

THE ONLINE BOOKSTORE



INFORMATION
A PAGE AT A TIME!

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



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HOW THE ONLINE BOOKSTORE WORKS

The NICC Online Bookstore: www.nicc.edu/textbooks

The Online Bookstore, powered by TextbookX, operates completely online. Students visit the website to order online 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.

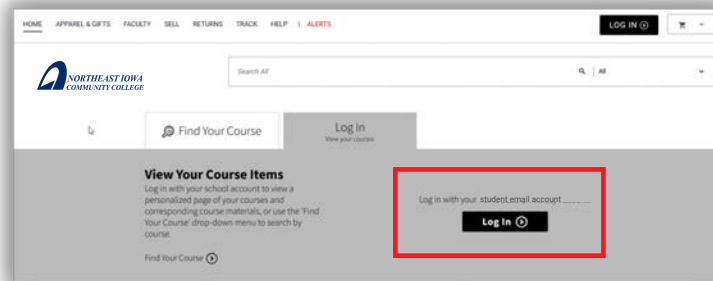


ORDER COURSE MATERIALS

The NICC Online Bookstore: www.nicc.edu/textbooks

1

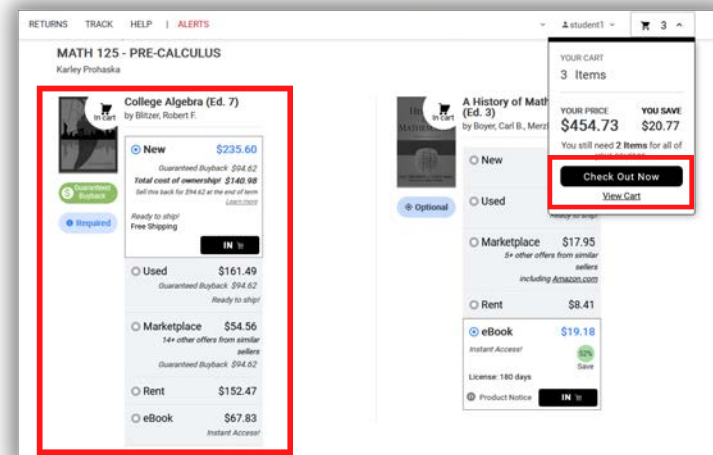
Log in: Visit the website and log in with your NICC login to view a personalized page that lists all of the courses you are registered for plus the course materials that faculty and school administrators assigned to them.



2

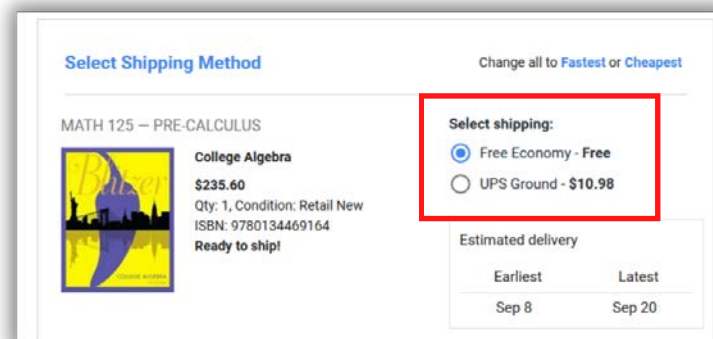
Select Your Materials: Choose from the new, used, eBook, rental, and marketplace options that are available.

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.

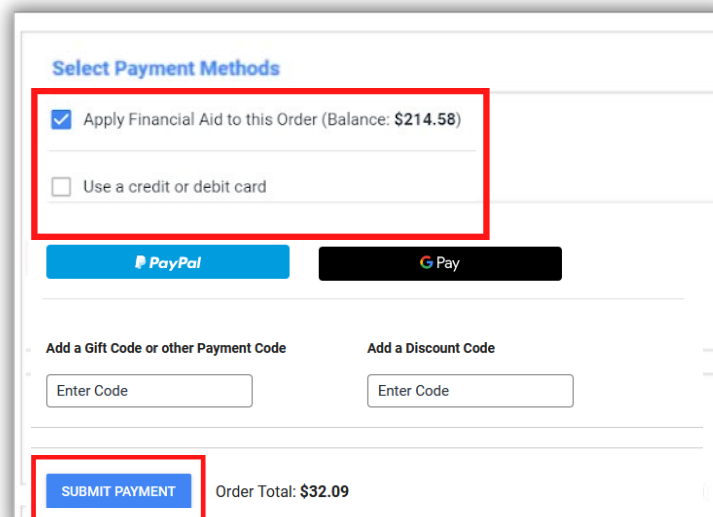


4

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 NICC Online Bookstore: www.nicc.edu/textbooks

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

PHONE: 866-569-1628

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.

