

# TOP 10

## THINGS YOU NEED TO KNOW ABOUT



### 1. Book Pick-Up:

Textbook Pick-Up will always begin the week before classes start; check our website for exact dates. To pick up books, you are required to bring your **PRINTED** class schedule and your RaiderOne Card (or other form of ID).

### 2. Financial Aid:

All financial aid should be approved by the Financial Aid Office before you come to pick up books. Only certain financial aid types can be applied to books, supplies, computers, or a Meal Plan Card; check our website to see what each aid type will cover.

### 3. External Locations:

Aside from the Main Campus bookstore, there is an extension of The College Store at four external TRC locations: Dexter, Kennett, Malden, and Sikeston. If you are taking classes at one of these locations, you will pick up your books at their respective Stores.

### 4. Web Courses:

If you are **only** taking web courses, then you will pick up your books based on the external location closest to your town. See our website to view the list of towns and their assigned pick-up locations.

### 5. Rental Returns & Replacement:

All rental items are due to be returned by the last day of finals of the semester for which they are rented. If rental items are not returned, lost, stolen, or have been damaged beyond repair, you will be charged their new retail price in order for them to be replaced. If a rental item is returned damaged but still in a usable condition, you will be charged a damage fee of \$25.00 per item.

### 6. Using Our Website:

On our website, we attempt to answer all your questions before you think to ask them, so most things that you need to know (including the Top 10) can be found there. You can also place orders for textbooks, computers, Meal Plan and Rewards Cards, and other limited merchandise, even when using financial aid as your method of payment. Also take advantage of our Amazon Special Ordering program that allows you to purchase items that may not be available in our store.

## **7. Meal Plan & Rewards Cards:**

The College Store provides 4 different card types that can be used at a variety of businesses in the TRC community – the Meal Plan Card, the Athlete Meal Plan Card, the Raider Rewards Card, and the Employee Rewards Card. Please visit our website for more details about how each card is used, their benefits, and where they are accepted.

## **8. Meal Management Program:**

Beginning the Summer semester of 2017, The College Store will introduce the Meal Management Program. This program will be tailored for each individual student based on their available financial aid. Implementing automatic, bi-weekly Meal Plan Card loads, the Meal Management Program provides a reliable source of budgeted income for food and fuel throughout your semester at TRC.

## **9. Join Our Text List:**

Text the word **book** to **313131** to join our texting list and receive important information regarding The College Store. When you are no longer taking courses at TRC or if you'd like to opt out of this service, simply reply **STOP** to one of our text messages.

## **10. How to Contact Us:**

**Website:** [collegestore.trcc.edu](http://collegestore.trcc.edu)

A lot of information about The College Store can be found on our website, so it's best to check there first if you have a question.

**Phone:** 573-840-9610

If you need to talk to one of our team members, you can always call our Store on the Main Campus during our regular business hours. Please avoid calling during the week of Book Pick-Up. We want to be able to offer you exceptional and timely customer service; unfortunately this is not always possible during this week due to the rush that we experience in-store. Please refer to our website if possible during this time.

**Email:** [collegestore@trcc.edu](mailto:collegestore@trcc.edu)

Any formal requests should be made by email. Be sure to include your name and student ID number along with all relevant information regarding your request.

**Hours: Monday – Friday, 8 AM – 5 PM**

We are closed for all major holidays and during school breaks.