

DUTCHESS COMMUNITY COLLEGE BOOKSTORE

Your Guide to the DCC Bookstore

REVISED
2/10/2022



At the BOOKSTORE there are two ways to shop. . .

The campus bookstore in Dutchess Hall on the main campus or shop online www.sunydutchessccshop.com.

How to Buy your Textbooks Online

*****Order early due to the increased volume of online orders at the beginning of the semester it can take 24 to 48 hours for the bookstore staff to process your order.*****

The bookstore team is on campus daily processing online orders from our bookstore shelves. Books are shipped in from other locations if we do not have your selection in the store.

You can use www.sunydutchessccshop.com



Or link through myDCC using:

1. View My Schedule
2. Follett Discover
3. Bookstore Website Link

OUTDOOR BLUE LIGHT PHONES or **INDOOR DESIGNATED EMERGENCY PHONES** can be used to report any incident to the DCC Safety & Security Office. Just press the call button.

In case of **FIRE** activate the nearest **FIRE ALARM PULL STATION**, evacuate the building immediately, and call to report the emergency.

[Building Evacuation Assembly Areas](#)
[Click here for Emergency Procedures and Additional Information.](#)

[SIGN UP FOR NY-ALERT](#)

Quick Links for Students

[Coronavirus Updates](#)
[Problem Solving Phone Directory](#)
[Office Hours](#)

Field Trips [check back for updates]

Policy Links

- [Preferred Name Policy](#)

Informational Links

- [Academic Calendar](#)
- [Add Funds to Your Falcon Card](#)
- [Board of Trustees Manual](#)
- [Census 2020: What You Need to Know](#)
- [Chemical Hygiene Plan](#)
- [College Catalog](#)
- [DCC Ally Network](#) • [Find an Ally](#)
- [DCC Bookstore](#)

Follett Discover

Every book.
Every course.
Any time.

Follett | Discover

Faculty
[Discover and Select Course Materials](#)
Easily submit to your campus store. Make available to your students.

Students
[Buy and Rent Books](#)
Ship to your home or pick up from the campus store.

Last updated: Apr 20, 2020 10:55 AM

Do You Need Help?

myDCC Quickstart Guides
Not sure where to find things in the new myDCC? Start here!

- [Quickstart Guide for Faculty](#)
- [Quickstart Guide for Staff](#)
- [Quickstart Guide for Students](#)

Need help with your Blackboard courses?
Check out these video playlists for Students and Instructors!

- [Student Help Videos](#)
- [Instructor Help Videos](#)

Starfish

[Starfish Home](#)
The Starfish dashboard is temporarily unavailable.

Student Tools

Student Banner Quick Links

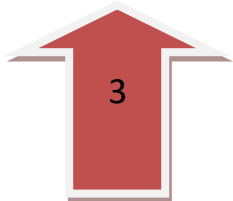
- [View My Schedule](#)
- [Check My Midterm Grades](#)
- [Check My Final Grades](#)
- [Check My Financial Aid Status](#)
- [View an Unofficial Transcript](#)
- [Request Enrollment Verification](#)

Personal Information

Student Information

- [Admissions](#) - Apply for Admission or Review Existing Applications
- [Registration](#) - Check your registration status, class schedule and add or drop classes
- [Student Records](#) - View your holds, grades and transcripts
- [Student Account](#) - View your account summaries, statement/payment history and tax information

[Degree Works](#)



