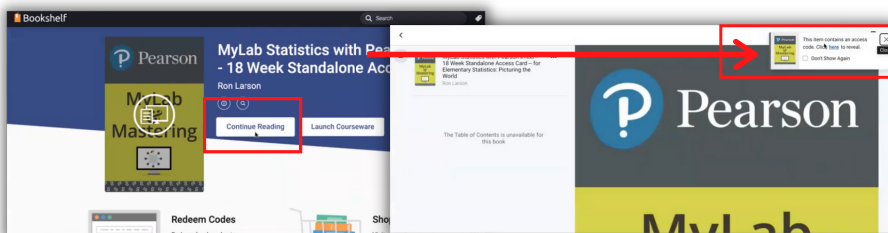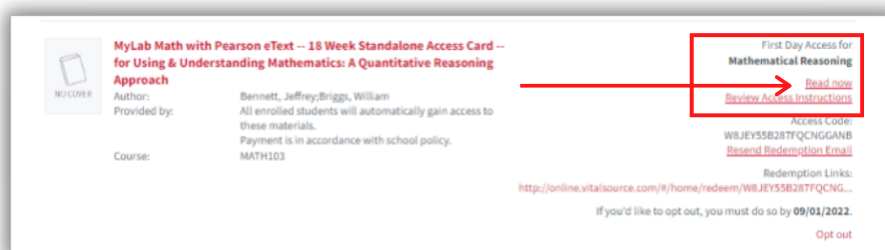
RETURN A TEXTBOOK

The RPCC Online Bookstore: rpcc.textbookx.com

WHICH COURSE MATERIALS CAN BE RETURNED?

- New textbooks can be returned for a refund within 30 days of the order confirmation or two weeks after the class start. Many ebooks can be returned within 14 days.
- Item was not from the marketplace.
- Item was not sold as "Not returnable."
- Item was not "consumable" (one-time-use code) and has not been opened or had the access code revealed.
- Item was not sold as a rental.
- Item is not a bundle, looseleaf item, or any other sealed item.

Items ineligible for return are marked "not returnable" at checkout. If you miss the deadline to return or you ordered an item that can not be returned, you can always post it for sale on the marketplace.

*If you return a book, there is a return shipping fee, unless the return is due to a bookstore error (i.e. wrong item sent).

BEGIN A RETURN:

There are two ways to start a return.
1. Visit the website, log in with your student account, and click "Purchases" under your username. Locate the item you want to return.
2. OR Click "Returns" on the homepage, log in with your student account, and then select the item you want to return from the drop-down menu. If you are not prompted to log in with a student account, log in with your TextbookX account or simply click "Returns" and then search for your order using your email and Order ID.

RETURN INSTRUCTIONS:

