



UNITED TRIBES[®]
TECHNICAL COLLEGE
ART GALLERY
& BOOKSTORE

UTTC Art Gallery & Bookstore POLICIES & PROCEDURES

The United Tribes Technical College Art Gallery & Bookstore (hereinafter “UTTC Bookstore”) assists students in obtaining course materials and sells general merchandise such as artisanal goods, apparel, gift items, souvenirs, and school supplies.

Monday – Friday
8:00 am – 5:00 pm
CLOSED FEDERAL HOLIDAYS

All Bookstore Extensions (701) 221-1460
Bookstore Manager (701) 221-1461
Assistant Manager (701) 221-1459
Email: uttcbokstore@uttc.edu

BOOKSTORE STUDENT ACCOUNT CHARGING POLICY

Virtual Bookstore Student Account Charging

UTTC Bookstore, in partnership with Barnes & Noble College (BNC), maintains a Virtual Bookstore to provide Students with their Required Course Materials.

<https://bncvirtual.com/uttcbokstore>

Prior to each Semester, once a Student receiving Student Financial Aid has completed course registration*, they will receive a Student Financial Aid Voucher via their student email account to use at checkout. This allows them to charge **Required Course Materials** to their Student Account. No payment is due at the time of purchase. However, if a Student must purchase a Rental Print Textbook, a credit/debit card must be added to their Virtual Bookstore Account to secure the rental. This form of payment will not be charged unless the rental is not returned by the return due date or is returned in unacceptable condition.

Self-pay Students are required to purchase Required Course Materials out-of-pocket. The accepted methods of payment by the UTTC Virtual Bookstore are credit/debit card or PayPal.

Students need their Student ID number, Student email address, Voucher ID number, and Course Schedule to place an order. The Course ID numbers, for example, HUM 106 A, MTH 102 OL, ENG 101 C, are necessary to ensure you order the correct Required Materials.

*New Students must be issued a student email address/account from IT before a SFA Book Voucher ID can be issued. Once a Voucher ID is issued, it may take up to 24 hours to become activated. Returning Students will be issued a Voucher ID upon their addition to the semester’s Registrar’s list.

All Student order numbers, receipts, and tracking information for your Course Materials is always available in each student's Virtual Bookstore Account.

BNC Virtual Bookstore Returns/Refunds

Print textbooks/course materials purchased directly from BNC Virtual Bookstore must be returned within 2 weeks after class start date or within 21 days of date shipped, whichever is later. However, note that if more than 50% of the term has passed, materials are no longer eligible for return credit. BNC provides pre-paid UPS return labels for all returns. The cost of return shipping will be deducted from the return credit.

Non-activated eBooks, digital content, and access codes that are eligible for a refund can be returned within 14 days after class start date or within 14 days of purchase, whichever is later. To return non-activated eBooks, digital content, and access codes, Students will need to contact BNC customer support. Digital content such as access codes, eBooks, etc. are non-returnable once accessed, activated, downloaded, or revealed. No exceptions. Some digital items are not eligible for a refund once sold. Some Access Codes are non-refundable (even if they haven't been activated, revealed, or accessed).

Rental books must be returned for a full refund within 14 days of purchase. The cost of return shipping will be deducted from the return credit.

Credit will be issued for qualifying materials in the same manner the payment was originally made. Please allow 2 weeks for processing time. Original shipping costs and costs to ship a return are non-refundable. Any course materials received outside of the returns time period will be processed as a buyback. If processed as a buyback, you will receive the current buyback value. If the item has no buyback value, you will receive notification in the form of a letter or email. You have one week from that notification to request that items with no value be returned to you. A replacement copy can be shipped at your expense.

Once an order has been placed, it cannot be changed or cancelled. Print materials defective at the time of purchase or rental will be replaced at no charge.

In-store Student Account Charging

In-store Bookstore Student Account Charging is limited to the beginning of each semester one week prior to the First Day of Classes until Census Date (the last day to add/drop courses). Self-pay Students are not allowed to charge to their Student Account. Students receiving Financial Aid may charge school supplies, a backpack, scientific calculator, or a laptop* to their Student Account. Bookstore Student Account Charging of any apparel, gift items, chargers, or earbuds/headphones is not allowed.

No payment is due at the time of checkout, but all Students must present a UTTC Student ID and provide a signature on the original receipt. Any supplies charged to your Student Account during this time are non-refundable, including laptops. Any defective merchandise may be exchanged within 10 days of purchase. After 10 days, laptops are subject to the manufacturer's limited warranty.