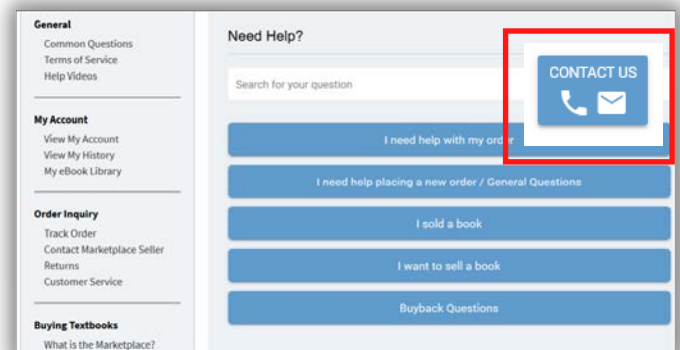
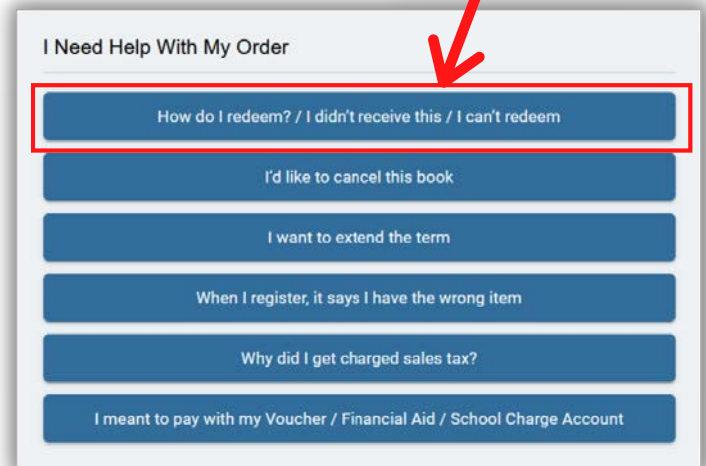
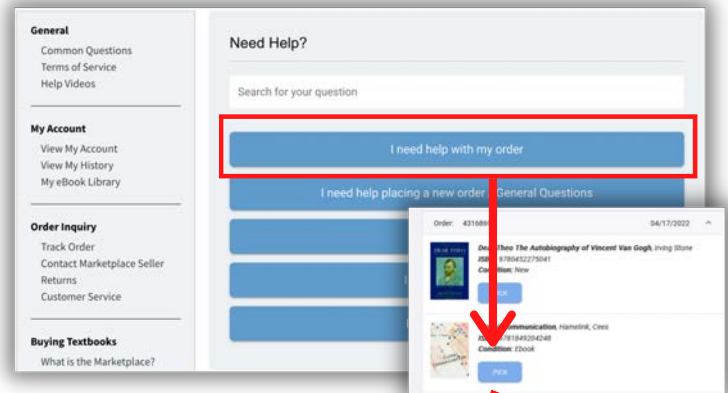
1 Many student questions can be answered on the dynamic help page. Visit the website and log in with your school account to begin. Then click "Help" at the top of the page.

Find information about a recent order of yours 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.

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 Learner Experience team by email or phone by clicking "Contact Us" on the right side of the page.



COURSE MATERIALS OPTIONS

The NICC Online Bookstore: www.nicc.edu/textbooks

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.

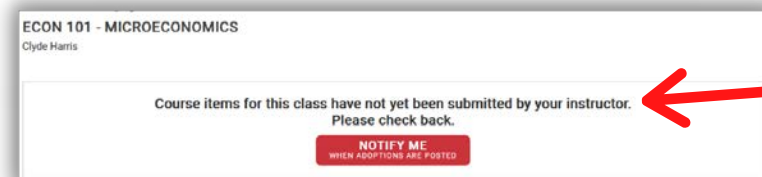
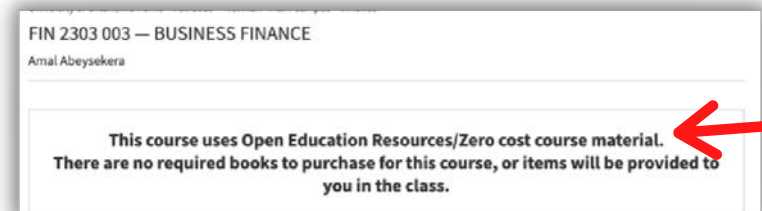
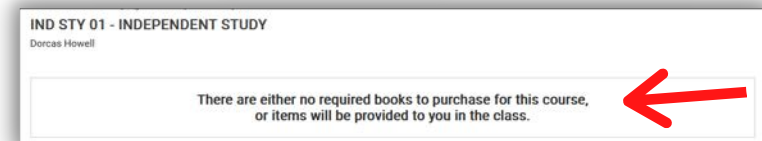
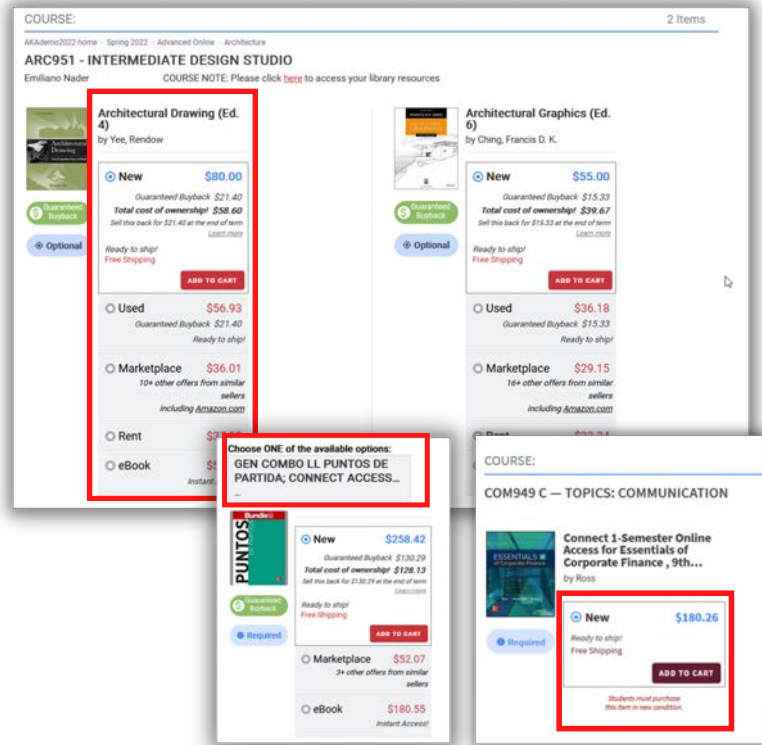
Required: The text is needed in order for you to master the subject and pass the class.

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, students 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. Students 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.



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, students can click the "Notify Me" button and leave their email address so that when items are submitted, they can be notified.

