

FAQs

Q: Why order through the Southern Wesleyan University Virtual Bookstore?

A: eCampus Virtual Bookstore is Southern Wesleyan's official bookstore with a dedicated customer service department to answer any questions you have. eCampus monitors all orders daily to ensure you receive books as quickly as possible.

Q: What different purchasing options do I have when ordering through the Southern Wesleyan University Virtual Bookstore?

A: Your options are New, Used, Rental, eBook, and Marketplace. Please remember, not all options will be available for every book.

Q: What are Marketplace books?

A: Marketplace books are items listed and shipped by individual sellers, such as other students and parents. These sellers must confirm your order within 3 business days. Each marketplace book has its own condition description, so please be sure to read the item's description before ordering. Not all marketplace items are available for expedited shipping and these items will arrive separately from the rest of your order.

Q: How do I get started?

A: Go to swu.ecampus.com. When ordering, we suggest that you order all books and materials needed for the upcoming term. Using your schedule you can search for books based on course type (BIBL, BIOL, HIST, MGMT, etc). Make sure you look at the cost and the different options of books (New, Used, e-book, Rental, Marketplace), remembering that not all options will be available for every book.

Q: What are some ways I might be able to save money through this process?

A: Books ordered using the Used, Rent, or Marketplace option are usually much cheaper than new books.

Q: Do I have a book voucher?

A: Some students are eligible for book vouchers to assist with covering the cost of books. The Student Accounts Office prepares book vouchers several weeks before each term starts for students with excess funding available to assist with the cost of books. To see if you are eligible, please log into your SWU student email. If you have been given a voucher, an email will be there from eCampus with your log-in credentials to access the voucher. If you do not see an email and feel you should have a voucher, please contact the Student Accounts Office at 864-644-5520 for clarification. When ordering with a voucher, we suggest that you order all books and materials needed for the entire term.

Q: I have a voucher, how do I use it?

A: To use your voucher, you must sign into eCampus using your SWU e-mail address. Here is the format:

Email Address (Login): SWU email address

Password: SWUXXXXXX (XXXXXXX represents the Student's SWU ID number)

If you do not create an account with your SWU e-mail address, you will not be able to use your voucher.

Q: When does my book voucher expire?

A: The Student Accounts Office and Financial Aid Office determine the date for the voucher to expire. This expiration date takes into account factors such as the disbursement of aid and generation of student account refunds. For this reason, we set all vouchers to expire before this date. The date itself will vary from term to term, but will be approximately three to four weeks into the term.

Q: What if the class I am taking is not listed?

A: If you are an AGS student, please contact your Academic Coordinator. If you a traditional student, please contact your instructor.

Q: Why are two numbers listed for one book?

A: Publishers have now moved to a 13-digit ISBN. The 13-digit ISBN gives the publishers more numbers to work with. If you see two different ISBNs for a text, do not worry because both numbers are for the same book.

Q: Where can I find my order information, order status, etc?

A: Click "My Account" (in red) at the top-right corner of the Southern Wesleyan University Virtual Bookstore page. After logging into your account, you can check the status of your order, buyback, or return. If you have any other questions, contact the eCampus Virtual Bookstore Customer Service department: (877)-284-6744.

Q: It has been more than X days and my book still has not shipped – what now?

A: Contact eCampus' customer service at (877)-284-6744 or bookstore@ecampus.com and (see the answer to the above question)

Q: If the book is not delivered on time, can I cancel my order?

A: Orders can be cancelled by contacting eCampus. If your book is shipped before it was cancelled and you purchase it elsewhere, you can return the textbook to eCampus up to 30 days after the begin date of the course. (See question below on details of how to return.)

Q: When does my credit card get charged?

A: Your credit card will be authorized and charged upon placing your order. If you are renting books, your card will remain on file in case the rented items are not returned in saleable condition or not returned at all.

Q: When will my books be shipped?

A: Books are shipped based on availability. If a book is in stock, it will ship out the next business day. Books are shipped and delivered Monday thru Friday.

Q: How much is shipping?

A: Shipping is free when you spend \$59 or more and you choose economy shipping and USPS. With economy shipping, your order will be delivered to you between 5 and 8 days. Books are usually delivered within 4-5 days. Some classes even provide a free 7 day e-book for you to use until your book arrives. If not using economy shipping, the rates are presented to you when you check out.

