

# TOP 10

## THINGS YOU NEED TO KNOW ABOUT



### **1. Book Pick-Up:**

Textbook Pick-Up will 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). You will pick up your books in The College Store, located in the Bess Student Center.

### **2. External Locations:**

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

### **3. 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.

### **4. College Store 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 can be found there. You can also place orders for textbooks, computers, Meal Plan Cards, and Amazon Special Order, even when using financial aid as your method of payment.

### **5. Financial Aid:**

All financial aid should be approved, and listed on your account, before you come to pick up books. Only certain financial aid types can be applied to books, supplies, computers, Meal Plan Card, and Amazon Special Order Program. Check our website to see what each aid type will cover.

### **6. Rental Return Deadline:**

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 by the deadline, you will be charged the new retail price, plus a \$25.00 fine per item. 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.

## **7. Meal Plan Card:**

The College Store provides a Meal Plan Card that can be purchased with excess financial aid, Pell and loans. You can load up to \$500 with financial aid every two weeks during the first 4 weeks of classes. The card can also be purchased by parents with cash, check, or a credit card. You can use your card at 26 regional businesses for food, groceries, and fuel. It is also accepted as a form of payment in the carGO Carryout App, at an additional 26 locations in Poplar Bluff for home delivery or pick up.

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

The College Store now offers the Meal Management Program. Programs are 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 **TRCbook** 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:** <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.

**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.

**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 during this time.

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

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