

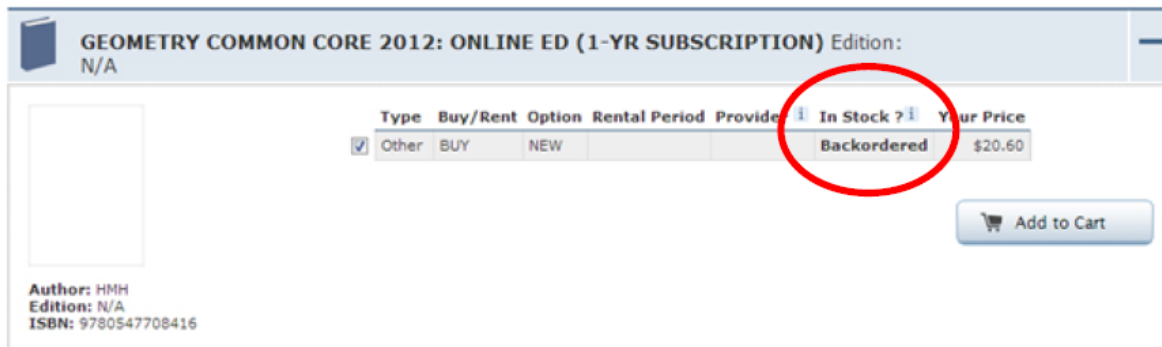
ORDERING DIGITAL BOOKS

Why is my book marked “backordered”?

.....

You are attempting to order a digital book from your school’s virtual bookstore and you get a “Backordered” message on the book’s stock status. What does this mean?

When you order a digital book, you are purchasing or renting the digital rights to use the book for a specified time period. Because of this, Follett does not purchase the digital book from the publisher and hold it in stock until it is ordered by our customers so that we don’t impose on the book’s availability time period. Due to this process, the item is listed as backordered by our system.



When you place your order, the bookstore then provides you with a code and instructions to download your digital book. Note that it is important to order your digital books through your virtual bookstore in order to receive the correct items with the appropriate needed time frames.

Do not let the “Backorder” status deter you, we guarantee that any digital book ordered through your virtual bookstore will be delivered in time for the start of class.

Need assistance?

Call Follett Customer Service at 877-827-2665

Follett www.santafe.catholic.bkstr.com – the preferred textbook partner of Santa Fe Catholic High School

