

Frequently Asked Questions

FAQs that Bookstore Liaison and others will have to answer over Opening Weekend and First Week of Classes, based on random audits of Course Material Performance

General Questions

- 1. Why did you choose Amazon as the new textbook and course materials provider?**
 - a. The decision to move to an online bookstore through Amazon was made after an extensive competitive bid process to find a vendor that would provide the most savings to our students.
 - b. This new program makes textbooks and course materials more affordable for students and offers them the convenience of comparing prices on new, used, digital and e-books directly from their phone or digital device.

- 2. The price charged on Amazon is more expensive than from other sources**
 - a. Based on college textbook industry numbers, Amazon is able to offer significant savings on the overall costs of new, used, digital and rental course materials.
 - b. Students may go to other sources, or the publisher directly, if they can get a better price than Amazon.

- 3. Will my (or my students') textbooks and course materials be available in time for the start of classes?**
 - a. All course material information submitted by faculty has been provided to Amazon and we fully expect them to have those course materials available to students for the start of classes.
 - b. If you have any questions, please make sure you go to your classes and confirm with your faculty instructors which course materials are required or recommended for each of your classes.
 - c. In some cases, you may receive additional information about an alternative source for your course materials (clickers, materials purchased through sources other than Amazon).

Student Questions

- 1. I can't find the book for my ____ class on Amazon.**
 - a. Go to your class and confirm the exact title, edition, and ISBN number in your syllabus.
 - b. Look for the ISBN number again on Amazon
 - c. If you still can't find the book, contact Amazon Customer Service at 1-888-280-4331
 - d. If you have further questions, contact the Bookstore Liaison:
<http://www.stonybrook.edu/commcms/fsa/bookstore/contact.html>

- 2. When I enter the ISBN number for my course material from my syllabus (or SOLAR), it directs me to a different item than described in the syllabus (such as wrong title or edition)**

- a. Contact Amazon customer service at _____
 - b. If it is not resolved by Amazon, please notify the Bookstore Liaison on the website:
<http://www.stonybrook.edu/commcms/fsa/bookstore/contact.html>
- 3. My course material is not showing the SB shield on Amazon**
- a. Go to your class and confirm the exact title, edition, and ISBN number in the Syllabus.
 - b. Look for the ISBN number again on Amazon
 - c. As long as the title, edition and ISBN number match, you can purchase the course material even if Amazon is not displaying the shield
- 4. I cannot buy my course materials for my course from Amazon because they are out of stock.**
- a. Amazon procures books at the most affordable prices through market conditions that vary from day to day.
 - b. Amazon is actively monitoring their inventory levels and has committed to having enough copies of course materials to meet student demand. The University expects Amazon to fulfill that commitment.
 - c. You can contact Amazon customer service at 1-888-280-4331.
 - d. If this issue is not resolved by Amazon, please notify the Bookstore Liaison on the website: <http://www.stonybrook.edu/commcms/fsa/bookstore/contact.html>
- 5. The delivery time for the course material for my course is a week or more and my class starts this week and I need it NOW.**
- a. Amazon should be able to provide prompt delivery of all course materials.
 - b. Sometimes market conditions can change and cause a delay.
 - c. Contact Amazon Customer Service at 1-888-280-4331
 - d. If it is not resolved by Amazon, please notify the Bookstore Liaison on the website:
<http://www.stonybrook.edu/commcms/fsa/bookstore/contact.html>
- 6. The return date for my rental course material is after my final and there is an extra fee to keep it longer.**
- a. There is a single date for all book returns in Amazon (December 17th)
 - b. Go ahead and rent the book and do the extension so you have your course material for the time you need it.
 - c. Contact the Bookstore Liaison Office on the website:
<http://www.stonybrook.edu/commcms/fsa/bookstore/contact.html> and they will arrange for a refund of the additional rental fee extension.
- 7. My Amazon account is saying that my stuff was delivered to my campus mailroom and it is not there.**
- a. Allow an extra day for an item delivered to campus by Amazon to be transported to your mailroom, so it can be sorted and processed.
 - b. Please check again the next day the mailroom is open. The mailroom is usually closed on Sundays, but will stay open on Sunday 8/28
 - c. If your item still does not arrive, please contact your mailroom:

- i. Mendelsonh/H Quad at 631.632.4746
- ii. Kelly/Roosevelt/Roth/Table/Schomburg/West Apartments at 631.216.4150
- iii. Chaping Apartments: 631.444.6746

Faculty Questions

- 1. Amazon says there are only X number of items in stock for my course material and my class has many more students than that.**
 - a. Amazon procures books at the most affordable prices through market conditions that vary from day to day. All students should be able to get their books.
 - b. Amazon is actively monitoring their inventory levels and has committed to having sufficient copies of course materials to meet student demand. The University expects Amazon to fulfill that commitment.
 - c. If a student cannot get a copy of a required course material, they can contact Amazon customer service at 1-888-280-4331.
 - d. If this issue is not resolved by Amazon, please notify the Bookstore Liaison on the website: <http://www.stonybrook.edu/commcms/fsa/bookstore/contact.html>

- 2. My students cannot purchase their course materials from my course from Amazon because they are out of stock.**
 - a. Amazon procures books at the most affordable prices through market conditions that vary from day to day. All students should be able to get their books. They can contact Amazon customer service at 1-888-280-4331.
 - b. If it is not resolved by Amazon, please notify the Bookstore Liaison on the website: <http://www.stonybrook.edu/commcms/fsa/bookstore/contact.html>

- 3. The price for the textbook from my course is much higher than it was at the Barnes and Noble bookstore last year. (Likely coming from an instructor who negotiated reduced pricing between the publisher and B&N last year)**
 - a. Based on college textbook industry numbers, Amazon is able to offer significant savings on the overall costs of new, used, digital and rental course materials.
 - b. Students may go to other sources, or the publisher directly, if they can get a better price than Amazon.