

## Barnes & Noble Virtual Bookstore FAQ

- **How do I contact Barnes and Noble?**

You can contact them on this number: **800-325-3252** or get live assistance or send an email [here](#).

- **Do all students receive a voucher?**

No, only students that have accepted their financial aid award for the term will have an amount available to use. Check your financial aid award in Colleague Self Service and verify available aid has been accepted for the term.

- **What should I do if my Student ID or voucher ID isn't working, even though I have financial aid?**

Verify your Student ID is a 7-digit number. It should start with **two leading zeros** plus a 5-digit number. Also, verify your voucher ID. You should have received an email from [yb@news.bncservices.com](mailto:yb@news.bncservices.com) titled "Your funds are ready – time to get your books" that contains your voucher ID if you have accepted financial aid for the term. If you run into further issues with this, please reach out to Nate Annan in the accounting office at [nannan@nwhealth.edu](mailto:nannan@nwhealth.edu) or 952-225-3171 for additional support.

- **What should I do if a required book is out of stock and I'm using my financial aid to pay for it?**

Barnes & Noble recommends that students go ahead and place the order, so the item is put on backorder. The student's account will not be charged until the book ships. While Barnes generally does not cancel back orders, they may do so if all sourcing options are exhausted. In such cases, Barnes will coordinate with the university and notify students of any cancellations. Students may also request a cancellation directly if needed.

- **Will my bookstore voucher cover the full cost of my purchase?**

Not necessarily. The voucher allows you to charge books and course materials to your student account, but it is not guaranteed that financial aid will fully cover the amount used. If your financial aid does not exceed the total cost of tuition and fees (which will be charged at the beginning of the term) and your bookstore charges, you may be responsible for the remaining balance.

- **How do I access my e-book?**

Once you've purchased an eBook, we'll send you a confirmation email that will contain a link to access your book (note: email can take up to 30 minutes to arrive). Or, from the home page, [log in to your account](#) and go to your Digital Bookshelf. More information can be found here [here](#), and select “How do I get my eBooks and access codes”.

- **What if a book is offered digitally but the instructor recommends print?**

If a book is only offered digitally, that is the only option. Printed editions may be delayed for the desired edition. A prior edition may be able to be sourced by the student elsewhere.

- **What if my voucher expires with a balance remaining on it?**

When a voucher expires, nothing happens with any remaining balance because the funds are not real dollars. Vouchers are simply a temporary means to charge during a specific timeframe. Once the voucher expires, it can no longer be used, and any unused portion becomes inactive. Please note that we pay the vendor monthly based only on the value of vouchers actually used by students.

