

**All initial orders will be shipped to students free of charge from our Willmar location. All textbooks and course materials are housed on the Willmar campus, so pick up in store is available in Willmar and in Hutchinson after placing an online order. \*Expect a two-day delay when picking up in Hutchinson.**

It is important to order all of your textbooks and course materials at once. Each additional order placed will incur a \$10 shipping fee and may result in delays of getting your order to you. PSEO funding does not cover shipping charges.

1. Grab your class schedule and go to [www.ridgewaterbookstore.com](http://www.ridgewaterbookstore.com)
2. If this is your first time ordering, you must create a bookstore account. Click on the “My Account” tab. If you already have a bookstore account created, click the “My Account” tab to log in. Your student/tech ID number is needed when creating an account. If you need help finding this number, call the bookstore or log in to eServices to find the number in the right-hand corner.

### **Textbook & Course Materials Ordering**

3. Click the “Textbooks” tab and select “Buy Textbooks”.
4. Read the website terms and conditions and click “Agree” to continue.
5. With your class schedule, select the term, department, course and section number for each class you are enrolled in.
6. Once you have all of your courses added, scroll down and click “View Your Materials”.
7. Select used or new (if only option listed) for each book by clicking the circle buttons on the right hand side. Once selected, click “Add to Cart” at the bottom for each item. All books, rentals, e-books, required, and optional materials will be listed for each course, but PSEO only covers the required materials.
  - a. *Please note: optional and recommended textbooks and materials are not able to be purchased with PSEO funds and will be charged to the credit card entered when checking out. Rentals are not allowed for PSEO students, so please select used only. If an e-book is available, please select the e-book OR physical book but not both.*
8. Click “Continue Checkout” at the bottom of the page to view your shopping cart.
9. If you are ready to complete your order, click “Continue Checkout.” A question will appear regarding new/used substitutions and if you want items added if your instructor adds something additional. Answer all questions and proceed to checkout.
10. Click on “Payment Options” to continue.
11. Select your shipping method – Pick Up or Ship.
12. Verify your billing and shipping address and click “Continue”.
  - a. *Please note: your billing address must match the information on the credit/debit card you input.*
13. Based on your desired shipping method, you will select from these three options “UPS Ground est \$0.00” or “Pick Up in Willmar” or “Pick Up in Hutchinson” and then click “Continue”.
  - a. *Reminder – there will be a two-day delay when picking up in Hutchinson.*
  - b. *Reminder – only the first order will ship free, and the following orders will include a \$10.00 fee, which PSEO funding does not cover.*
14. In the drop-down menu under “Choose Payment Option,” select “Financial Aid/3<sup>rd</sup> Party/PSEO.” If you do not select this option, your order will come through as a credit card order. A credit/debit card is used as secondary payment if there are insufficient PSEO funds or for items not covered by PSEO. Click “Submit Payment” to complete your order.
  - a. *Please note: you will be able to see what is and is not covered by PSO funding.*
15. Once your order has been placed, you will receive an order confirmation email. Once your order has been processed, you will receive a second email and will be shipped per your instructions or ready for pick-up.

16. If you are coming to campus to pick up your online order, please come into the bookstore and have a photo ID ready. Photo identification is REQUIRED when picking up your order.

If you are experiencing issues while ordering online, please check the following:

- If you do not see the Financial Aid/Third Party/PSEO option in the drop-down menu, please check the following bullet points.
  - Do you have a hold on your student account?
  - Is your student ID number your tech ID number?
  - Does your billing address match the address on your credit card?
- Passwords expire every 90 days on [www.ridgewaterbookstore.com](http://www.ridgewaterbookstore.com). If you need help resetting your password, please contact us at 320-222-5590.
- If you receive a Paymetric fail pop-up, our processor is overloaded so please wait 10-15 minutes and try to place your order again.

If you are experiencing issues other than the above listed, please call us at 320-222-5590.