1. Locate the item you want to return.
2. If it can be returned, click the check box, "Select Items to Return." If an item is not eligible for return, a check box will not be available to click.
3. Use the drop-down menu to select the "Return Reason" (dropped course, wrong book sent, etc.).
4. Click "Generate a Printable Package Slip."
5. Print the package slip and then put it inside a shipping box along with your returnable item.
6. Mail it to the address listed on the packaging slip.
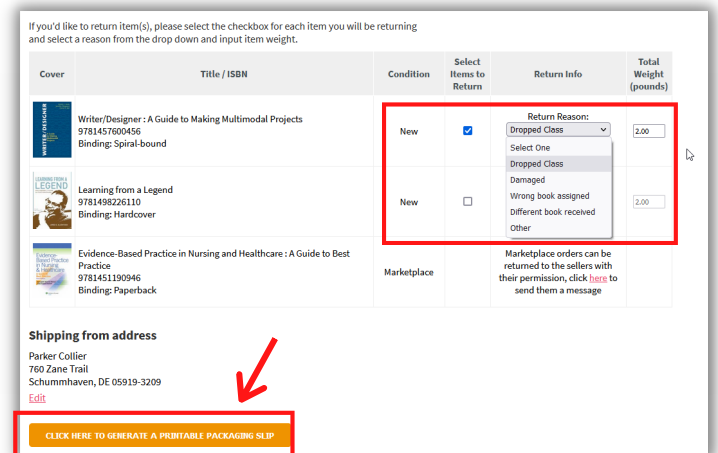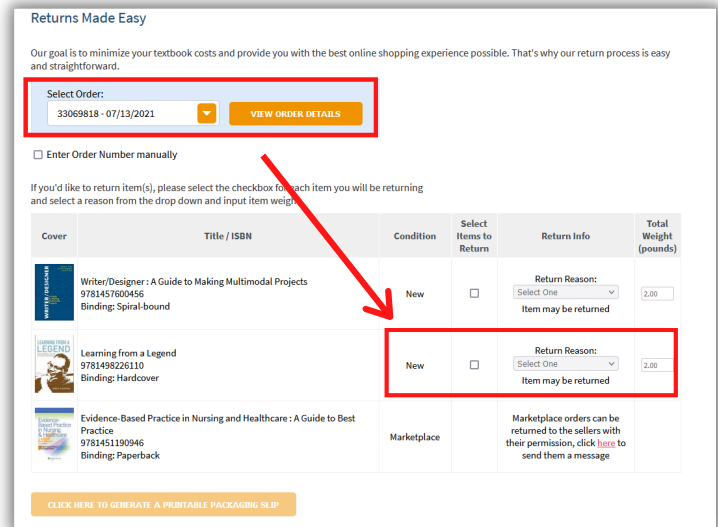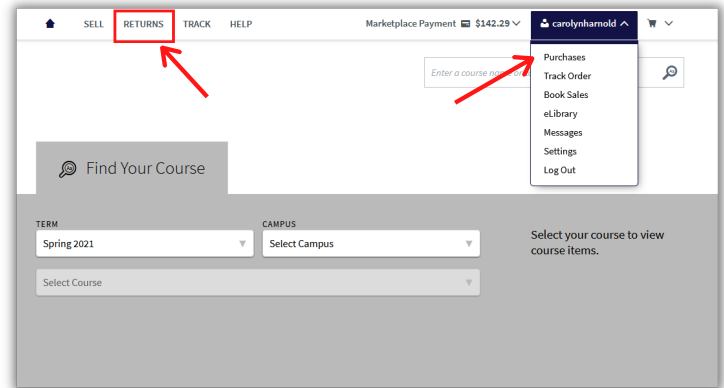
REMEMBER: Do **NOT** use the packaging slip as a label for the outside of the box. You must make a separate shipping label.

RETURN A RENTAL TEXTBOOK
The RPCC Online Bookstore: rpcc.textbookx.com

RENTAL RETURN INSTRUCTIONS:
1. Visit the website and log in with your student account to print your pre-paid return label.
2. Affix label to package.
3. Enclose **all** rentals in **one** package (one label per term is provided).
4. Drop off package at any USPS blue box. If you drop off the package to your campus mail room, let them know the package is for a USPS blue box.

LOCATE RETURN LABEL AND INSTRUCTIONS:
There are two ways you can find the label and return instructions. You can EITHER
- Access it from the "returns" page OR
- Access it from the "purchases" page. Remember to be logged in to your bookstore account.

RENTAL CONTROL PANEL FROM RETURNS PAGE:
1. Log in to your account and then click "Returns" at the top of the website.
2. Use the drop-down menu to select the Order ID with rental textbooks.
3. Rental textbooks will have a link to the "Rental Control Panel." Click the link.
4. Follow instructions to print the label and send.

RENTAL CONTROL PANEL FROM PURCHASES PAGE:
1. Log in to your account and then click on your username on the upper right side of the website.
2. Click on "Purchases."
3. Scroll down until you see a rental. Then click "Rental Control Panel."
4. Follow the instructions to print the label and send.

RENTAL CONTROL PANEL:
Once you are in the Rental Control Panel, note the return dates and read the return instructions. Then click "Print Shipping Label."

