

Eastern University Bookstore Program

Frequently Asked Questions

Q: How does the program work?

A: Each semester/session/term, **registered** students will be able to purchase books from the Eastern University bookstore and bill these purchases to their student accounts. **Undergraduates are able to purchase up to \$500 per semester/session, and graduates are able to purchase up to \$750 per semester/term.** Only course-required books will be able to be billed to student accounts. Apparel and other non-book items must be paid out of pocket by students at the time of purchase. When bills are generated by Student Accounts, book purchases will appear on the bill.

Q: How does this help me?

A: You are able to get your books in advance rather than relying on funds, including financial aid, to be disbursed. Your student account will reflect the charges made.

Q: When do I need to order my books?

A: The program is set up to match your billing cycle, therefore you cannot order for only one class at a time. Instead you must order all books needed for a particular semester/session/term during your "purchase window." **You may order as early as six weeks before the semester/session/term begins but no later than the 7th day of the month following the start of the term (graduates) or session (undergraduates).** For example, if your term is OCJA, then the deadline is November 7th. For semester-based students, the last day to purchase is the drop/add date for the semester.

Q: Do I have to buy from the EU bookstore?

A: No, you are not required to get your books from the EU bookstore, though getting them there would ensure obtaining the correct titles. With online vendors, what you get is not always what you ordered. Feel free to purchase all, some, or none of your books from the bookstore. Any book purchases made are able to be billed to your student account.

Q: Do I have to visit the EU bookstore in person to purchase my books?

A: No, you may order online through the bookstore website through the following steps:

- 1) Go to eastern.edu
- 2) Click on Quick Links in the top right hand corner of the page
- 3) Select "Bookstore"
- 4) Accelerated & residency programs: Click on the **SECOND** bookstore link for the Campolo College of Graduate and Professional Studies. Traditional Programs: Click on the **FIRST** bookstore link
- 5) Hover over the tab "Book"s and click on "Textbooks and Course Materials"
- 6) Use the drop down boxes to select the term or semester and then your course
- 7) Add the books you need to your cart and order

To bill the cost of books to your student account, select "Student Account" as your payment method.

Q: I went to purchase books, but the bookstore said that I was past my “purchase window” to buy them and bill them to my student account. What gives?

A: Depending on your program of study, you have a window of opportunity to purchase/rent books and bill them to your student account. For accelerated and residency students, the last day to purchase is the 7th day of the month following the start of the term (graduates) or session (undergraduates). For example, if your term is OCJA, then the deadline is November 7th. For semester-based students, the last day to purchase is the drop/add date for the semester.

Q: Although I am past my deadline to purchase books, may I purchase them anyway?

A: While you may still purchase the books at the bookstore, you will have to pay for them out of pocket. The ability to purchase books and bill them to your student account has passed.

Q: My books for the semester total more than what I’ve been extended to bill to my student account. How do I pay for the difference?

A: You will be required to pay for the difference out of pocket.

Q: What books do I need to purchase?

A: Please refer to the bookstore website and check what books are available for the class you specify.

Q: The bookstore does not have my book in stock, am I able to buy it elsewhere and bill to my student account?

A: No, only actual book purchases made at the bookstore are able to be billed to your student account.

Q: I only used a portion of my available funds to purchase and bill to my student account this term/session/semester. Can I use the remaining funds in addition to what I get next term/session/semester?

A: The most you may bill to your student account is \$500 (undergraduates) or \$750 (graduates). The ability to carry over funds is not possible with this program.

Q: I purchased my books today, when will I see the charges on my student account?

A: Charges will post weekly to student accounts. If you do not see them, please allow one week before inquiring when you will be billed.