If you utilize your Student Account to charge/rent Course Materials or charge Student Supplies, any charges over the amount of Financial Aid Funding you receive will remain as a balance due on your Student Account.

*Subject to inventory and SFA availability. Only 1 laptop per Student, per Academic Year may be charged to Student Accounts.

Book Buyback Policy

Buyback services are provided by BNC Virtual via MBS Service Company, LLC (MBS). Payment for books purchased by MBS is issued directly to the Student via check or PayPal. Print materials that BNC/MBS determines have no buyback value may be sold to a wholesale book buyer during our end-of-semester book buyback. This is a one-day event offered in-store during finals week of Fall and Spring semesters. Reminder, please take care of your books as damage of any kind will deplete their value.

Student Accounts Billing from Bookstore

Course Material Charges and Credits through the Virtual Bookstore will be uploaded to Student Accounts upon receipt of weekly invoices from BNC. Student Supply Charges will be uploaded to Student Accounts weekly beginning the date Student Supply Charging opens in-store with an uploading deadline of the Monday following Census Date.

BOOKSTORE RETURN POLICY

Merchandise Refund, Return, & Exchange Policy

General merchandise that is accompanied by the receipt and is in new/saleable condition can be issued a full refund within 10 days of the purchase date. If the original method of payment was credit/debit card, the original card used will be refunded. Refunds will not be issued for cash payments or Payroll Deductions. Refunds for qualifying merchandise for those payments will be issued on a Bookstore Gift Card. No refunds or store credit will be issued for general merchandise returned after 30 days of purchase but can be exchanged for a like item of the same dollar amount. These exchanges must be accompanied by a receipt and must be in new/saleable condition. Shipping fees for webstore purchases are non-refundable.

All sales of artisanal goods including jewelry, beadwork, and artwork are Final

LIGHTSPEED POINT-OF SALE SYSTEM POLICY

Authorized Lightspeed Users

All *Users* must be added to the system *Settings* and assigned *Roles*. Each *Role* provides allowed access to specific capabilities. The Bookstore Manager and Bookstore Assistant Manager are the only staff assigned as *Administrator/Manager*. This *Role* allows the *User* to edit *Main Outlet Register* settings (including tax adjustments), control the settings of the *Webstore*, add and assign *Roles*, add new products to the inventory, create tags, add reorder quantities to existing inventory, edit inventory information, and view any financial reports or information.

All Part-time Bookstore staff and LTE/FWS Student Bookstore employees are assigned the *Roles* of *Cashier*. This *Role* has limited access and system capabilities. They are not able to edit *Settings*, add *Roles*, adjust/add inventory, create product tags, process *Returns/Refunds* or view financial reports and information.

Inventory Procedures

Maintain a Centralized Record of All Products:

A list of all products available for resale in-store and online, will be kept in the Point-of-Sale System with these details:

- *Product name* – An abbreviated description of the product.
- *SKU Code* – A POS generated number with coordinating barcode.
- *Description* – The UTTC Finance Department issued Purchase Order number associated with the product order and invoice.
- *Supplier Information* – Vendor name.
- *Wholesale cost* – Purchase price from vendor.
- *Quantity* – The quantity on hand at time of purchase or reorder. This quantity will be entered into the inventory of the POS system at the time of purchase and when any reordered items are received.
- *Retail Price* – Price determined by 50% mark-up of the wholesale cost of all non-Pendleton merchandise; 75% on all Pendleton merchandise.
- Products purchased for resale as Department Special Orders will also be listed in the *Products* inventory section. The department purchasing the items and quantity will be listed in the *Product Name*. The *Description* will include the purchasing department's UTTC Purchase Order Number.
- The *Reorder Point* of all merchandise will be determined by the Bookstore Manager or Assistant Manager on an item-by-item basis.

Manage Record of Products Purchased for Resale:

- A manual physical inventory count will be conducted biannually in October and June.
- Inventory reconciliations will be performed quarterly and performed at-will by the UTTC Chief Financial Officer.
- An inventory balance will be reflected in the *Inventory Report* provided to UTTC CFO for their records.
- *Returned Merchandise* – When merchandise is returned, a refund receipt is completed in the POS system and will automatically add the returned merchandise to the inventory count of that item. Only the Bookstore Manager or Assistant Manager may issue a refund in the POS.

