



Campus Store FAQs

1. How do I charge my books to my student account?

You cannot actually “charge” anything to your student account as if it were a charge account. You must have eXpress funds available, with the funding of your eXpress account billed to your student account. Go to get.cbord.com/stthomas to be billed for it (Bill Me option) along with tuition, room and board, and any other fees that may be charged to your student account. We have tablets at the registers for you to set up the Bill Me option, you can add funds before coming to the store, or you can log in on your smart phone and be ready to enter the amount when you get to the register. Funds can be added at any time. A minimum of \$50.00 and a maximum of \$800.00 per day is set by the Card Office. This will be billed for the amount through the Business Office, and the charge will come to your home like your tuition statement. You can put any even dollar amount on your account and put more than your order total. This extra amount can be used however you choose.

If you are using this payment method for text reservation or FedEx shipment, funds MUST be available at the time you place the order. Orders with non-sufficient funds will be delayed until funds are available and may not be filled complete or as requested.

2. [There is a charge from the bookstore on my account. What is this/it's a rental book, can I return it now?](#)

Rental books are just that, rented, and must be returned. The rental book(s) must be returned no later than the last day of the semester, to the University of St. Thomas Campus Store location from which it was rented. It is your responsibility to return the book(s) that you have rented, or you will be charged the difference in purchase price versus the rental price plus \$10 per book to my student account. As the charges appear on the students account approximately four weeks after the end of the term, we have sent back our shipment of returned books. We are under contract to send them back by a certain date and can no longer accept books after our shipment leaves.

You will receive at least two reminder emails regarding the return of rental books. You MUST return your own rental books. You cannot return for someone else.

If this book is being used in an upcoming term, we will buy it back at our next buyback. We have buyback at the end of fall and spring semester.

3. What is Digital Direct?

The Digital Direct program is a new textbook model in collaboration with publishers that converts books into digital content. All students enrolled in a class purchase the content,

lowering the cost for everyone. All students in that class also get access to the content on the first day of class and won't be billed for it until after the tenth day of class. The digital content also includes Interactive Learning Platforms.

4. How do I opt out of Digital direct?

If you do not wish to participate in Digital Direct, you have the first 10 days of class to opt out of the program online (the opt-out procedure will be included in your emailed information). If you opt out by the deadline given, access to the online content will be turned off and you will not be billed. If you have any questions about opting out, please contact help@redshelf.com.