How to Get Your Online Order

Ship to your Address

Shipping Rates

DOMESTIC_RATE	
Product Total	Standard
\$0.00 and up	\$7.50

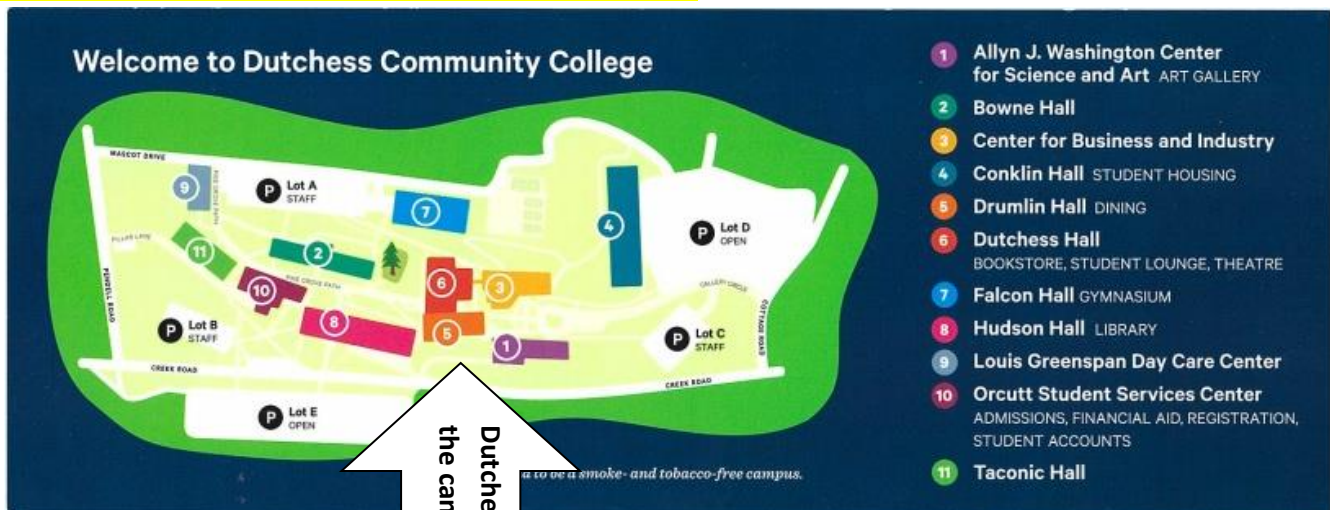
DOMESTIC_RATE	
Product Total	Faster
\$0.00 and up	\$13.99

DOMESTIC_RATE	
Product Total	Fastest
\$0.00 and up	\$19.99

In Person Pick-Up

IN PERSON PICK-UP Location: Bookstore

*****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

Online
American Express
Apple Pay
Book Vouchers/Other Payment Options
Discover
Gift Card
MasterCard
Pay with PayPal
PayPal Credit
Visa

OTHER PAYMENT OPTIONS

ACCESS-VR*

Dept. Of Veterans Affairs*

Dutchess One Stop*

Commission for the Blind*

Lorraine 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.**

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 A0000000XX.**
- If you do not have student ID you will need to contact campus security.

3 Payment Method

Book Vouchers/Other Payment Options

Enter your student ID number to access your account balance.

NOTE: Financial Aid Vouchers check out using your A number plus first and last initial.

Gift Card

Credit / Debit Card



PayPal Credit: No Interest if paid in full in 6 months on purchases of \$99+. Subject to credit approval. [See Terms.](#)

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

Account	Available Balance	Online End Date ?	
BookVouchers Fall 2020	\$50.00	9/25/20	<input type="button" value="PAY WITH THIS"/>
<input type="checkbox"/> Please agree to Terms & Conditions			

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

ORDER UPDATE

Hello,

Thank you for your order. The items below have shipped. Your order may arrive in multiple packages. If your order contains a digital item, your digital access information is below. Keep this email for reference.

Order Summary

Order Number: 1485000000002	Order Date: Jun 19, 2015
	Receipt Method: No Shipping Required
	Ship to: 1818 swift drive Oak brook IL 60000

Order Details

Product Details: US History to 1877 Author: Dallas County CC District Edition: 1st null	STATUS: FULFILLED Qty: 1 Unit Price: \$39.99 BUY DIGITAL Product Total: \$39.99
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Product Total: \$39.99	Sales Tax: \$0.00
Rental Tax: \$0.00	Tax Total: \$0.00
Order Total [USD]: \$39.99 (USD)	

Digital Order Details

Product Details: US History to 1877 Author: Dallas County CC District Edition: 1st Digital Edition	DIGITAL ACCESS INFORMATION: To access your digital selection, simply click on the Access URL and follow instructions Access URL: https://dlc.dcccd.edu/course-access Access Code: WUC8DGVLIQ6KCZM2
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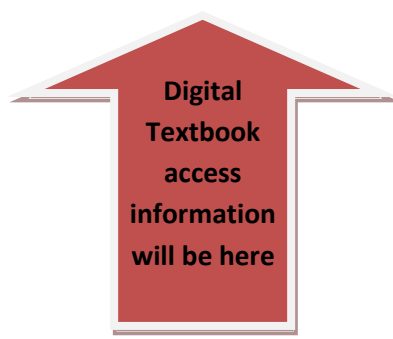
Order Details