THE MARKETPLACE

The NICC Online Bookstore: www.nicc.edu/textbooks

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 (similar to Amazon or eBay's marketplace). Marketplace items show up alongside new, used, eBook, and rentals. You can click "other sellers" to see all marketplace options. Students 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.
- 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

New **\$353.95**
Ready to ship!

Used **\$238.47**
In stock! Ships in 1 to 2 days

Marketplace \$12.61

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

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

11+ Other Sellers including Amazon.com **ADD TO CART**

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
Amazon.com	Your purchase will be on Amazon.com, not through the school bookstore.	Very Good	Price: \$24.96	amazon.com

Close

PAYMENT OPTIONS

The NICC Online Bookstore: www.nicc.edu/textbooks

Payment methods:

- Credit card
- Debit card
- Prepaid cards
- Paypal
- Google Pay
- Apple Pay

Other payment options:

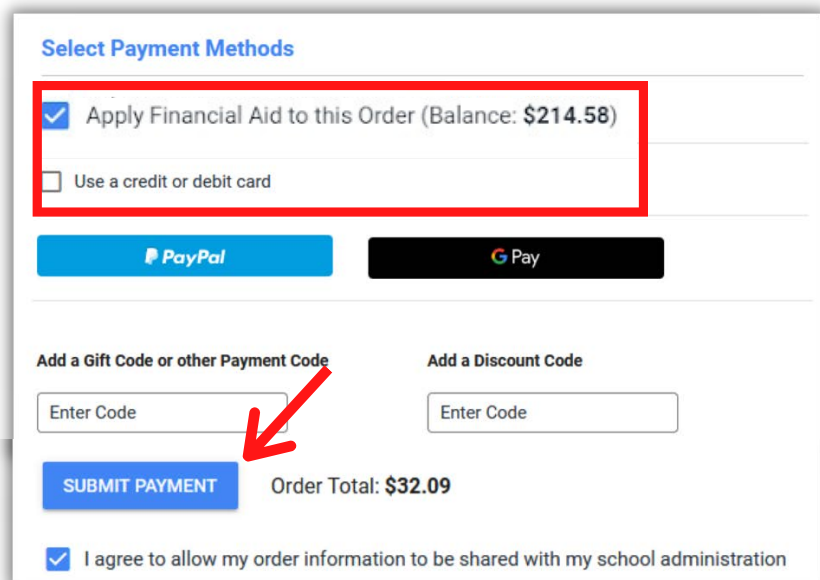
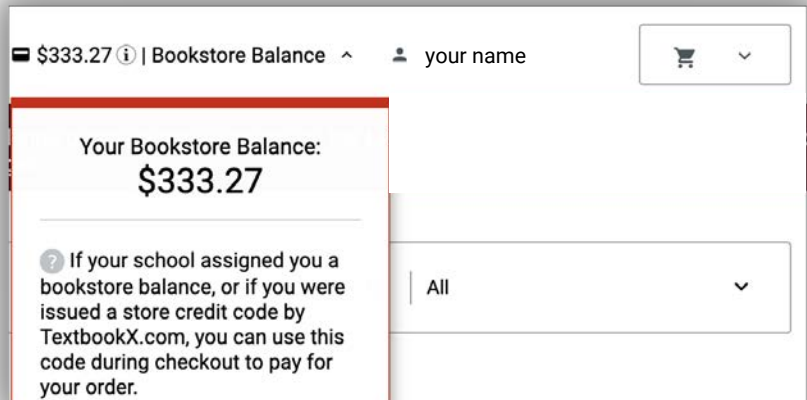
- Approved financial aid
- Bookstore gift code

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 (nicc.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.



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

The NICC Online Bookstore: www.nicc.edu/textbooks

What qualifies for free shipping offers?

- **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. Students 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

Delivery time estimates are 3-10 days for USPS Economy and 2-5 days for UPS Standard. Plus free economy shipping offers when the order is over \$49 (excluding marketplace).

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.

Select Shipping Method

Change all to [Fastest](#) or [Cheapest](#)

ART4344 – APPROACHES TO CREATIVITY



Big Magic : Creative Living Beyond Fear
\$26.00
Qty: 1, Condition: Retail New
ISBN: 9781594634710
Ready to ship!

Select shipping:

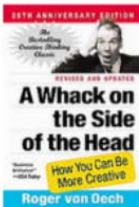
Free Economy - Free

UPS Ground - \$12.97

Estimated delivery

Earliest	Latest
Jul 16	Jul 22

ART4344 – APPROACHES TO CREATIVITY



**A Whack on the Side of the Head
How You Can Be More Creative**
\$17.00
Qty: 1, Condition: Retail New
ISBN: 9780446404662
Ready to ship!

[CONTINUE](#)

ORDERING TIMELINE

The NICC Online Bookstore: www.nicc.edu/textbooks



**I
BOUGHT
A
PHYSICAL
BOOK**

*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.



THE ELIBRARY

The NICC Online Bookstore: www.nicc.edu/textbooks

WHAT IS THE ONLINE BOOKSTORE ELIBRARY?

The eLibrary is where the bookstore keeps a record of all digital course materials that a student 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+

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

Each digital text a student has 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.

