Online Textbook Purchasing, Rental, and Buyback

Purchasing or Renting Textbooks Using a Credit Card

1.) First, you will want to make sure that your advisor has approved your registration. Log into My.Lakeland at http://my.lakeland.edu.

2.) Click on the Evening, Weekend & Online tab.

3.) Click on Academics.

4.) Once your registration has been approved by your advisor, the status should be updated to “Current”. Contact your advisor if it has been longer than 2 working days since you submitted your registration, you have completed your Agreement and Disclosure statement, and the status is still listed as “Reserved”. If your registration has been approved, click on the blue hyperlink of the course ID for the book you want to purchase.
5.) You will be taken to the Course Details page.

6.) Click on Lookup Textbooks on Follett’s BookLook Website.

7.) You will be taken to the Required Material(s) page. The ISBN number of your textbook is listed here.

8.) Click on Check Availability to be taken to the bookstore’s website. Alternatively, you can go directly to the bookstore’s website at http://lakeland.bkstr.com.
9.) Click on the plus sign (+) to expand the list of available materials.

10.) Check the box next to the item you would like to purchase or rent. Depending on the title, you may have multiple options such as new, used, digital, buy, or rent. Once you have selected your preferred option, click on Add to Cart.

11.) Click on Select another course at the bottom of the screen to continue adding books to your cart (if applicable).

12.) When you are ready to purchase, click on Go to Cart at the bottom of the screen or click on the Shopping Cart at the top of the screen.
13.) Review the list of items in your cart, and make any changes as necessary. Select either the option to replace with the new/used condition that is in-stock or the option DO NOT replace the item(s) as applicable.

Your Cart

<table>
<thead>
<tr>
<th>Product Details</th>
<th>Buy or Rent</th>
<th>Qty</th>
<th>List Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management 11th Ed.</td>
<td>Rent</td>
<td>1</td>
<td>$277.25</td>
<td>$277.25</td>
</tr>
<tr>
<td>Cengage Learning</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Textbook New/Used Condition Preference

Because our textbook inventory can change, we would like to know your preference regarding the condition of your textbooks.

- [ ] If my new/used condition selected is unavailable, please replace with the new/used condition that is in-stock. This may affect my order total.
- [ ] If my new/used condition selected is unavailable, DO NOT replace the item(s). I understand that the unavailable item(s) will be CANCELLED from my order.

14.) Click on Checkout.

15.) If you have previously set up an online account with the bookstore, enter your email address and password and click on Login. Otherwise, click on Register to create an account.
16.) Enter Pick Up / Delivery Options, Order Comments, Gift Options, and Shipping Address as necessary. Click on **Continue Checkout**.

![Delivery Options](image1)

17.) Enter Billing Address, Promotion Code, and Payment Info as necessary. Review the Purchase Details. Click on **Continue Checkout** and confirm your order information is correct.

![Payment Options](image2)
Purchasing directly from the Bookstore’s Website

1.) You may also go directly to the bookstore’s website at http://lakeland.bkstr.com.
2.) Mouse-over the Books menu, and then select Textbooks & Course Materials.

3.) Select the Term, Division, Department, Course, and Section for your course. Click on Submit.

4.) Proceed as in Step 9 in the section above entitled Purchasing or Renting Textbooks.
Using Financial Aid

1.) The Lakeland College Book Agreement form will be available on My.Lakeland about one month prior to each semester. To obtain your individualized form, log into My.Lakeland at http://my.lakeland.edu, and click on Evening, Weekend & Online.

2.) Click on Student Accounts.

3.) Click on the blue hyperlink for Lakeland College Book Agreement, in the Print Book Agreement/1098T/Transaction History section.

4.) The form will have term courses already populated once you have registered and your advisor has approved your classes.

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5.) Check to ensure that your form has an allotted dollar value located under your name. If $0.00 appears, you will need to contact Karen Fischer in the financial aid office at (920) 565-1398 or fischerka@lakeland.edu to determine the status of your aid.

   Amount: $592.00

6.) Sign and date.

   Signature: ___________________________ Date: __________

7.) Fill in both your email and shipping address legibly.

   Email Address: ___________________________

   Ship To: ___________________________

   ___________________________

   or:

   City: ______________ State: ______ Zip: __________

8.) Submit your Lakeland Book Credit Agreement Form to the Campus Shop by fax at 920-565-2952 or by email as an attachment to 0305mgr@fheg.follett.com. The Campus Shop will deduct the amount owed from your financial aid and ship your books directly to you.
Textbook Rental and Return

To rent textbooks, you will need to have a completed rental agreement on file. When submitting your order, you will see the following screen if you have not yet completed a rental agreement.

