

# Columbia College

## Textbook Ordering and Returns

**NOTE:****Must; Shall; Will:****Should:****May or Could; Can:****Clarification of Terms**These words or phrases indicate actions or activities that are *essential* or *mandatory*.

This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.

These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

### POLICY

It is the policy of the College to ensure that students are provided with appropriate course text books and materials at least one week prior to each semester start so they can complete their homework assignments that are due on the first day of class.

### PROCEDURES

The following steps will be completed approximately three weeks prior to each semester start.

1. Each department will review course outlines for the following semester and identify text books to be ordered.
2. Each department will review tentative enrollment and text inventory at the bookstore, and meet with book order administrator, to arrive at the quantity of texts to be ordered from the publisher(s).
3. Book order request form to be sent to book order administrator, including all relevant order information (ISBN, publisher, full title and number of copies).
4. Book order administrator will complete electronic purchase order and phone/or email the publisher to place the order.
5. The book order administrator will ensure to inquire whether the text book order will be delivered within 10 business days. If a back order is implemented the Purchase order system will be updated to reflect this information.
6. Each department should ensure students have picked up their required course texts and other materials.
7. Each department will remind students who have not picked up their texts and course materials to do so as soon as possible.
8. Each department will coordinate with the book order administrator every two or three months as regards returns of surplus texts to the publisher(s).
9. When the book order is delivered, the front office administration will direct books to be delivered to the bookstore. Front administration staff will open and count the items within the box, and will forward packing slips to the book order administrator.
10. Book order administrator will update PO system to reflect delivery of books when packing slip is received.
11. Book order administrator will work with accounting office to ensure that payment is made within a timely manner.