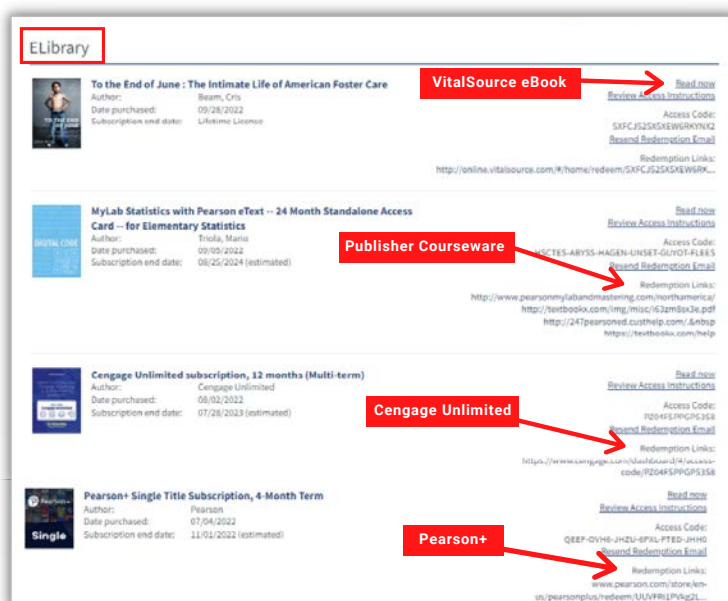
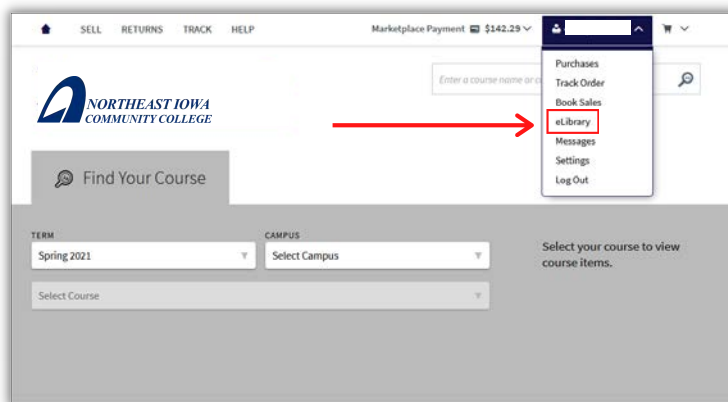
*Most access is sent soon after orders are placed, but some may take longer. Check your account to see whether an item is pending fulfillment.

TYPES OF DIGITAL COURSE MATERIALS:

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



CENGAGE UNLIMITED SUBSCRIPTION

The NICC Online Bookstore: www.nicc.edu/textbooks

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).

Akadosmos/TextbookX partners with Cengage to sell this subscription through its website. Students 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?

Students with qualified items on their booklist will be prompted with website popups letting them know of their potential cost savings. Students 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 STUDENTS ACCESS CU?

Access information is emailed to students and links are also included in their eLibrary account. Students access the subscription through Cengage's website.

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

Savings Alert! Your course materials include items available through Cengage Unlimited

Cengage Unlimited Pricing
Cengage Unlimited gives you digital access to thousands of products for one price. Low-cost print components available separately

SEE YOUR SAVINGS

You have 2 eligible titles assigned



Upon purchase you will receive an email with redemption instructions for your eligible Cengage items. Please note that those items will need to be individually added to your Cengage bookshelf at this time.

CENGAGE UNLIMITED **Add to Cart**

You have 2 course materials that can be purchased in one low cost bundle saving

Why pay by the book when you can subscribe and save? With Cengage Unlimited you get all your Cengage access codes on online platforms like MindTap, WebAssign, SAM, OWLv2, CengageNOWv2, Aplia and iLrn for one price per semester, plus:

- Access to our entire library of online textbooks
- A textbook rental with each access code for \$7.99 + free shipping, available within the 50 states
- Study tools including online homework, flashcards, test prep, study guides and more
- You can even keep 6 online textbooks for one year after your subscription ends
- All this and more for \$124.99 a semester or \$189.99 for one year
- Available in the US only.

Required Books	If bought separately
 MindTapV2.0 1 term (6 month) for Biology 11/e [Instant Access] <i>Solomon; Eldra; Martin; Charles; Martin; Diana W.; Berg; Linda R.</i> Course: BIO-155 - Organismal & Ecological Biology	\$126.50
 BIOLOGY Course: BIO-155 - Organismal & Ecological Biology	\$58.40

PEARSON+ SUBSCRIPTION

The NICC Online Bookstore: www.nicc.edu/textbooks

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, students can instantly access their eTextbooks, search, add notes and highlights, watch videos, create flashcards, and get audio in most titles.

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

HOW IS IT PRESENTED TO STUDENTS?

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

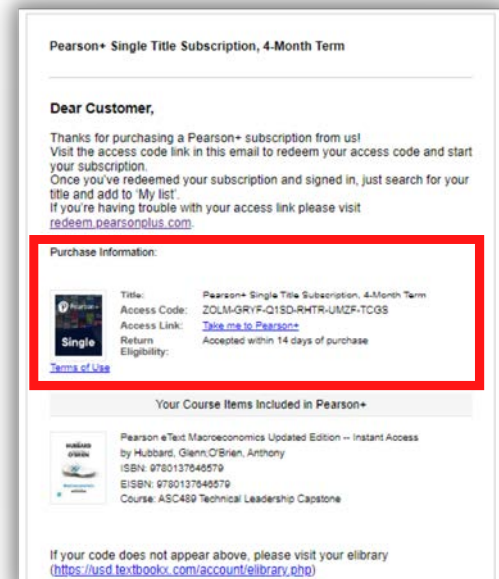
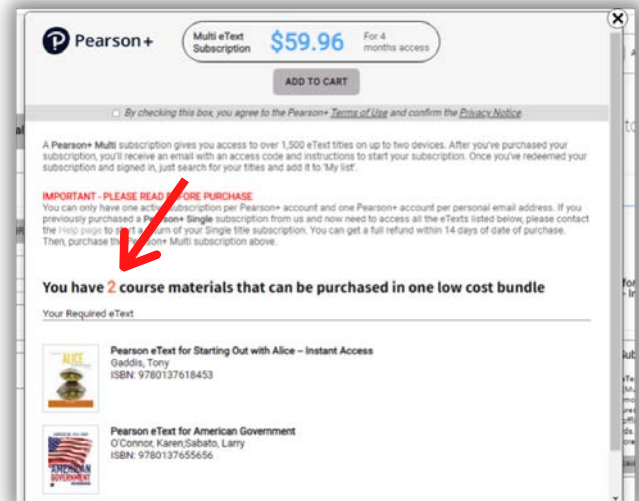
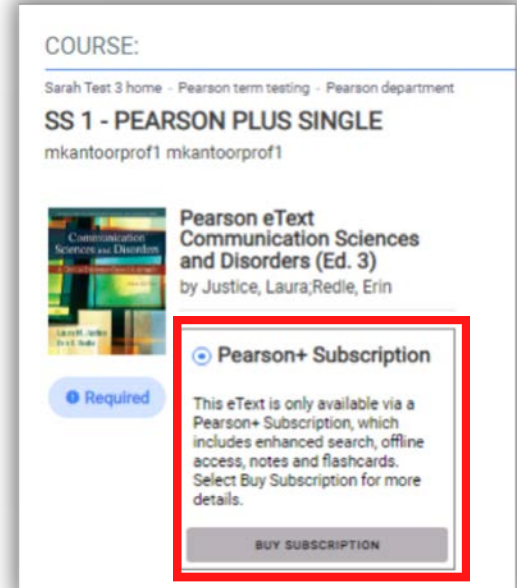
Clicking "Buy Subscription" will show a popup with more details on how the subscription works as well as how many other items that are assigned to a student's courses qualify for it.

