



WELCOME.

K12 Student Direct is the official partner of your academic institution in the operation of the its bookstore. We've been operating school bookstores online for over fifteen years and supplied students with course materials for seventy. We look forward to filling your educational needs. The following pages provide instructions for accessing the online bookstore at www.K12SD.com.

WHY YOUR SCHOOL IS PARTNERED WITH US

Benefits to Utilizing our Services



We offer a generous discount on books: most paperbacks are sold at 10% or more off the publisher's cover price. Textbooks are priced at the publisher's suggested retail price or less. This is competitive with what you will find other places online.



By using your school's official bookstore, you will be guaranteed to purchase the exact version of the book selected by the teacher. In the past, we've run into problems when students and parents have searched for a book on their own and ended up coming into a class with the wrong edition.



K12 Student Direct will deliver your books in a timely manner. We process and ship orders within 24 business hours. Many e-retailers, especially those within an online marketplace, can take several weeks to deliver items or will charge exorbitant fees to guarantee quicker delivery.



K12 Student Direct is located in New York, which means that your books will be delivered to addresses in the Northeast typically within one (1) business day at a low cost of shipping.



Your purchase through K12 Student Direct helps to support your school. When most of the students in a course purchase through a single site, it makes it possible for the faculty to receive teacher editions and other support materials from the publisher.



K12 Student Direct also makes available many used books as a cost-efficient alternative to buying new. Students can also save money with our rental and eBook options.



Many textbooks purchased from K12 Student Direct, whether new or used, will be eligible to be purchased back from students if the school the following year. This is simpler and more cost-effective than dealing with an unaffiliated online retailer.



Reliability and security: K12 Student Direct guarantees the security of your payment information and full support from our customer service team. Your school's administration has trusted us and we take this responsibility serious.

In short, you can get all of your books from one source and often in one shipment, without the hassles of dealing with different online stores. The following pages provides a guide to navigating use of the website.



Go to www.K12SD.com. Upon arrival at the site, you will be asked to set up an account or log in.

SETTING UP AN ACCOUNT

1. Choose 'sign up' on the left of the page
2. Select whether to set up a student or parent account. If you are a parent, you will have the opportunity to set up multiple student accounts under your own.
3. Type in a short version of your school name (example: If your school is "Walt Whitman Preparatory School" just "Walt" will suffice). Choose the state in which your school is located. You will be presented with a list of matching schools. Select the checkbox next to your school and click 'Next'.
4. Please follow the steps to enter your name and other required information. Student accounts should enter a school ID if your school is utilizing [Student Course Connect](#). The ID will be used to match you to your list of assigned courses, if this info has been provided by your school.
5. You will receive an email from K12 student direct to confirm the account. You must do so to move forward. Please make sure that you're set up to receive emails from support@k12sd.com and if you don't see an email, please check your junk and spam folders or [contact us](#).
6. Parents: after confirming set up of your account, you will be able to set up students under your account. This enables you to pre-populate courses from multiple students.

The image displays two overlapping screenshots of the K12 student direct website. The left screenshot shows the 'Access Your School Bookstore' page, which includes a 'Sign Up' button for new users and a 'Log In' form with fields for 'Username' (filled with 'hpotter@hogwarts.edu') and 'Password'. Below the login form are three program highlights: 'BUYBACK PROGRAM', 'eBOOKS', and 'RENTAL PROGRAM'. The right screenshot shows the 'Create an Account' page, featuring a 'Find Your School' section with a search bar. The search criteria include 'Are you registering as a parent/guardian or student?' (with 'Parent or guardian' selected), 'School Name' (filled with 'Hogwarts'), and 'Your School's State' (filled with 'Hogsmeade'). A 'Search' button is located at the bottom of the search section. A 'Features' list is visible on the right side of the page.



SEARCH FOR COURSES

There are three ways to search for your materials:

1. **View Your Courses** and **MY COURSES**
You can use this area to store and save courses that you're taking. If your school has provided your course registration records and you have provided your ID, the courses that are assigned to you will automatically appear here.
2. **Search by Course** and **SEARCH COURSES**
If you want to search one item at a time, you can always search an item title.
3. **Search by Item**
If you want to search one item at a time, you can always search an item title.

ADDING ITEMS TO YOUR SHOPPING CART

There are two ways that you can do this. If you are looking at a list of items assigned to a course, you can check each item that you want to purchase (or uncheck the ones that you don't want) and then select the **Add Selected Items to Cart** button at the bottom of the page.

Or you can add each item, one at a time, but using the **Add to Cart** button.

If you want to find all of your courses first and then add the items in bulk to your shopping cart, you can select the **Add to My Courses** button when you're viewing a course. This will put the course and the list of items assigned to it in **MY COURSES**. You can then add all items to the cart at once.

REVIEWING YOUR SHOPPING CART

You can also get to the cart by selecting the SHOPPING CART button in the upper right portion of the screen.





CHECKOUT PROCESS

Checkout is designed to be simple and straightforward, minimizing the number of steps required.

1. After reviewing the details of your cart, select “Checkout.”
2. **Shipping Information:** Fill-in the shipping contact and address and select a delivery method. Most deliveries to addresses in the Northeast shipped ground will be delivered within one business day following processing (for which you also should allow one business day), but if you want to guarantee a certain number of days, there may be additional shipping options to choose from, depending on what your school has chosen to make available. Select Save and Continue.
3. **Order & Payment:** Review the details of your order. Then choose a payment method and fill-in the appropriate fields related to that method. Once you’re satisfied, select to Confirm Purchase.

Payment Method
Please select one:

Credit Card Cashier's Check

Credit Card Number

Name On Card

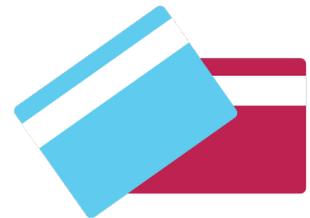
Security Code/CVV (3 or 4 digitals on Card)

Expiration 01 13

4. The order detail confirmation page will be displayed and a summary emailed to you. Please note your order number as this will be used to contact K12 Student Direct should you have any issues. Credit card payments will be processed right away, but cashier’s check or money order payments will be processed and shipped upon receipt of payment. If you are using one of the later methods, please make check payable to:

Adams On Line
537 Sackett Street
Brooklyn, NY 11217

Please note that personal checks are not accepted.



RETURNS

Students have fourteen (14) days from the school’s course drop/add date to return books. If your school doesn’t identify a drop/add date, you will have thirty (30) days from the first day of classes to return the book. Books returned for a refund must be in new condition. A book with writing in it will be considered used regardless of the condition it was purchased in.

For more information on returns, please view our [policy and instructions](#) on the website.



HAVE QUESTIONS?

Check out our list of [answers to frequently asked questions](#).

CONTACT US

Want to chat? We're available via phone, email, and live chat.

Call: (877) 560-2651

Email our Customer Service Team: support@k12sd.com

Additional links to [Contact Us](#) are located on the website.

HOURS

During the Summer, our offices are open 9am to 10pm EST.

Other times of the year, we're available 8:30am to 5pm.