REMEMBER: Enclose **all** rental textbooks in **one** package (one label per term is provided).
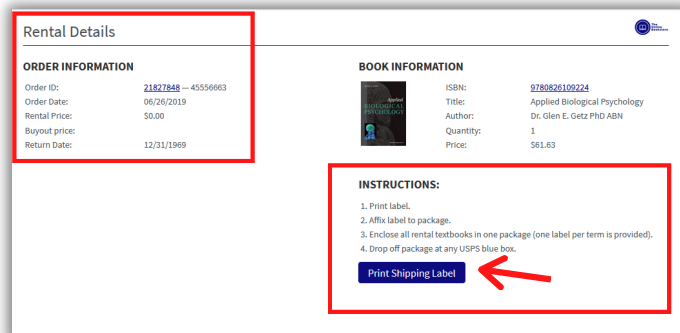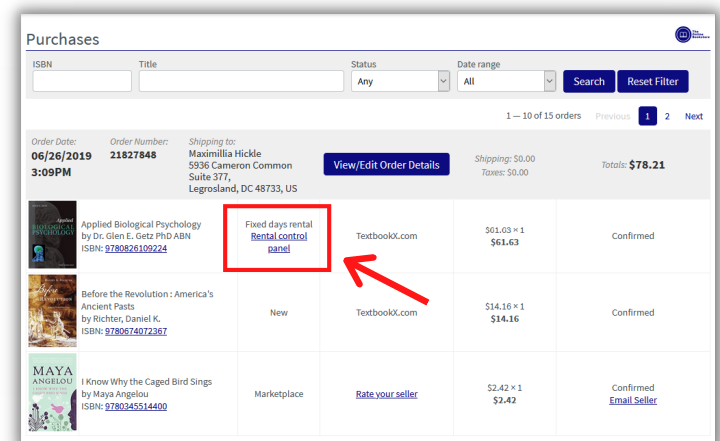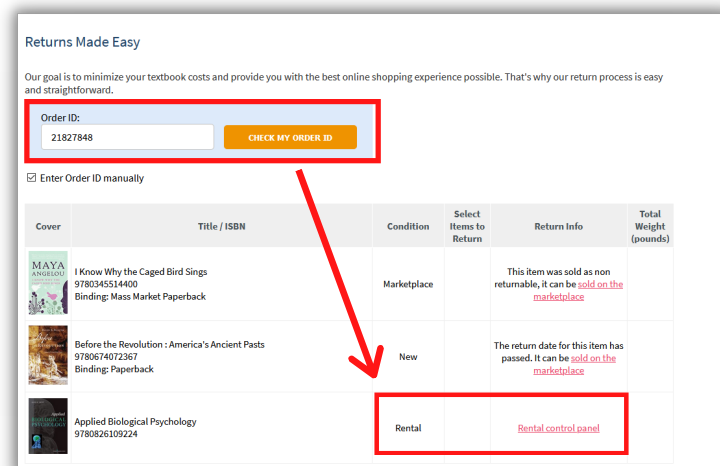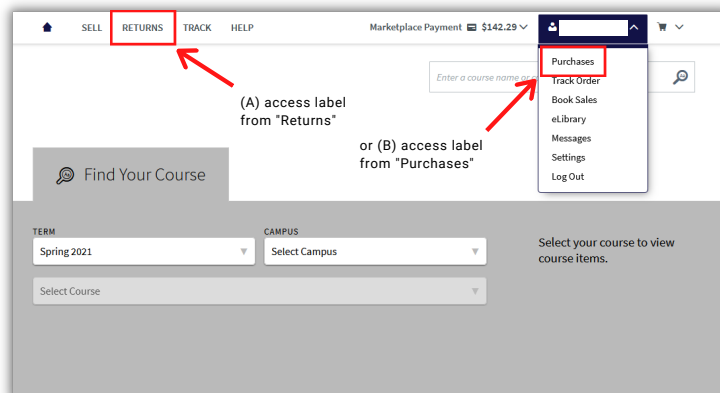
SELL A TEXTBOOK

The RPCC Online Bookstore: rpcc.textbookx.com

1. INSTANT BIDS:

What is it? A seller is already identified and has a set offer for that text. You can choose to accept or reject the offer.

Benefits: These are quick and take away the uncertainty of posting it on the marketplace and waiting for someone to buy.

Actions: Type in the text's ISBN you want to sell. The website automatically searches for bids, which you can accept or decline.

Visit the website: Log into your bookstore account and click "Sell" at the top of the page.

Enter the ISBN: On the sell page, type in the ISBN listed above the barcode of your book. You can enter in either the 10- or 13-digit number.

Search for Instant Bids: After you enter an ISBN, available instant bids will automatically appear. You can **either** choose to accept it by clicking "Sell my book now at the price offered on this page" **or** you can decline the offer by clicking "Post my book on the marketplace."

Post to the marketplace: If there are no instant bids or you don't want to accept a bid, you can post the text at your own price. After you enter the ISBN, verify that the information listed is correct, then click "Post this book."