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

HOW DO STUDENTS ACCESS PEARSON+

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

If students are new to Pearson, they should create an account. If they have used Pearson in the past, they should access it with their existing account.



VITALSOURCE TROUBLESHOOTING

The NICC Online Bookstore: www.nicc.edu/textbooks

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:

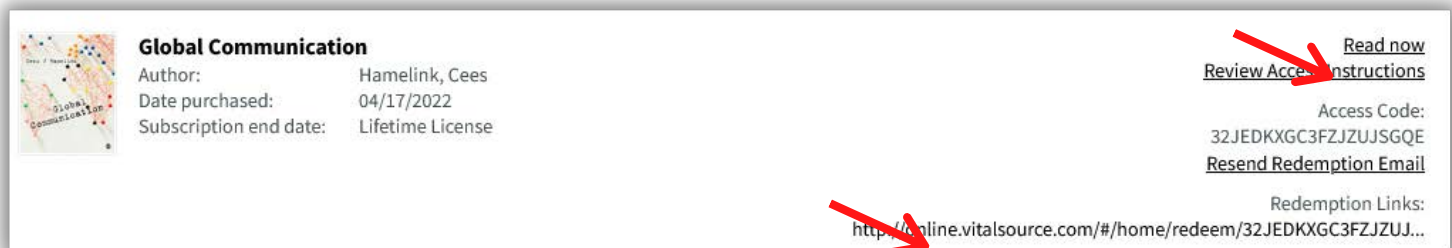
1. Log into the bookstore with your school account
2. Click on your username at the top right and then select "eLibrary"
3. Review access details for each item you have access to

*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:

Students access VS texts for the first time through their bookstore eLibrary by clicking "Read Now." This will take them to VitalSource where they will either create a new account or log into their existing account if they already have one. Once logged in, the text appears on their VS bookshelf. Links may also be available through a student's 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, students must follow a two-step verification process to access their courseware. Students 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 NICC Online Bookstore: www.nicc.edu/textbooks

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 its digital stock. Check your account to see whether an item is pending fulfillment.



PUBLISHER HELP PAGES

The bookstore Learner Experience team can assist, but may have to send students to the publisher if they are unable to see the issue.

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)
wnnorton.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 students with a course code. Contact the professor for the code.
- 4 CODE ALREADY ACCESSED** If a student has 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, a student's device might be blocking popups. Check and adjust.

ACCESSING COURSEWARE THROUGH VITALSOURCE AND BRIGHTSPACE

The NICC Online Bookstore: www.nicc.edu/textbooks

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 students follow to gain access:

- Students visit their online bookstore eLibrary account to access VS.
- Once in VS, they reveal an access code which is used to launch the materials on the publisher's courseware site via the Brightspace course.

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 AND ACCESS PUBLISHER CONTENT THROUGH BRIGHTSPACE

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 the browser).
2. Click the hyperlinked "here" on the popup and then click "Continue."
3. Click "Reveal access code." This is the code you need to access your publisher content inside your Brightspace course.

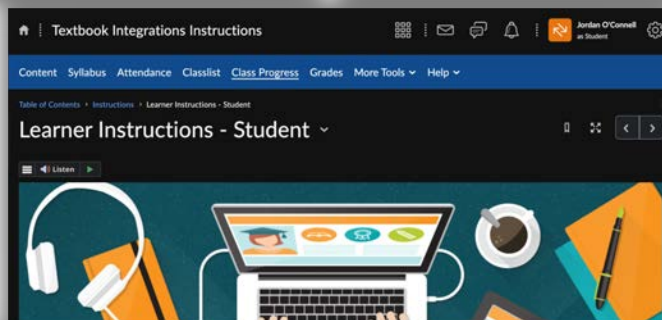
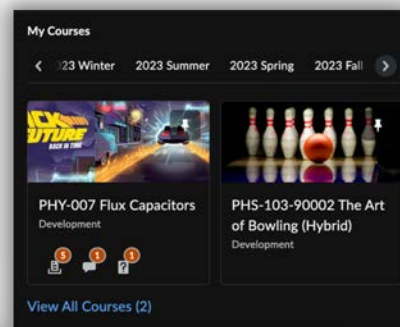
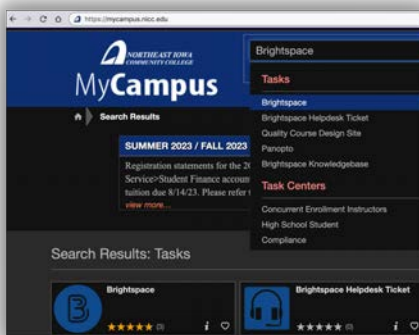
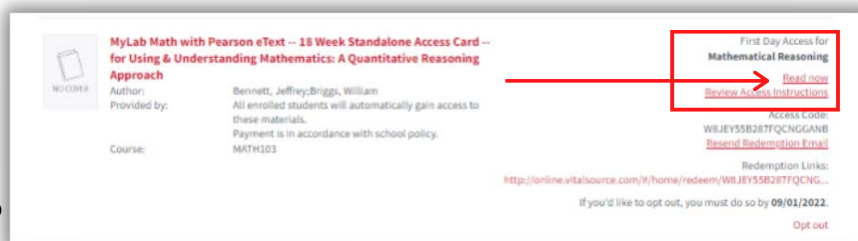
***Note:** Codes come in different formats.

