

MBS Direct: Heidelberg's Online Textbook Store

How to Order Textbooks and Payment Options

- ✓ **Go to:** <https://bncvirtual.com/heidelberg>
- ✓ **Decide which Payment Option:** Do you want to *charge your books to your student account* or will you *pay by credit card*? Follow the directions below according to your decision.
 - **Student Account:** You will receive a monthly statement for textbook charges you are responsible to pay or use financial aid according to the payment plan set up with Heidelberg.

Top of webpage **"Do you want to use your Student Account?"** Click **"Use it Here"**

Enter **Heidelberg OASIS ID #** and **Book ID: FALL 2020** (there is a space between FALL & 2020)
 - **Credit Card:** Enter the website at **"Let's Get Started"** Create account, enter cc at checkout.

Selecting & Viewing your Textbooks

- ✓ Click **"Get your Course Materials** then select **Term, Department, & Prefix of Course**
- ✓ **Select Your Course ID** (course title) **Attention!** Select the correct course section. For example, PSY 101-2, means you are in Section 2. *Please, do not order a different section's book if your section is not listed.* Check back to see if it becomes available.
- ✓ Click **View Course Materials** (scroll down to bottom)
- ✓ Select the **format** of book (new, used, rental, e-books).
- ✓ **Pay attention to any notes** on the course listing that give additional information (at top of page). Books are listed as **required** or **optional**.

Checkout & Shipping

- **Courses held on campus:** Please select **"Ship to School Address"** (44 Greenfield St., Tiffin, OH 44883) Students will be notified by email when their books can be picked up.
- **Courses held online and student is at home:** Fill in your home address.

SAVE on Shipping!

- **Free Shipping Dates**
July 26 to August 8, 2020
- **\$5.95 Shipping Dates**
August 9 to August 22, 2020

Anything else I need to know? Yes, make sure you receive an email confirmation of your order. If you do not, you may have forgotten to hit the submit button at the end of the order. Log back into your account to make sure the order went through.

Answers to your Textbook Questions

HELP! My course is NOT LISTED or the textbook is listed as "OUT-OF-STOCK!"

A course that is not listed may not require a book or may have a delayed book order. For more information, please attend the 1st class session or check back at the website at a later date to see if it is listed. **If your book is out of stock**, please order it along with your other books. MBS Direct will send it to you when it is back in stock at no extra charge in shipping.

How do I receive E-BOOKS or ACCESS CODES?

Log-in to your MBS Direct account. Click on **Menu** and then **Digital Content**. Most digital books will be available to download from the site. The access code may also be emailed to you or postal mailed to you. **Do not download digital books and/or use access codes until you are sure you will stay in the class. They are not returnable.**

RETURNING a book to MBS Direct

- **Login to your account at MBS Direct** and click on **"YOUR ACCOUNT"**
- Your orders will show up in a list, below the list is a link for **RETURNS**
- Click on **RETURNS**
- Follow the prompts to begin the return process.
- A **packing slip and a pre-paid shipping label** are provided for you to print.
- Enclose the packing slip in your box.
- **Package your books carefully** so they are not damaged during shipment and **use mail certified tape** to close your package. **Do not use** scotch, duck, masking, or painter's tape as they will not withstand the vigorous handling or weather conditions during shipping. Make sure your return label is completely surrounded by tape on your box.
- **UPS prepaid label packages can be brought to the campus bookstore for UPS pickup.**

WHERE ARE MY BOOKS?

- Log-in to your account at MBS Direct and click on **YOUR ACCOUNT** to view your order details.
- Click on your **ORDER #**.
- Click on **TRACKING #** link (# in blue) to review details of the shipment and whether it has been delivered or is still on its way.
- Books bought through the **Marketplace books do not have tracking #'s**. If you do not receive a book from the Marketplace seller, contact MBS Direct at (800) 325-3252.

BOOK BUYBACK:

MBS Direct offers book buyback through their website. Go to the website and click on MENU and select "Sell your Textbooks" from the menu. ***No books are purchased from students in the campus store.***

GUARANTEED BUYBACK & RENTAL Books from MBS Direct

Return your Guaranteed Buyback books by the due date to receive the buyback price quoted for your textbook. Return Rental Books by the determined date so you are not charged the full cost of the book.

TO RETURN "GUARANTEED BUYBACK" or RENTAL books to MBS Direct

- Login to your account at MBS Direct and click on **"YOUR ACCOUNT"**
- Click on **RETURNS**. A list of books that you *Rented* or received *Guaranteed Buyback* quotes for will be listed. Follow the prompts to return your book. A packing slip and prepaid shipping label will be provided.

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