

Eastern Wyoming College Bookstore
Sales & Shipping Procedure for Telephone or Web Site Book Orders
Fall 2010

The following is the procedure we use when we receive a telephone or web site order. Included would be outreach students and distance learning students.

- We ask the caller what books they would like to order. We also reference the course, number and where the class is being offered to insure we send them the correct book.
- We request the address (we use UPS for all shipments).
- Form of payment. If they say they have financial aid, we will check on Datatel for their available balance. If we see no balance we take all the information (including phone number) and walk over to Financial Aid for verification of funds. If they have available funds we can continue with the sale. If they do not have available funds we will call them back and ask for another form of payment.
- With our new system we can set up an account which will include the address, phone number and beginning balance (available financial aid funds). This system will print a register receipt which we will include when we ship the books.
- We make two copies of the receipt. We send one with the books to the student. We keep one for our records. If the purchase was with a credit card we will file the information into a binder. If the purchase was with financial aid we enter the information on Datatel, mark down the number of the transaction and keep that copy in a box with other financial aid charges. We keep the receipts by day and in alphabetic order.