Set condition and price: You will be prompted to list the condition of the book and your selling price. The average price it is selling for will appear to help you decide.

Confirm Sale: After someone buys your book, you will be emailed with instructions on how to confirm and mail it.

Generate Shipping Label: After you confirm the order, you will generate a shipping label which goes INSIDE the shipping box and will be prompted to either pay for a prepaid label through the bookstore or use your own.

Receive payment to your bank account OR in store credit. **If you choose store credit, you get an extra 5%.**

Important: You MUST indicate how you want to receive funds before you can be paid. Click "settings" under your username, scroll to "Account Management," then click "Enter payment info." Click "Payment preference" and add bank details or select store credit.
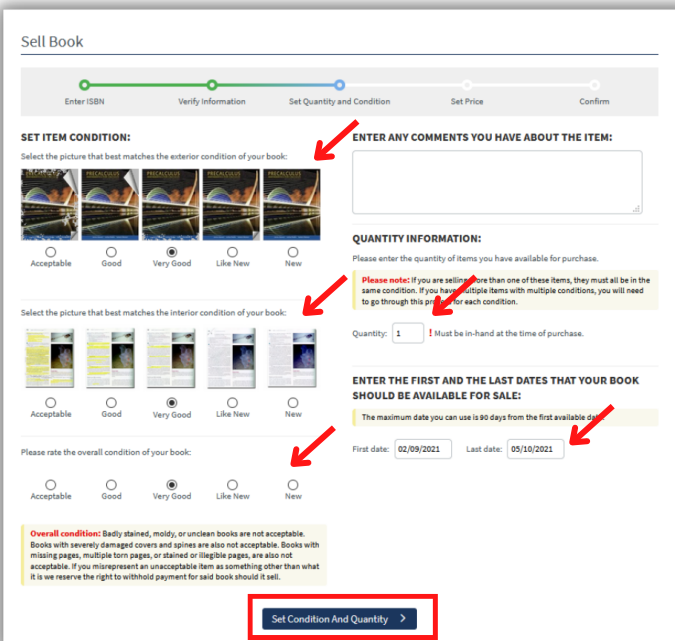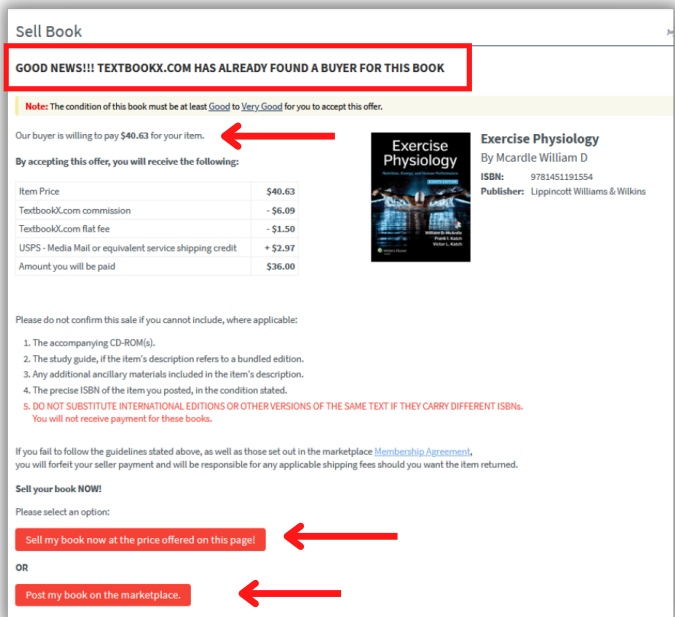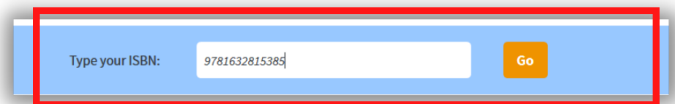
You also need to add a credit card for shipping charges. You will receive shipping credits after the sale is complete.

2. POST A BOOK ON THE MARKETPLACE:

What is it? Post books on the website at their own price.

Benefits: Instant bids are non-negotiable and sometimes lower than what others sell the book for. If you aren't in a hurry for the text to sell, posting on the marketplace is a great idea.

Actions: Type in the text's ISBN. Follow the instructions to list the conditions and price. It will be posted to the marketplace.

BEGINNING & END OF TERM TIPS

The RPCC Online Bookstore: rpcc.textbookx.com

START YOUR TERM STRONG!