Q: Where should I have my books shipped?

A: We encourage you to have your books shipped to your home address. This allows you to have your books in your possession upon arrival to campus. For international students or students who do not have a specific U.S. home address, please use the following address:

Southern Wesleyan University
119 Childs Street
Central, SC 29630

Q: Who do I need to contact with questions regarding orders?

A: Please contact the eCampus Virtual Bookstore Program Customer Service department at (877)-284-6744
Email: bookstore@ecampus.com

Q: Do you take debit cards? What credit cards do you take? Other payment methods?

A: Yes, we do take debit cards, as long as they have the VISA or MasterCard logo. We also accept Visa, MasterCard, American Express, and Discover credit cards for payment of online purchases. You may also use book vouchers that the school uploaded onto your student account, PayPal, or BillMeLater. For more information, please follow the Help Desk link located at the very bottom of the Southern Wesleyan University Virtual Bookstore page.

Q: What if I do not have a debit/credit card; can I still order?

A: If you do not have a debit/credit card to make a payment online, you can mail a check or money order to us along with a printed copy of your order. The check must cover the cost of the order plus shipping. Your order will be processed once the check or money order has cleared our financial institution. You cannot rent textbooks if you pay with a check or money order.

If you would like to place your order with this method, we will need the following information:

School with which you are associated

Classes you are taking

Names of books, ISBNs, quantity, and condition (New or Used)

Your preferred shipping method

Your shipping address

A contact email address and phone number.

Send the above information along with your payment to: **eCampus**

Attn: Southern Wesleyan University

Contract Schools Division

2415 Palumbo Drive

Lexington, KY 40509

Q: I have a lab associated with my course, do I need the access code?

A: There are some classes (including CPSC, BIOL, MATH, STAT, ACCT, Finance) with associated labs requiring an access code. To ensure you obtain a valid access code, you will need to buy a **new** book (some of these classes may have the option of an e-book with access code as well). Rentals and used books do NOT guarantee a valid access code. There may be an option to rent, or buy used, and then buy a separate access code. This might prove to be a more cost effective option.

Q: I have the option to do a bundle package for a course that requires a lab, should I do it?

A: If you want NEW items, the bundle is the best way to go. This option ensures that you will have the text and lab access code. Renting or buying used for such courses are less optimal since the lab access code must be ordered separately and may not always be available.

Q: How do I return orders to the Southern Wesleyan University Virtual Bookstore?

A: Any book can be returned for a refund within 30 days of the start of class or date of shipment, whichever is later. Returned items must be in the condition ordered (shrink-wrapped items must remain wrapped).

1. Go to the Virtual Bookstore website at swu.ecampus.com and login to your account.
2. On the left side of the screen, select **Manage Rentals>Returns** and select **Return an item for a Refund**.
3. Indicate the **Quantity to Return** in the appropriate drop-down box next to each eligible item for return and also select the reason why under the **Please let us know why box**.
4. When you have finished, the Return Subtotal and Total will be calculated and the shipping/restocking fee shown (when applicable).
 - a. If you use the prepaid UPS label, \$7 will be deducted from your total for the first item and \$2 for every additional item returned. Please note that if you decline the prepaid UPS label, you will be responsible for all shipping costs.
5. Select **Print Label** and **Complete** to print the label for shipping.
6. Be sure to include a copy of the **Return Confirmation** and write the **Return ID** on the outside of the package.

Q: How do I sell my textbooks back to the Southern Wesleyan University Virtual Bookstore?

A: Go to the Virtual Bookstore website at swu.ecampus.com

1. Click the **Sell Textbooks** button.
2. Enter the ISBNs of the books you wish to sell (up to 8 at a time) and click **Get Quote**.
3. You can select whether you want to receive a **check, direct deposit, or in-store credit (which yields an additional 20% more!)**.
4. Select the textbooks you wish to sell back and click **Sell This Book**.
5. Enter your login information or continue as a New Customer if this is your first time selling back.
6. Select the method of payment you would like to receive.
7. Print your free UPS label and stick it on the box in which you will ship your books.
 - a. Be sure you take the books to a UPS location and NOT the post office.
8. Wait for your payment!
 - a. Checks and direct deposit may take up to 4-6 weeks
 - b. In-store credit should be available within 3-5 Business Days of delivery to our warehouse.