BOOKSTORE FALL OPERATIONS

How to Buy your Fall Textbooks Online

To comply with the DCC Campus reopening plan, there is no in person shopping at the DCC Bookstore for the fall semester.

***Order early due to the increased volume of online orders.***

We will continue to operate the DCC bookstore website. The bookstore team is on campus daily processing online orders from our store shelves.

You can use www.sunydutchessccshop.com

Or link through myDCC using:

1. View My Schedule
2. Follett Discover
3. Bookstore Website Link
How to Get Your Online Order

Ship to your Address

<table>
<thead>
<tr>
<th>DOMESTIC_RATE</th>
<th>Product Total</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00 and up</td>
<td>$7.50</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOMESTIC_RATE</th>
<th>Product Total</th>
<th>Faster</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00 and up</td>
<td>$13.99</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOMESTIC_RATE</th>
<th>Product Total</th>
<th>Fastest</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00 and up</td>
<td>$19.99</td>
<td></td>
</tr>
</tbody>
</table>

In Person Pick-Up (See map for locations) ***

Note: Store Pick-Up hours are on the bookstore website.

IN PERSON PICK-UP Location: Bookstore loading dock

CURBSIDE PICK-UP location: Coming soon! Washington Hall Circle—by appointment only.

***Make sure you have received your email stating “Your Order is Ready for Pick-Up” before coming to campus.***
# HOW TO PAY FOR YOUR ORDER

## Payment Methods

<table>
<thead>
<tr>
<th>Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Express</td>
</tr>
<tr>
<td>Discover</td>
</tr>
<tr>
<td>Gift Card</td>
</tr>
<tr>
<td>MasterCard</td>
</tr>
<tr>
<td>Pay with PayPal</td>
</tr>
<tr>
<td>PayPal Credit</td>
</tr>
<tr>
<td>Visa</td>
</tr>
</tbody>
</table>

*Apple Pay is Coming Soon

## OTHER PAYMENT OPTIONS

### NEW FOR THE FALL***

- ACCESS-VR*
- Dept. Of Veterans Affairs*
- Dutchess One Stop*
- Commission for the Blind*
- Larraine Springsteen Support Staff Scholarship

*Some restriction may apply based on agency allowances.

***For programs not listed please contact the DCC Bookstore

**NOTE:** Please check with the bookstore to see if your voucher is on file. If you have received a voucher directly from an agency forward it and your “A” number to the bookstore for account set up.

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## FINANCIAL AID/BOOK VOUCHERS

- Financial aid can now be used as an online form of payment.
- Please wait until you receive your email from Student Accounts that your voucher is approved.
- **Use your “A” Number and include your first and last initial on the end. Example A00000000XX.**
- If you do not have student ID you will need to contact campus security.
When you click on FIND ACCOUNTS the system will use your A number to locate your account information. It will look similar to this based on the type of voucher you will receive:

- **Book Vouchers/Other Payment Options**

<table>
<thead>
<tr>
<th>Account</th>
<th>Available Balance</th>
<th>Online End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Vouchers</td>
<td>$50.00</td>
<td>9/25/20</td>
</tr>
</tbody>
</table>

Don’t forget to check this box before clicking on PAY WITH THIS during the checkout process.
Back Orders:

- Books with back order status are books that are not in stock.
  - Most back orders leading up to the beginning of a semester are books that have not arrived yet.

Examples of emails you will receive as your order updates in the online system:

**Order Confirmation**

**Tracking Information**

Tracking and order status can also be found by logging into sunyduchessccshop.com. Click on the orders link in the My Account section. Your Digital book credentials are located in the same place.
In Person Pick-Up Customers

Please note: Due to the increased volume of online orders for Fall 2020. We ask customer to wait until they get the Order Confirmation Ready for Pick-Up. Be sure to bring your Order Confirmation Number to help us find your order faster.
Refunds and Exchanges

Online Return Policy

Return Policy
Need to make a return? No worries, all the details are below. FYI, all refunds or exchanges require a valid receipt or packing slip. And sorry, shipping and handling fees are not refundable.

Textbooks/Course Materials:
- Refunds are given for Course Materials returned before your campus-specific refund deadline.
- Course Materials purchased after the campus-specific deadline must be returned within 7 business days of purchase for a full refund.
- Course Materials purchased during the last week of classes or final exams are not refundable.
- To support the delivery of digital content to you, a non-refundable digital delivery fee is applied to each digital material.

*Contact your school’s bookstore for the campus-specific refund deadline.

Hardware & Software
Bring back unopened computer hardware and software within 14 days of purchase for a full refund. Electronic Software Download (ESD) purchases are Final and Non-Returnable.

Other Merchandise:
All other merchandise that is unopened and in original condition can be returned within 30 days of purchase.

*Gift Cards are non-refundable

Two Ways to Return:

In-person refunds
Just take your receipt/packing slip and return it to your campus bookstore.

Returns by mail
1. Include a copy of your confirmation email or order details with your securely packaged return. If you don’t have this information, include a note with your name, email address, phone number, and order number. Your refund could be delayed if we can’t identify the original purchase details.
2. Return shipping is at your expense. We’re not liable for lost or damaged packages. Please use a traceable, insured method of shipping when returning your item(s).
3. Hold on to your tracking information and shipping receipt until you get your refund.
BUYBACK

Selling Back Textbooks (Book Buyback)

Since the campus store is closed, customers can sell back books online (ship your books) through the “Sell Your Textbooks” link at the bottom of any page on the website.

How to Sell Your Textbooks Online

1. Click “Sell Your Textbooks” link from the website.

2. On the Sell Your Textbooks page, refer to the online section and click “Sell Your Textbooks” button.

Online

Is digital more your speed? Go ahead and sell your books back online with ValoreBooks.

- Simply find your ISBN to get started
- Enter your info and send in your book(s) within 14 days of receiving your sellback quote
- Score FREE shipping and receive payment via check or PayPal

SELL YOUR TEXTBOOKS →
SUMMER Rental Check-In

1. You can return your rental books in person. Check in location is the loading dock.

2. Or you can immediately generate a free return shipping label on this website www.sunyduchessccshop.com (or use the bookstore link on myDCC), in your account:

A. Click the Sign In link on the top right side of the page to sign into your account.

B. Enter the email address you provided at the register when you rented. Note: Even if you rented in the store, an account was created using the email you provided at the register.

Sign In

Sign in to access your account.

Email Address

Password

Forgot Password?

SIGN IN → Create Account

If you don’t know your password, you can clickForgot Password link for a temporary password to be emailed to you.

C. Once you’ve signed in, click the link “Rentals”. You will be navigated to the Rentals page in your account.

D. On Rentals page, scroll down the page to see the books you rented. Click the link “Return All Rentals by Mail”. You can also click the button “Return by Mail”. Both open a pop up to select your rentals to ship back.
E. Follow the steps to generate and print the return label and packing slip. This option is available until your rental due date.

**NOTE:** While the due date for rented books has not changed, the “non-return charge date” has been extended 15 days past your current return due date to allow time for your mailed book to reach the store. To avoid late charges, please have your book in transit by the due date.

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**Contact Us**

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**Phone**

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