Pearson codes are 30 characters and look like: ABCDEF-GHIJK-LMNOP-QRSTUV-WXYZA-ABCDE.

Students who purchase access codes for third-party textbook software should follow the instructions in your Brightspace course which opens 3 days before the class begins. Publisher content integrates with Brightspace, providing you with convenient single sign-on access.

QUESTIONS:

If your code is not working, or the text edition is incorrect, contact the bookstore. If the student's publisher account does not match their code (user error) they may have to contact the Publisher's customer experience team for further assistance.



Brightspace Textbook Integration

Students are encouraged to purchase their access code through the NICC online bookstore to gain entry to the textbook integration associated with this course. If you purchased your course materials but are having difficulty locating your access code, contact Cougar Clothing & Supplies at 844.642.2338 ext. 1702 for support.

Make sure your pop-ups are [enabled](#) in your Google Chrome browser before accessing your content.

To Create an Account:

1. Log in to Brightspace 3 days before your course begins and select your course.
2. Click Content, then select the Textbook Integration link.
3. Click Create Account. If prompted, select Student
4. Enter your NICC email address and click Next
5. Enter the requested information
6. Read and Agree to the Terms of Use and Privacy Policy
7. Open the activation email you receive and click Activate Account
8. Set your Password
9. Select Enter Access Code/Course Key.
10. Enter the Access Code that you purchased.
11. Click Register when done. Your textbook integration is now paired with your Brightspace course.

Summary:

- Wait until your course opens in Brightspace (3 days prior to the course start) to enter your access code with the registration link built into your Brightspace course.
- You must have purchased the access code to begin your coursework at the beginning of the course. If you are unable to get your access code right away, you can get temporary access.
- Enter all course assignments & assessments directly through Brightspace.

RETURN A TEXTBOOK

The NICC Online Bookstore: www.nicc.edu/textbooks

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 start of class. 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" (ex. a one-time-use access code) and has not been opened, used, or had the access code revealed.
- Item was not sold as a rental.
- Bundles, looseleaf items, 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.

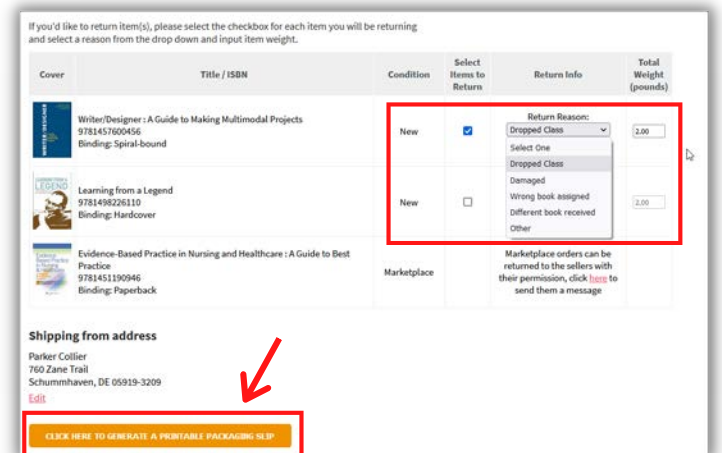
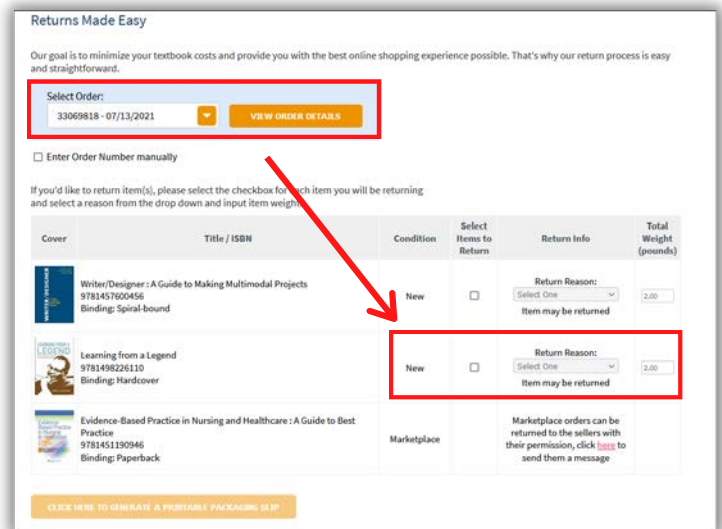
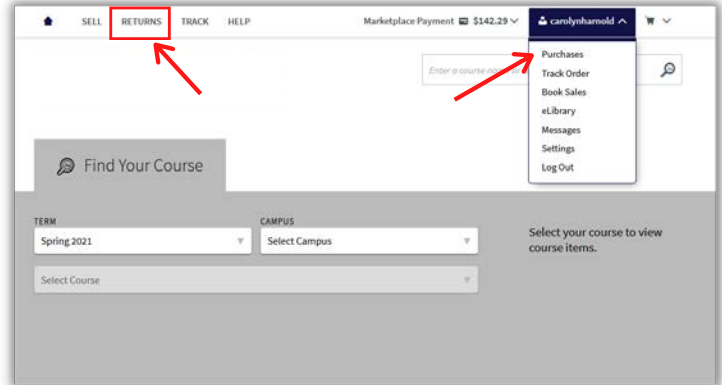
BEGIN A RETURN:

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 NICC Online Bookstore: www.nicc.edu/textbooks

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.

