

Why are textbooks only available online now?

By using a shared service format for textbook sales, we can continue to attack textbook affordability issues, while maintaining a sustainable Bookstore.

How do I place an online order?

You will need to register on our site, saintpaulcollegebookstore.com, first. Please use a valid email as you will have emails directed here. Email is our primary method of communicating with you! You will need your course schedule in order to accurately find your textbooks. Click on "order textbooks," select all of your courses from the menu, and then click on "get course materials."

What is "Order Update Action and Preference"?

This field is to inform us how you would like your order filled if your instructor should change the textbook or course materials before we process your order.

- Do not add to Order: no changes will be made to your order
- Add All Materials: all materials (Including required, recommended, and optional) will be added to your orders
- Add Only Required: we will only add/change your order if the instructor makes changes for required course materials

I requested a used book, but I received a new book. Why?

We reserve the right to make substitutions if your books are not available in the requested condition. If you select "used preferred" and a used book is not available, a new book will automatically be substituted, and vice versa. The dollar amount of your order WILL change if substitutions are made.

How do I charge my textbooks to financial aid?

You will be able to purchase items using financial aid funds on the Bookstore's website once your financial aid has been successfully processed and certified. Financial aid charging is only available for a specific period of time at the start of each semester. Check the College Store and our website for posted dates.

To charge textbooks and supplies to financial aid for your online order, select Financial Aid ("FA/PSEO/Gateway/3rd party/ VETS) as your payment type during checkout and enter your star ID in the account number field. Any specific questions regarding financial aid should always be addressed through the Financial Aid Office.

How do I know when my online order is ready to be picked up?

You will receive a confirmation email from the Minnesota Textbook Center confirming your online order after you have placed it on our site. If you do not receive an email confirmation within 12 hours of placing your order, your order was not received and you will need to submit a new one.

You will receive an email when your order is ready for pick-up. If you are expecting a message from us and you do not see it in your inbox, check your junk/clutter/spam folder.

How long does it take for online orders to be processed?

It typically takes 1-2 business days for an online order to be processed. However, during busy times (like the beginning of each semester), orders can take longer to fill. Please plan ahead and order early.

Where do I pick up my online order?

All online orders can be up in the Bookstore. You must present a valid photo ID. The name on your ID must match the name on your order. If you are picking up a College Go-To Pass, you will need to present your college ID.

Can someone else (friends/family) pick up my online order?

Yes. Enter the person's name in the "customer notes" field when placing your order. If you didn't enter that information while you were placing your order, call us at (612) 659-6851 or email us at mntextbooks@minneapolis.edu and let us know the name of the person who will be picking up your order. Please note: a photo ID is required to pick up all orders.

*PSEO/Gateway students must pick up their own orders. No exceptions

Why did my shipping order get changed to pick up at store?

Some items cannot be shipped and any order that contains those items will be changed to be picked up at store. This includes Go-To College Bus Passes and kits. Another common reason your shipping preference may have been changed is that PSEO/Gateway students are not eligible to have their orders shipped.

How do I cancel an online order?

Orders can be cancelled by sending an email to mntextbooks@minneapolis.edu. The email must include your name, star ID, order number, and the reason for the cancellation.

Why was my online order cancelled?

Some common reasons for cancellation are:

- Your credit card was declined
- Financial aid funds were not available during the charging period
- Your order was a PO. Box
- Financial aid has yet to come through

If you feel your order has been cancelled in error, please contact us immediately.

Where can I return books I purchased?

Returns are accepted during a specific window each semester. Check the Bookstore website or your receipt for dates. Please see our [Return Policy](#) for additional details. If you ordered online, you must return them via mail. In the package, you need to include the books you are returning and the original receipt. If you do not provide the receipt you are subject to a lookup fee.

***PSEO/Gateway students: you must turn in your books at the conclusion of each semester.**

What should I do if I need my books but my financial aid has not gone through yet?

If your financial aid is not available by the financial aid charging deadline, you may use a credit card to pay for your materials online. Also, many instructors make textbooks, articles, and other course material available through the Saint Paul College Library's reserve collection for use in the library. For access codes, see your instructor. Sometimes you can obtain temporary, limited access.