

Orangeburg-Calhoun Technical College

Statement of Procedure

Title: Bookstore General Operations

Number: 7.004.02

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Department of
Responsibility: Vice President for Business Affairs

Authorization:

President

Date Approved: November 16, 2004

Last Revised: June 15, 2021

Last Reviewed: August 2, 2016

I. Textbook Requests

The Department Deans are responsible for submitting all textbook, required supplies, and all electronic materials, including those adopted under an "Inclusive Access" model, requests to the OCtech bookstore at a pre-determined date each term. These dates will be published in the yearly administrative calendar.

All requests, from sources outside of the college, for information pertaining to adopted textbooks under the Freedom of Information Act or otherwise will be directed to the Director of Finance for response. A copy of the current semester's resource list is provided on the OCtech Bookstore website (www.bookstore.octech.edu).

The Bookstore Manager will send a reminder to the Deans or their designees as to when orders are due for the upcoming term in accordance with the published dates in the administrative calendar. All orders are to be completed in the Extracurricular Courseware Management online database and available to the Bookstore Manager by the established due date.

The Bookstore Manager will be notified by Department Deans of any late submissions of text orders beyond the deadline date.

At the same time that book requests are submitted each term, Department Deans will request supplementary materials or supplies that are required by faculty and their individual classes.

If a late request for books requires special handling, the additional costs may be charged to the department responsible.

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All requests for custom printed textbooks or textbooks which cannot be returned to the publisher must be approved by the Vice President of Academic Affairs.

II. Pricing Merchandise

New textbooks and electronic materials will be priced not to exceed a 25% profit margin (exclusive of freight). In addition, an amount may be added to the price of each book to help defray the cost of freight. This amount will be determined by the Bookstore Manager and Director of Finance (as limited by the Publisher).

The selling price for school supplies and miscellaneous merchandise will be determined by the Bookstore Manager and Director of Finance and will be competitive with other area bookstores.

Certain courses at OCtech are Inclusive Access courses. With these courses, the student is charged a course fee in addition to tuition that covers most, if not all of the required textbooks and access fees for the course. This fee covers only the digital components. The fee is set forth by the Publisher as the Maximum Resale Price (not to exceed a 25% profit margin). If a student who is enrolled in the Inclusive Access program would like a print version of the same item, the print version can be purchased in the college bookstore, from the publisher, or possibly a third-party (if available).

III. Textbook Buyback

A national wholesale vendor will conduct a book buyback in accordance with the academic calendar scheduling for final exams at the end of each semester.

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All books are eligible to receive a wholesale value as determined by the wholesale vendor. Buyback value is determined by the wholesale company and based on the national demand for a title. Not all books have a buyback value.

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IV. Refunds

Students may return their textbooks to the bookstore for a refund or exchange provided they are accompanied by the original receipt and in original condition free from markings or damage in any manner. Textbooks must be returned within the first ten days of class each term or within ten days of the date of the receipt.

Supplies, apparel and other merchandise (other than textbooks) are non-refundable, only exchanged for a same value item. Defective merchandise may be returned, with sales receipt, for a full refund or exchange if the request is made within 30 days of purchase.

Refunds will be made in the following manner:

If paid by check, a check refund request form must be completed. A refund will be processed through the Business Office and mailed to the student approximately 2 weeks after the request.

If paid by credit card, return will be credited back to the credit card account.

If paid using sponsorship or financial aid available on the student's account, the return will be credited to the student account.

If paid with cash, a cash refund will be issued. If the bookstore does not have sufficient funds to issue a refund in cash, a check will be issued after completing the refund request form.

The Bookstore Manager or Supervisor will make the decision as to refunds.

Students that drop or "opt-out" of an Inclusive Access course prior to the end of the published add/drop period, will automatically be refunded the charge. Students dropping courses after the published add/drop period, to include administrative or student-initiated withdrawals will be charged the Inclusive Access fee and not be eligible to receive the refund of the course fee.

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V. Stolen Merchandise

In the event that a customer and the bookstore contest the ownership of merchandise, Campus Public Safety will be notified and asked to take appropriate action. The bookstore will not refund money until the contested ownership is settled.

VI. Check Acceptance

The bookstores will follow the guidelines set forth by the college. Student's personal checks will be accepted only for the amount of purchase. Counter checks will not be accepted at any time. Only checks made payable to Orangeburg-Calhoun Technical College will be accepted.

VII. Inventory

An inventory will be conducted on an annual basis. The bookstore will be closed during this period. All merchandise will be inventoried at cost and selling price. Any merchandise, which is to be written off, will be verified by the auditors and the Business Office.

VIII. Departmental Charges

Charge account services are provided by the bookstores to college faculty and staff for departmental purchases of office supplies. Merchandise is sold at bookstore cost. Department Deans and/or departmental budget managers will be authorized to make purchases to the extent of the signature authority that the college has allowed them.