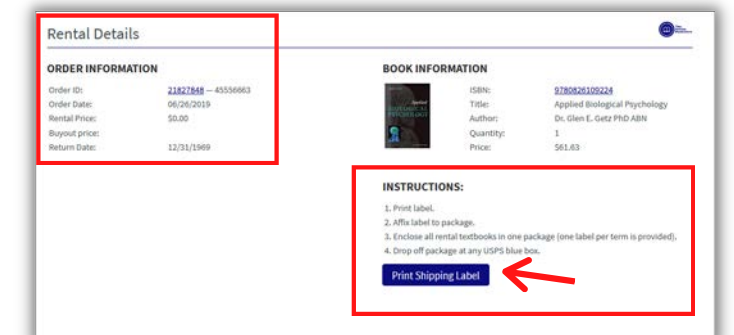
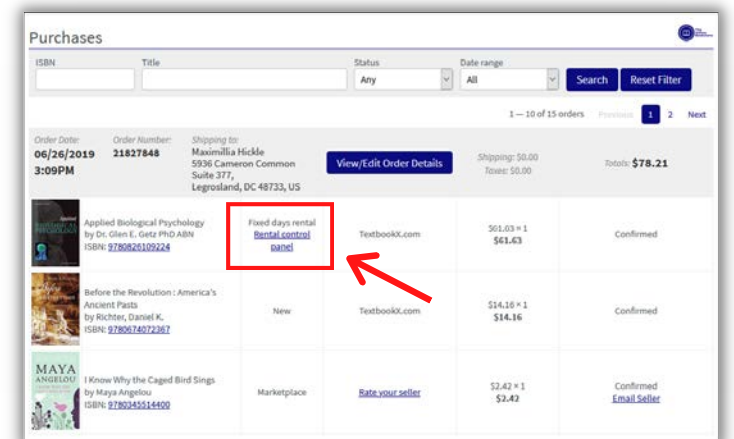
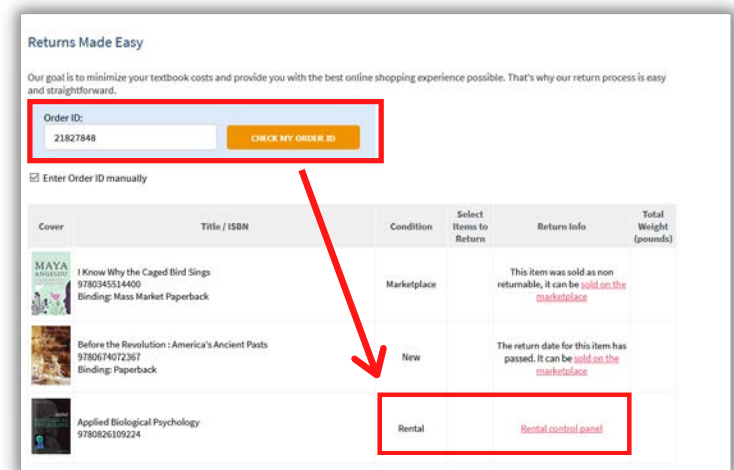
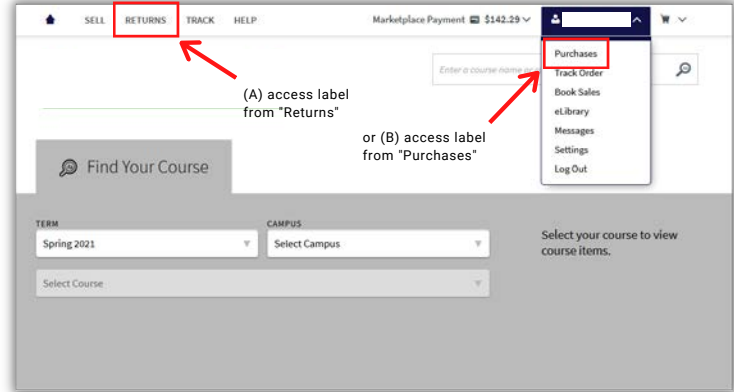
RENTAL CONTROL PANEL FROM PURCHASES PAGE:

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 NICC Online Bookstore: www.nicc.edu/textbooks

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 instant bids, which you can then accept or decline.

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

2 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.

3 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."

4 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."

5 Set condition and price: You will be prompted to describe the condition of the book and what price you want to sell it for. The average price it is selling for will appear to help you decide.