Product Details: March Release Title 2 Author: Follett Edition: 5th eFollett_9975 > eF March Release 4 > eF Division > eF Department > eF March > eF Rental Due Date: Aug 15, 2015 Failure to return item on-time will result in the following charge, for each item not returned. Non-return Charge: \$83.16 Non-return Processing Fee: \$6.72	STATUS: FULFILLED Qty: 1 Unit Price: \$8.40 RENT USED Product Total: \$8.40
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Product Details: Black Mamba Author: Malik Edition: 5th eFollett_9975 > eF March Release 3 > eF Division > eF Department > eF March > eF Tracking Number: 12345	STATUS: FULFILLED Qty: 1 Unit Price: \$46.67 BUY DIGITAL Product Total: \$46.67
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Product Details: Elements of Physics Author: Smith Edition: 9th eFollett_9975 > eF March Release 4 > eF Division > eF Department > eF March > eF	STATUS: FULFILLED Qty: 1 Unit Price: \$28.75 BUY NEW Product Total: \$28.75
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Product Total: \$83.82	Shipping Total: \$7.50
Sales Tax: \$1.80	Rental Tax: \$0.00
Shipping Tax: \$0.47	Tax Total: \$2.27
Order Total [USD]: \$93.59 (USD)	



Tracking and order status can also be found by logging into sunydutchessccshop.com. Click on the orders link in the My Account section. Your Digital book credentials are in the same place.

ORDER UPDATE

Hello,

Thanks for your order. Listed below is the status of your order. Only items with recent status changes will be displayed below. Please bring this receipt to expedite the pickup process and retain this email for your records.

Order Summary

Order Number: 99780000009718 **Order Date:** Oct 19, 2016
Receipt Method: Store Pick-Up Pay Now
Pickup at:
South Campus Bookstore
11901 Beach Blvd
Building B
Jacksonville Florida 32216

Pickup instructions: This is a Test Message to be checked in order update email - Store Pickup for 9978.

Order Details

Product Details: RFP QA Title WH02 Author: Efollett eFollett_9978_Parent > eF Warehouse > efdiv > efdept > eFWHCourse > eFWH Tracking Number: 640847960456	STATUS: READY FOR PICK-UP Qty: 1 Unit Price: \$73.00 BUY NEW Product Total: \$73.00
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Product Details: RFP QA Title WH05 Author: Efollett eFollett_9978_Parent > eF Warehouse > efdiv > efdept > eFWHCourse > eFWH Tracking Number: 640847960456	STATUS: READY FOR PICK-UP Qty: 1 Unit Price: \$66.75 BUY USED Product Total: \$66.75
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In Person Pickup Customers

**Please wait until you receive the order update
READY FOR PICK-UP before coming to campus**

In Person Pick-Up Customers

Please note: Due to the increased volume of online orders at the beginning of each semester. We ask customers to wait until they get the Order Update: Ready for Pick-Up. Be sure to bring your Order Confirmation Number to help us find your order faster.

Textbook Rental

What is Textbook Rental?

You can rent many of the textbooks you need for the semester, then return them at the end of the term. And, at any point if you decide you want to buy the book or rent it longer, no worry – these options are available for most books.

Why Rent?

- On average, you'll be paying less than half the new textbook price!
- Normal highlighting and note-taking are OK.
- You can use multiple forms of payment including financial aid and campus cards where available. Check your bookstore for details.

How Do I Rent?

It's simple. Search for your course and section (if applicable), select the rental items available for your course, and add them to your shopping cart. During checkout you'll be prompted to provide rental collateral (e.g. a credit card) and sign the rental agreement. Completing the rental agreement signifies your commitment to returning your rental book back by the check-in date.

What Age Do I Need To Be To Rent?

You must be 18 years of age or older to rent textbooks.

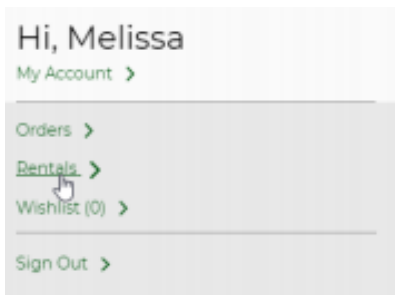
How Do I Return/Check-In my Rental?

If open, you can return your rentals in-store. View the store hours page for hours and availability.

Or, you can ship your rentals to the store, using the shipping carrier of your choice. Note: Shipping is at your expense.

1. [Sign in to your account](#) using the same email address you provided at the register in-store or entered when you rented online. Note: If you don't know your password, that's OK – just click "Forgot Password" to reset. (See Below)
2. Once you've signed in, you will be navigated to the Rentals page to view your Rental Account Information and Rental History.
3. Click "Return all Rentals by Mail" and follow the steps to print your packing slip.

