

## Frequently Asked Questions Regarding Book Purchases

1. There are no courses, or incorrect courses are listed, for my child when I log in to buy their books. What should I do?

Please contact Mrs. Healey at [chealey@bishopstang.org](mailto:chealey@bishopstang.org). She will be able to update the courses within 24-48 hours and then you can go in and purchase the books.

2. Why are there so many books listed for each course?

Many courses offer the option of traditional textbooks or digital (e-text, epub) books. It is up to the parent and/or child which option they choose. However, please be sure to remove the checkmarks from the items you do not wish to purchase. The system will default to ordering everything listed.

3. Can you help me understand my balance?

Many courses offer the option of traditional textbooks or digital (e-text, epub) books. The parent and/or child may select which format they prefer. However, please be sure to remove the checkmarks from the items you do not wish to purchase. The system will default to ordering everything listed.

Also, if you want used textbooks, be sure you have selected those where available. This will lower the cost of the bill.

4. What is the fee I see listed for some classes? Do I have to pay it?

1. The fee is a materials or lab fee depending on the course. These fees go directly to the specific department to purchase the materials needed for the class or lab. These fees must be paid at the time of the book sale. **\*\*Please be sure you have selected any fee(s) associated with your child's course(s). These are for labs and/or materials. Failure to select and pay the fee(s) at the time of purchase or by September 15, 2018 will result in a \$25 late payment charge in addition to the class fee(s).\*\***

5. Can I download my digital books before school starts?

Yes, you should. On the [www.k12sd.com](http://www.k12sd.com) website, go to "My E-Library" and once the books are available, you can scroll to the bottom of the page to click the box accepting the terms of the

book. Then scroll back up to the top of the page and follow the instructions to download the book. If you run into any difficulty, you should contact [www.k12sd.com](http://www.k12sd.com) either by phone or chat. They will be able to assist you.

It is recommended that students download digital books before the start of the school year, so the students are prepared for the first day of class. This will also prevent an overwhelming amount of calls to [www.k12sd.com](http://www.k12sd.com) when everyone attempts to download the first week of school.