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

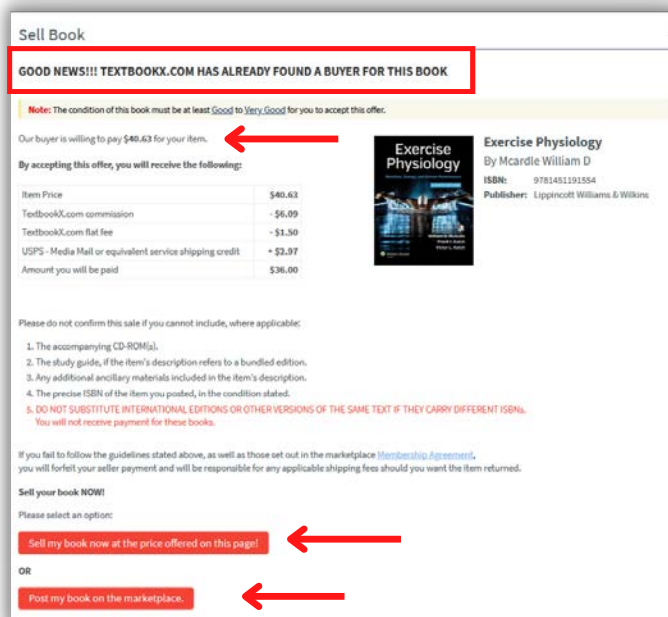
7 Generate Shipping Label: After you confirm the order, you will generate a shipping label which goes **INSIDE** the shipping box and will be prompted to either pay for a prepaid label through the bookstore or use your own.

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 of the item. It will be visible on the marketplace for anyone to buy it.



Sell Book

GOOD NEWS!!! TEXTBOOK.COM HAS ALREADY FOUND A BUYER FOR THIS BOOK

Note: The condition of this book must be at least **Good** to **Very Good** for you to accept this offer.

Our buyer is willing to pay **\$40.63** for your item.

By accepting this offer, you will receive the following:

Item Price	\$40.63
TextbookX.com commission	-\$6.09
TextbookX.com flat fee	-\$1.50
USPS - Media Mail or equivalent service shipping credit	+\$2.97
Amount you will be paid	\$36.00

Please do not confirm this sale if you cannot include, where applicable:

- The accompanying CD-ROM(s).
- The study guide, if the item's description refers to a bundled edition.
- Any additional ancillary materials included in the item's description.
- The precise ISBN of the item you posted, in the condition stated.

5. DO NOT SUBSTITUTE INTERNATIONAL EDITIONS OR OTHER VERSIONS OF THE SAME TEXT IF THEY CARRY DIFFERENT ISBNs.
You will not receive payment for these books.

If you fail to follow the guidelines stated above, as well as those set out in the marketplace [Membership Agreement](#), you will forfeit your seller payment and will be responsible for any applicable shipping fees should you want the item returned.

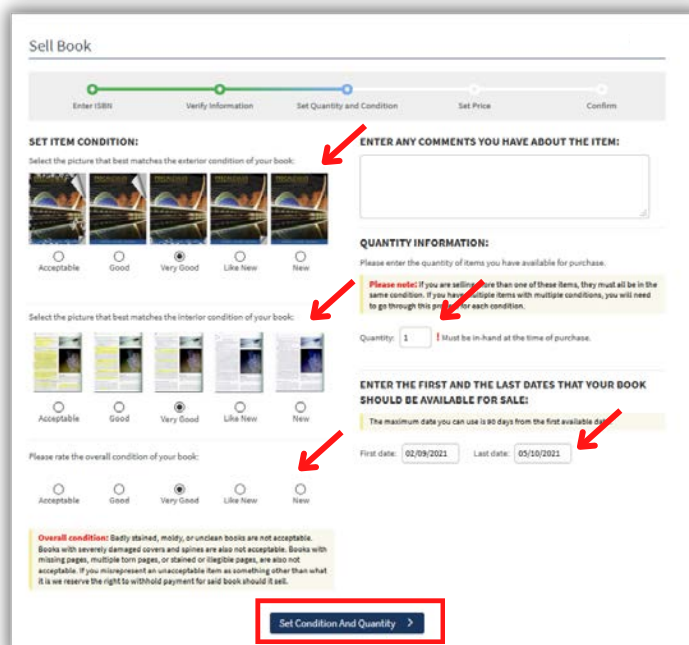
Sell your book NOW!

Please select an option:

Sell my book now at the price offered on this page!

OR

Post my book on the marketplace.



Sell Book

Enter ISBN | Verify Information | **Set Quantity and Condition** | Set Price | Confirm

SET ITEM CONDITION:

Select the picture that best matches the exterior condition of your book:

Acceptable | Good | **Very Good** | Like New | New

ENTER ANY COMMENTS YOU HAVE ABOUT THE ITEM:

QUANTITY INFORMATION:

Please enter the quantity of items you have available for purchase.

Please note! If you are selling more than one of these items, they must all be in the same condition. If you have multiple items with multiple conditions, you will need to go through this process for each condition.

Quantity: Must be in-hand at the time of purchase.

ENTER THE FIRST AND THE LAST DATES THAT YOUR BOOK SHOULD BE AVAILABLE FOR SALE:

The maximum date you can use is 90 days from the first available date.

First date: Last date:

Please rate the overall condition of your book:

Acceptable | Good | **Very Good** | Like New | New

Overall condition: Badly stained, moldy, or unclean books are not acceptable. Books with severely damaged covers and spines are also not acceptable. Books with missing pages, multiple torn pages, or stained or illegible pages, are also not acceptable. If you misrepresent an unacceptable item as something other than what it is, we reserve the right to withhold payment for said book should it sell.

Set Condition And Quantity

BEGINNING & END OF TERM TIPS

The NICC Online Bookstore: www.nicc.edu/textbooks

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!

COMMON FAQs

The NICC Online Bookstore: www.nicc.edu/textbooks



[Click here](#) or scan for a playlist of help videos

HOW DO I LOG IN TO SEE MY PERSONALIZED PAGE?

Students should log in with their school account. If you are unable to log in, the bookstore may not be receiving your registration information. Contact Learner Experience 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

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 Learner Experience team and they will cancel/refund as needed.

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 for individual sellers are on the 7th and 22nd of every month.

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 they order more.

MY PROFESSOR SAYS THAT THE WRONG BOOK WAS LISTED ON THE WEBSITE:

Contact the Learner Experience team. 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 Learner Experience team. 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.