1 BOOKMARK THE BOOKSTORE:
Log into the bookstore every term with your school account so you can review your personalized page. We recommend logging in 3-4 weeks before classes begin.

Extra: The bookstore sends email confirmations from textbookx.com, so make sure to check your spam folder if you are not receiving important information about your orders.

2 TRACK, RETURN, CONTACT YOUR MARKETPLACE SELLER:
You can do a lot through the website, like track an order, start a return, or contact your marketplace seller. Start on the help page and then use the dynamic tool to find a personalized answer to your question.

Extra: Post your used textbooks for sale at the start of the semester — that's when students are looking for textbooks!

3 ACCESS DIGITAL COURSE MATERIALS:
If you bought digital course materials, you will be emailed access information. You can also locate the information in your bookstore eLibrary account. The eLibrary is where the bookstore keeps a record of all digital course materials that you have access to.

Extra: To access your eLibrary, visit the bookstore, log in, click on your username, and then click "eLibrary."

END OF TERM REMINDERS!

1 RETURN RENTAL TEXTBOOKS:
If you rented textbooks, you need to return them before the due date or else you will be charged the buyout fee. Email reminders will send you to the website where you can review instructions and print out your pre-paid return label.

Extra: Rentals are returned in one package with one return slip, no matter how many books you rented!

2 SELL USED TEXTBOOKS:
You can post textbooks for sale on the marketplace and name your own selling price. Some books have instant bid offers from high-volume resellers. You can accept that offer and send it to the vendor, or you can post it at another price and wait for someone to buy it.

Extra: Get paid either by direct deposit to your bank account or with bookstore credit. If you select credit, you get an extra 5% back!

3 BOOKMARK THE BOOKSTORE:
Before the next term begins, make sure to visit the bookstore to review your course list for the next term. Ordering early gives you the best chance of finding great deals and free shipping options.

Extra: The website is optimized so you can order on your phone or computer whenever you want!

<u>Click here</u> or scan for a playlist of help videos

HOW DO I LOG IN TO SEE MY PERSONALIZED PAGE?
Log in with your school credentials. If you are unable to log in, the bookstore may not be receiving your registration information. Contact the bookstore so they can reach out to the school and confirm your user files. Or try the following:
- Clear your internet cache
- Try logging in from a new browser
- Contact your school's IT student help office

MY PROFESSOR SAYS THAT THE WRONG BOOK WAS LISTED ON THE WEBSITE:
Contact the bookstore. They will reach out internally to confirm with the school and professor what should be assigned and work with you to resolve the issue.

NOTHING IS ASSIGNED ON THE WEBSITE BUT A BOOK IS LISTED ON MY SYLLABUS:
Contact the bookstore. They will reach out internally to confirm with the professor what should be assigned and add it to the page so that you can order it.

I DID NOT RECEIVE MY MARKETPLACE ORDER. WHAT SHOULD I DO?
Contact the seller through the website. Log into your account, then find your order on the "purchases" page. You should see a link that will let you contact and send the seller a message. If they do not respond in 48 hours, contact the bookstore and they will cancel/refund as needed.

ARE ALL DIGITAL COURSE MATERIAL ACCESS CODES EMAILED?
Most digital courseware access is emailed, but depending on the publisher, some are physically mailed. Check the confirmation email for details, or log into your bookstore account and review your Purchases page for access codes or tracking details. Most digital texts are emailed to students soon after purchase, but if the bookstore runs out of stock, some delays may occur while more are ordered.

I SOLD A BOOK, BUT HAVEN'T BEEN PAID YET.
Before you can be paid, you need to make sure that you have selected your preferred payment method. Log into the bookstore and then click "Settings." On the left side of the screen under "Account Management," click "Enter payment information."

Once you have filled out your payment information please select the "Update Payment Information" link at the bottom of the form to save your information. Payment cycles are on the 7th and 22nd of every month.

I NEED ASSISTANCE TO ENSURE MY MATERIALS ARE ACCESSIBLE. WHO SHOULD I CONTACT?
Schools have offices of disabilities which can help you work with the bookstore to make sure you have materials you can access. Publishers make books available digitally and can be accessed through an eReader. If there is not an ebook available, staff at the office can work with the publiher's accessibility staff to put in requests. Resource: http://www.accesstext.org/home.