



## How to Use Back to Books

*Your School Bookstore—Online!*

### PLACING AN ORDER

You can order online anytime, 24/7. Or, if you prefer, please call our toll-free line to place an order with one of our customer service reps. Please have your student's schedule available as we use that information to help you find the books she will need.

**To order online:** Our custom website will take you through the steps quickly and easily.

To get started, go to the Notre Dame de Sion website. The link to Back to Books is on the front page. If you would prefer, the direct link is <https://www.backtobooks.com/notredamedesion.asp>.

1. **Log On:** Enter Your Student's ID and password. If this is your first time to the Sion/Back to Books site, your, the password is "welcome". The next screen verifies that you are ordering for the correct student. If the name and student ID are correct, press "Yes". Then you will be asked to change your password. Enter "welcome" as your old password, then use 4-10 characters to enter any password you would like to have for your account. Press "change password". This takes you to the Main Menu. This is the password you will use next time you visit Back to Books.
2. **Order:** From here, you can select between books for summer reading, the regular school year and multiple options for non-required materials such as test prep, dictionaries and study guides. To order your summer reading books, simply press the "Summer" button. Books for the school year will be available June 21 and will be found by pressing 2017/2018 button. Next, select your student's classes from the list. Press "submit" and the selection of books and materials required for those classes appears. If used books are available, the option to purchase used will show up automatically on the list. Press "continue" to view your cart. At this point, you may make changes, continue shopping or proceed to check out.
3. **Check Out:** First, please verify your address, phone number and e-mail address and make changes as needed. Next, select the shipping method you prefer, then enter payment information. Once you're ready, press "Place Your Order". The next screen is your receipt – you can print this copy or return to your account online to view and/or print it anytime.

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**Call 973-361-1100**

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## FREQUENTLY ASKED QUESTIONS

### **How do I know that I'm ordering the right books?**

Back to Books is Sion's official bookstore – we only stock the books and editions that your teachers have selected for you. When you order from us, you can be confident that you are getting the correct book.

### **What if I have a question or problem when I'm trying to order?**

Please contact us with any problems while you are placing an order. Our Customer Service department is open from 7:30 a.m. to 5:00 p.m. CDT in July and August, and from 8:00 to 4:00 the remainder of the year. In the event that you reach our 24-hour voice mail, please leave a message including the student's name, the school she attends, the nature of the call, and of course, daytime phone number so that we can call you back. All calls will be returned the same business day. Alternately, you may send us an e-mail at [customerservice@backtobooks.com](mailto:customerservice@backtobooks.com).

### **I can't remember my user ID.**

Please use the Student ID number as your Back to Books user ID. If you do not have that available, you can call Back to Books to obtain your ID number or to place your order by phone.

### **I can't remember my password.**

If we have a working e-mail address on file for you, you can retrieve your password automatically by entering your student ID and selecting "forgot password". It will be sent to the e-mail address we have on file for you. Another option is to call Back to Books customer service to have your password reset to "welcome".

### **Can I place my order by phone?**

Absolutely. Please call our customer service line at 973-361-1100 during our regular business hours.

### **I don't have a credit or debit card, how can I pay for my order?**

You may pay by personal check or money order. Please remit the amount from the final confirmation page, including any shipping charges. Your order will ship as soon as we receive payment.

### **How do I get my books once I've placed my order?**

Orders will be shipped directly to you at the address you specify for shipping. Please be sure that the address we have in our files is correct and complete. E-books are delivered in different ways depending upon the specific e-book. We will let you know how each is delivered when you are placing your order.

### **Why do you ask for my e-mail address?**

We use your e-mail address only to communicate with you about your order or to send you your password should you forget it. Your e-mail address will NEVER be used for spam or shared with other companies.

### **How long will my order take to arrive?**

Most credit/debit card orders received by 2:00 pm CDT leave our warehouse the same day. Orders paid by check or money order are released upon receipt of payment. Shipping time varies depending upon geography and shipping method. Typical shipping time to the Kansas City area is two to four business days.

### **How do I know that my order went through?**

When you have successfully completed your order, you will see a confirmation page with an order number at the top. If you have a valid e-mail address on file with Back to Books, you will also receive notification when your order is received and again when your order has shipped. If you have any additional questions about whether your order went through correctly, please call Back to Books Customer Service at 973-361-1100.

### **How do I get an itemized receipt?**

Your order confirmation can be printed as a receipt for your purchase. After you place your order, you can log back into your account at any time to view/print the order. From the Main Menu, simply select "My Account" (third button from the left at the top of the page). All recent orders are listed there. Select the order you are interested in viewing. If you have a valid e-mail address on file with us, you will also receive an automatic receipt when your order is shipped. If you do not have email access, you may call Back to Books Customer Service to request a receipt by mail.

### **I received an incorrect or damaged book – what do I do?**

Please call Back to Books Customer Service immediately upon discovering any incorrect books or damage. We will ship the correct book immediately and will arrange for return shipping for the incorrect or damaged book. Re-ships will be processed within the same business day. Any missing or damaged items must be reported to Back to Books within seven days of receipt of the order.

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