Lightspeed Accepted Payment Types

Credit/Debit Card: This form of payment is accepted, entered, and processed via Lightspeed POS, including each transaction's *Net amount* and *Processing fee*. Lightspeed automatically deducts the *Processing fees* from our Revenue Direct Deposits made to the assigned UTTC account at Kirkwood Bank & Trust. Statements of the deducted monthly fees are made available in the POS system on the 5th day of every month. All credit card payments are also recorded daily in the Bookstore Monthly Credit Card Log (located in the Department folder on the Bookstore S-drive). The monthly Lightspeed credit card fee statements are located in *Documents* in the POS *Finance* Section. The monthly Lightspeed fee statements and Bookstore Credit Card Log are compared, totals verified and provided to the UTTC Finance Department for their records.

Cash:

Cash payments may be accepted for all transactions. Only full-time UTTC Staff are allowed to process cash transactions. Part-time staff and LTE/FWS Student employees are not allowed to process cash transactions. The cash drawer remains locked when not in direct use, with the key held by the on-site, full-time staff. If a full-time staff is not present, the customer will need to present a credit/debit card to complete their transaction.

All cash is monitored and recorded daily in the POS by the *Register Opening* and *Register Closure* Summaries. The daily starting till cash amount and any daily cash revenue is removed from the locked cash drawer at *Register Closure*, separated, and placed in the locked safe. At the daily *Register Opening*, the starting till cash amount is removed from the locked safe and placed in the locked cash drawer during store operating hours.

Bookstore Cash Revenue deposits are made to UTTC Accounts Payable Administrators monthly if under \$1000 and bi-monthly if over \$1000. The cash deposit is accompanied by a Lightspeed *Cash Sales Report*, a list of all cash sales transactions, a copy of each cash sales receipt, and a Bookstore Deposit Form. This deposit form is signed by both Bookstore and Accounts Payable personnel after the cash deposit amount is recounted and verified. The Bookstore retains the original bank deposit slip and a copy of all other deposit documentation for its records. Copies of all documentation and the original, signed copy of the Bookstore Deposit Form are retained by Accounts Payable for their records.

Gift Cards:

Lightspeed POS allows for the use of custom store gift cards. Bookstore Gift Cards may be purchased for any denomination plus a \$1 gift card loading fee. Gift cards are not reloadable or refundable. The POS automatically tracks the gift card and its purchases from the card specific barcode. With the original receipt, lost cards can be cancelled and the remaining balance transferred to a new gift card for the \$1 loading fee. Each card sold is listed by the individual barcode number for tracking purposes. A *Gift Card Report* may be generated at-will that provides the total value sold, total value redeemed, available balances, and the total number of cards in circulation.

Department Charge:

UTTC departments may make *Department Charge* purchases for in-store merchandise and any approved Special-Order purchases. Only full-time staff are allowed to use *Department Charge* as a payment type. For in-store purchases, a list of chosen items is provided to full-time staff by the requester. The requester is provided with a Bookstore quote or invoice to submit for approval. Once the Purchase Order has been issued, the requester may then pick up their merchandise.

For Special Order purchases, the requester provides full-time Bookstore staff with their specific merchandise request. After vendor communication and art approval, per the UTTC Brand Standards and Visual Identity Policy, the requester is provided with a Bookstore quote to submit for approval. Once the Purchase Order has been issued, the Bookstore can proceed with production of their order through the vendor. When the Special-Order items are received, quantity and quality verified, and entered into the POS inventory, a final invoice is issued, and the requester is notified to pick up their order.

Once any *Department Charge* is completed, the bookstore provides all documentation to UTTC Accounts Payable and Property & Supply. Accounts Payable will provide a monthly Internal Report listing to notify the Bookstore of all processed *Department Charge* transactions, including the associated Bookstore Invoice number and Requester Purchase Order number. The Bookstore uses this list to reconcile any open *Department Charge* invoices and verify payment of the invoice in the POS.