4. Print your packing slip and include it in your rental shipment. Your packing slip is crucial to include in your box – it identifies you, what you’re returning, and where to send your rentals



Rental History

Return All Rentals by Mail

A screenshot of a rental history entry. On the left is a small image of the book cover for "Study in Scarlet & The Sign of". To the right of the image, the text reads: "Status: Active Rental | Rented in Store", "Study in Scarlet & The Sign of" with a price of "\$2.00", "Selection: Rent Used", "ISBN: 978048643166699990", and "Rental Due: 5/16/20". Below this is a warning: "Failure to return a rental item on-time will result in non-return charges and processing fees of \$4.57 to the card associated with the rental account." At the bottom of the entry is a yellow button with the text "RETURN BY MAIL →". Below the button is a note: "Please Note: If you wish to buy or extend this rental, please contact your campus store."

How Do I Extend or Purchase a Rental Online?

You can extend or purchase your rentals at your campus store.

If you rented online, you can extend or purchase those rentals in your account. On the [Rentals page](#), you will see options to “Extend” or “Buy” for each applicable rental item. You will be prompted to place an order with the rental extension or rental purchase.

When is the Rental Return Date?

The rental return date is established so you can use the book for the entire term. To avoid any late fees, we ask that you return all rented books to the bookstore by the return date on your receipt or packing slip. We'll send you reminder emails at the end of term to help you remember to bring your rented books back.

What if I Forget to Return My Rental by its Due Date?

If you don't return your books by your return date, we'll charge your credit card a non-return fee as well as a processing fee and you'll own the book. You can keep the book or sell your book back according to the book buyback policies of your bookstore.

Why the Extra Fees if I Check-in My Rental Book Past the Deadline?

If you don't return your rental book on time, we'll need to find another copy of the book in order to have enough copies on hand for the next semester. The fees cover the additional expenses of finding another copy of the book.

What if I Rent a Book and then Decide I Need to Keep it?

You can convert your rental into a standard purchase at any time before the rental due date. You'll simply receive a refund of your rental fee and be charged regular retail price based on the book's condition when purchased (new or used).

What Happens if I Drop a Class?

You can return the book and receive a refund of the rental cost during the normal refund period established each term by the bookstore. Of course, for the regular refund policy to still apply: the book needs to be in the same condition as it was when it was rented, and you'll need a copy of your receipt or the packing slip.

Can I Highlight and Take Notes?

Normal highlighting and note-taking are perfectly acceptable. So, what's not OK? Well, excessive markings, as these would render the book unusable for the next customer.

Where Can I Find My Rental Agreement?

By clicking on the link you'll be taken to the Follett Terms of Use page where you can review the Textbook Rental Agreement. [Rental Agreement.](#)

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.

Digital Course Materials

- eBooks are digital versions of an entire print book. eBooks are refundable within 14 days of the customer accessing the content, or 30 days after the purchase is made (without customer accessing the content), whichever occurs first. Additionally, refund requests cannot be fulfilled if more than 10% of the product has been viewed or if any page(s) of the content has been printed.
- Courseware items, such as MyMathLab or McGraw Hill Connect, are refundable within 14 days from purchase (regardless of the amount of content accessed by the customer).

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.

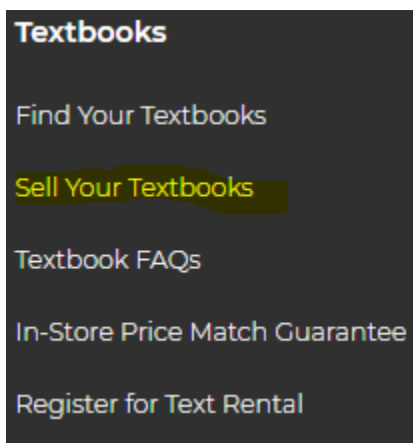
BUYBACK

Selling Back Textbooks (Book Buyback)

You can sell your books back in the campus bookstore or you can sell back books online using 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 →](#)



Contact Us

Address

53 Pendell Road
Poughkeepsie, NY US 12601-1595
[Get Directions](#)

[View Store Hours](#) >

Email

sunydutched@bkstr.com

Phone

[845-431-8080](tel:845-431-8080)

Fax

845-471-4565

Questions or Comments ?

Send us a message and we'll get back to you as soon as possible