



Ordering your Textbooks Online at NCTCBookstore.com FAQ's

Do I need an account to order online?

Yes! Before you begin the ordering process, make sure to log into your existing account or create an account if this is your first time ordering online.

Where do I pick up my order?

Orders can be picked up at a campus bookstore from 9a-4p Monday-Friday*. You will be required to show a photo ID matching the name on the order at the time of pick up.

Can I have someone else pick up my order?

Yes, but you must provide the first and last name of the person in the comment section of your order. The person picking up the order will be required to show their photo ID at the time of pick up.

What if I drop my class?

Notify the Bookstore by email at bookstore@minneapolis.edu if you drop a class or need to cancel your order.

What is "Order Update Action and Preference"?

This field is to inform us how you would like your order filled if your instructor should change the textbook or course materials before we process your order.

- "Do not add to Order:" no changes will be made to your order
- "Add All Materials:" all materials (including required, recommended, and optional materials) will be added to your order
- "Add Only Required:" we will only add to or change your order if the instructor makes changes for required course materials

How long do I have to pick up my order?

All orders must be picked up within two weeks of the notification email saying the order is ready. If the order is not picked up you will be charged a \$10 restocking fee. If you need more than two weeks to pick up your order, email the Bookstore at bookstore@minneapolis.edu

What are the payment options?

All students have the option to purchase their required materials using either a credit card or their NCTC student account. Payment terms & conditions apply. Please check e-services for account balance and payment due dates.

I selected the USED preference, so why did the Bookstore give me a new book?

Every effort is made to fill orders as requested, but we reserve the right to make substitutions if your books are not available in the requested condition.

How much does it cost to ship my order?

All orders are shipped for FREE (unless you need expedited shipping)