Payroll Deduct:

Voluntary Deduction Qualifications for Use at the Bookstore:

Only Regular, Full-time Employees are allowed to Payroll Deduct purchases at the Bookstore. Employees must be beyond their 90-day probationary period and present a UTTC Employee ID at time of purchase. Employment status will be verified through information provided by the Human Resources Department. Employees must also complete the *Voluntary Payroll Deduction Authorization Form for Bookstore Purchases*. There is an \$600 *Payroll Deduct* balance limit on Bookstore purchases. Any deduction request exceeding \$600 must be approved by the Bookstore Manager. Returns/Exchanges paid by Payroll Deduct are subject to the Bookstore Return Policy. However, refunds on purchases made via Payroll Deduction can only be issued as a Bookstore gift card. The last date 9-month employees will be allowed to utilize *Payroll Deduct* is April 30th. Payroll Deductions cannot begin for qualified 9-month employees until September 1st.

The Payroll Administrator will notify the Bookstore Manager bi-monthly of all employee deduction balances. No additional purchases may be made until the balance returns to \$0. In the event of an employee's resignation or termination, the full or remaining balance will be deducted from their final payroll. If no final payroll exists, the employee has 90 days from resignation/termination date to remit payment to the Bookstore for the balance in full. In the event the balance is not paid in full upon termination of employment, Accounts Receivable will maintain a record of the employee's unpaid balance.

The number of payroll deductions allowed for purchases will follow the guidelines below:

PAYROLL DEDUCTION GUIDELINES:

\$20 - \$49.99	= 1 PAY PERIOD
\$50 - \$74.99	= UP TO 2 PAY PERIODS
\$75 - \$99.99	= UP TO 3 PAY PERIODS
\$100 + \$600	= UP TO 4 PAY PERIODS

Bookstore Payroll Deduction Procedures

For Bookstore Personnel:

- Request presentation of UTTC Employee ID at time of purchase.
- Consult Employee List provided by Human Resources to verify employment status.
- Employee deduction balance list will be reviewed before allowance of additional purchases.
- Ensure *Voluntary Payroll Deduction Authorization Form for Bookstore Purchases* is completed following the deduction guidelines.
- Manager authorization and signature on Form must be acquired for any deduction totaling over \$600.
- Scan copy of Sales Receipt and signed Form to Payroll Administrator.

- Provide a copy of the receipt and form to employee and retain the originals for Bookstore records.

For Human Resources Department Personnel:

- Provide the Bookstore with an updated employee list monthly.
- Notify resignation or termination status upon incidence.
- Provide Bookstore with a bi-monthly payroll deduction balance listing after each pay period.
- Report any unpaid balances due to resignation or termination to Bookstore and ensure the remaining balance is withheld from their final wages.

Student Charge:

This form of payment may only be used during the designated dates allowed by the *Bookstore Student Account Charging Policy*.

Bookstore Reporting to UTTC Finance Department

Quarterly Reports

The Bookstore will provide the following reports at the end of each Quarter to the UTTC CFO and Controller for their records:

- Lightspeed quarterly *Sales Summary* that includes the *Total Revenue*, *Cost of Goods Sold*, *Gross Profit*, *Margin (%)*, and *Tax*.
- Lightspeed *Sales Tax Liability Report*. This report provides the total due to Burleigh County for the quarterly sales taxes.
- Lightspeed *Payment Type Report*. This report provides the total of the amounts of each *Payment Type* used during the quarter.
- Lightspeed *Cash Sales Summary*. This quarterly report verifies the monthly cash deposits.
- The Bookstore monthly *Cash On-Hand Reports* for the quarter. This report verifies the total petty cash that remains in the Bookstore to process *Cash* transactions.
- A Lightspeed *Quarterly Ending Inventory* list.

Biannual Reports

- A Full-Inventory List before biannual manual count begins accompanied by a Full-Inventory List after the completion of the manual count highlighting any discrepancies. Any discrepancies must be explained and documented.

Privacy Policy and Terms of Use

Introduction - UTTC Bookstore is committed to protecting your privacy. We have established this Privacy Policy and are providing it to you so that you can understand the manner in which we collect and use your information and the efforts we use to protect it.

Personal Information Collected - UTTC Bookstore recognizes the need for consumers to control the use and management of personal information. By personal information we mean information that can be used to identify or contact an individual. This may include, but is not limited to, a first and last name, a physical address, an email address, a student id number, or a phone number.

Personal Information Use - UTTC Bookstore uses personal information provided by you so that we can service your account. We will not sell or trade your information to unrelated third parties.

BY DOING BUSINESS WITH AND/OR BEING A CUSTOMER OF THE UTTC BOOKSTORE, YOU AGREE TO THESE TERMS AND CONDITIONS.