Your Rental

No rental agreement found. To complete your rental order we need additional information. Please click on this link to get started.

Removing rental items. If you prefer not to rent you may buy the item instead. Click here to return to your cart.

Contact customer service. If you have any questions regarding your rental items please contact us.

1.) Click on the link to get started with completing your rental agreement.

2.) Click on Click here to register now.

3.) Click on Start.

Let us help you get started

To rent through our bookstores, you will need to complete the following steps. Please...

1. Complete Patron Information
2. Complete efollett rental agreement
3. Complete efollett collateral information
4.) Complete the information in the Create Patron Information screen. Click on **Save & Continue**.

   eFollett Rental Agreement, and eFollett Collateral Information.

   **Create Patron Information**

   * = Required Fields

   **Personal Information**

   - First Name:*  
   - Last Name:*  
   - Middle Initial:  
   - Phone Number :  
   - Mobile Phone Number:  
   - Address Line 1:*  
   - Address Line 2:  
   - Address Line 3:  
   - City:*  
   - Country:* United States  
   - State / Province: Please Choose  
   - Zip / Postal Code:*  

   **Identification Information**

   - Government Issued ID Type:* Please Choose  
   - Government Issued ID Number:*  
   - Issuing Country:* United States  
   - Student ID Number:  

   **Rental Agreement Access Information**

   - email Address:*  
   - Confirm (re-enter) email Address:*  
   - Password:*  
   - Confirm Password:*  

   **Communication Preferences**

   - Yes! I’d like to receive notification about exciting promotions, the latest products and innovative new services from efollett.com.

   - **Save & Continue**  
   - **Cancel**

5.) Review the Rental Agreement Terms and Conditions, and click on **Save & Continue**.

   **Agreement Terms and Conditions**

   This End User Agreement (this "Agreement") is a contract between you and Follett and applies to your use of Follett products and services (collectively the "Service"). This Agreement sets forth your rights and obligations and should be read carefully. In this Agreement, "I," "you," or "your" means any person or entity using the Service ("Users"). Unless otherwise stated, "Follett," the "Company," "we" or "our" will refer collectively to Follett.

   By clicking "I Agree," "I Accept" or by using the Website you agree to the terms and conditions of this Agreement, our privacy policy, our terms of use, the receipt, and any other documents incorporated

   - I agree to the Rental Agreement Terms and Conditions

   - **Previous**  
   - **Save & Continue**  
   - **Cancel**
6.) Complete the information in the Manage efollett Rental Collateral screen. Click on **Save & Continue**.

5.) Proceed with delivery and payment information in Step 17 from the section above entitled *Purchasing or Renting Textbooks*.

All students who choose to rent their textbooks have the option of performing a self-check-in at the end of the term. A prepaid FedEx label will be issued so the book can be returned to the Campus Shop at no additional expense for the student. Students who rent their textbooks will be provided a prepaid FedEx shipping label attached to their sales receipt. Please retain the label in a safe location so rental books can be returned by the check-in date at the end of the term.

You must check-in your book at least one week prior to the posted rental due date to allow FedEx enough transit time to deliver your book to the Sheboygan campus. Rental textbooks are not fully checked in until they are received by the Campus Shop. For example, if your rental books are due back by May 17th, 2014, you must start the online check in process no later than May 10th, 2014. Print off your label, box up your book, and take it to your local FedEx location for shipping.

**Textbook Buyback**

Students can sell back their books in person at the main Sheboygan campus store during regular posted operating hours. Evening, Weekend, and Online students can sell back textbooks by sending an email request to **0305mgr@fheg.follett.com**. The Campus Shop does not provide buyback quotes over the phone.

Provide complete textbook information including author, title, and ISBN number, and the Campus Shop will reply with a buyback quote. You will need to print off an attached form (included with buyback quote) and include it with your shipment. Legibly write your complete information including name, address, telephone number, and student ID number. The Campus Shop will provide a free prepaid FedEx return label sent to customer email address.

When books are received by the Campus Shop, a check request will be generated for each customer. Buyback checks will be mailed from Follett home office which is located in Oak Brook, Illinois, within 7-10 business days from receipt of books.

For questions with textbook purchasing, rental, or buyback, please contact the bookstore by phone at (920) 565-1230 or by email at **lakeland@bkstr.com**.