

ONLINE ORDERS BY CHECK/CASH

Procedure

In order to serve students of the Concord Campus who are unable to pay for their materials by credit cards or who have a financial aid check, the following procedures are in place. **Note: Pioneer Bookstore will NOT refund credit card purchases so student may re-pay with financial aid checks. This process costs the store over 6% of the sale and more than our profit (3% for the sale and 3% for the refund!)**

- I. A PRINTOUT of the student's classes (obtained online or from Academic Services), the student's name, phone number and/or email address, and a copy of the blank check is to be faxed to 510-581-6429.
- II. STUDENT MAY NOTE whether they prefer used books (if available) or new books only on the fax
- III. BOOKSTORE PERSONNEL will pull the order and assemble it for delivery to Concord Campus. They will add to the front:
 - a. A copy of the printout sent
 - b. An itemized printout of the materials by price with a total due including tax
- IV. BOOKSTORE PERSONNEL will phone or email the customer and notify them that the order is filled and when it will arrive at CC
- V. The package will be delivered to Concord and placed with other orders.
- VI. STUDENT WILL COME TO THE WINDOW FOR PICKUP with the check.
- VII. ATTENDANT will fill out the check for the appropriate amount, note the student's ID information on the check, and (if required such as with State Dept. of Rehab) have student sign check over.
- VIII. CHECK will be stapled to the copy of the printout (from the package) and put in the detail to go to Pioneer Bookstore the next day.
- IX. STUDENT RECEIVES the materials ordered.
- X. OPTIONAL FORM IS AVAILABLE for students use if requested.

Pioneer Bookstore
SPECIAL ORDER FORM

NAME _____ Date _____

Phone _____ email _____

Address _____ City/Zip _____

TYPE OF PAYMENT _____

Please check everything below! All information must be received by email (bookstore@bay.csu Hayward.edu) or fax (510-581-6429) for order to be processed.

_____ YES I have included my printout of classes for this quarter

_____ YES I have included a photocopy of the check to be used

_____ YES I have provided a manner to contact me (email or phone)

Bookstore Use Only:

Order Received _____ Date/time filled _____

Customer Notified (date) _____ by _____

Order sent to CC _____ by _____

Pickup Signature _____ Date _____