

COUNTY COLLEGE OF MORRIS	
Business and Finance Division Policies and Procedures Manual	
Subject: SPECIAL ORDER FOR BOOKS, CAMPUS STORE	Page: 18.03.01
	Date: 4/30/14

General

Upon receipt of a Special Order Form and a full non-refundable deposit, the Campus Store will place a special order for textbooks or other general reading books for its customer.

Policy

As a service to CCM students and staff, the Campus Store will place special orders for textbooks or other general reading books. As special orders are usually not profitable in themselves, they do create good public and campus relations, and as a result, may prompt increased related sales.

Authority

Vice President for Business and Finance

Responsibility

Textbook Coordinator

Procedure

The Campus Store requires that a non-refundable deposit for the full value of the book be taken at the time a special order is placed, with the understanding that such an order cannot be cancelled. Additional costs, such as transportation, handling charges, and possible price increases are communicated to the customer at the time the order is placed.

The customer must pick up the special order at the store, unless special arrangements are made at the time of the order.

If a customer wishes to place a special order, the customer must fill in a special order form which is in triplicate, and pay the non-refundable deposit.

One copy is given to the customer at the time of ordering. The remaining copies are for store use: to prepare the purchase order to the supplier, and to keep a record of each individual special order until the book arrives or the supplier advises otherwise. The back copy of the form is made of cardstock and can be used as a post card to inform the customer when the book has arrived or when the supplier advises that it is out of stock, out-of-print, not yet published, or otherwise not available.

When the book arrives, the customer is called by the Receiving Department to pick it up. If there is no response, the post card is mailed. Follow up calls are made at the information desk where the book is held on a hold shelf while awaiting pick up. Upon pick up, the customer pays the balance and any other charges due.

SPECIAL ORDER

NO. COPIES _____ NO. _____ DATE _____

AUTHOR _____

TITLE _____

PUBL. _____

PAPER BACK HARD BACK DEPOSIT PAID \$ _____

ISBN _____

PLACE
STAMP
HERE

YOUR PH. NO. ()

NAME

ADDRESS

CITY

STATE

ZIP

1023 YOUR ORDER HAS JUST ARRIVED

CCM Bookstore
214 Center Grove Rd.
Randolph, NJ 07869
973-328-5151