

# EZ DROP COORDINATOR INSTRUCTIONS

## EZ Drop coordination

- Quick and easy process for students and facilitators
- Provides a convenient location for students to sell back their books
- Offers a low-stress, streamlined buyback solution
- All necessary supplies and free promotional materials are included

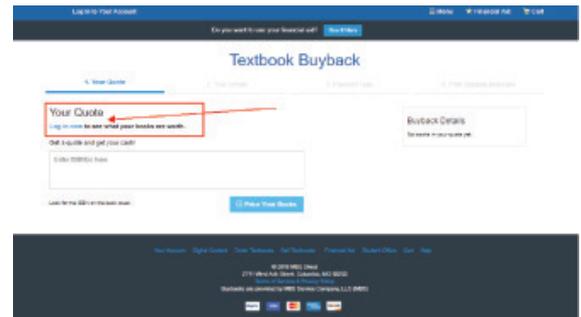
Follow these step-by-step instructions for a simple, productive EZ Drop Buyback experience.

## EZ Drop Buyback benefits

The EZ Drop Buyback Program is the simplest way for students to sell back their course materials. A productive EZ Drop Buyback reduces textbook costs by increasing the number of used books available for resale in the Online Bookstore in the upcoming academic term. In addition to other titles, students can sell their Guaranteed Buyback texts through EZ Drop Buyback, which ensures they receive the maximum value for their materials. Beyond reducing the overall cost of course materials, the EZ Drop Buyback Program serves as a fundraiser for your school or affiliated organization.

## How the program works

Your school, staff and faculty act as the buyback facilitators, or you designate a school-affiliated organization to fill the role. BNC K-12 notifies students and parents via email of the EZ Drop Buyback. Parents or students bring their books to the designated drop-off location, where the facilitators collect the books, pack the boxes and assist with the shipment. In return, your organization earns a commission check for a percentage of the total value of books purchased.



## A step-by-step guide to a successful EZ Drop Buyback

### Step 1: Students create quote

Before buyback, BNC K-12 instructs all students to create a quote for the books they wish to sell.

**Important:** Students **must** log in to the same account they used when purchasing their books to create quotes. When they log into their account, they can view the titles they have and see which of these qualify for Guaranteed Buyback.

Students should print at least three copies of their quote. Books may need to be shipped in more than one bag, and students will need a copy for their record. Tell them to bring these copies on buyback day. They must put a copy of the quote in each bag of books they wish to sell and retain a copy for their records.



**Students obtain quotes in two ways:**

1. Students who purchased their books from BNC K-12 during the current school year. They automatically receive an email notifying them to log into their Online Bookstore account and create a buyback quote.
2. Students who did not buy from BNC K-12 can still participate in buyback. These students create a quote online in their online bookstore.

**Step 2: Select and set up the buyback room**

Setting up for your buyback is easy. We provides all the supplies needed for receiving and packing books. Arrange a location that accommodates good traffic flow and organization. Buybacks work best in large rooms that can house both the quantities of books and the lines of students waiting to drop off their books — gymnasiums and cafeterias, for example. The room should be locked and secured at night.

Clearly identify entrances and exits for the students, and use a series of tables to accept and pack books. Secure the area behind the tables, where the books are stored and packed during the buyback. Do not allow students to enter.

**Step 3: Assemble boxes**

Assemble boxes before students arrive. Hang the The online bookstore poster titled “Textbook Condition Guidelines” in a prominent location.

**Step 4: Accept books**

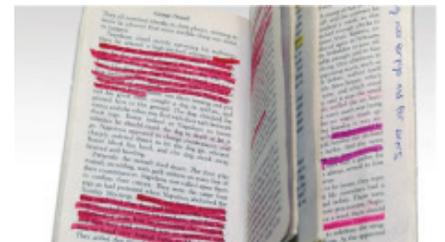
After each student hands you their quote and books, ask them if they have included any books not listed on their quote. If they have extras, tell them they must create a new quote so they can be certain we will buy back the additional books. They can choose to create a new quote that includes the additional title(s), or they can create two quotes. If they create two quotes, they will receive two separate checks.

**Step 5: Ensure book standards**

BNC K-12 provides information for buyback explaining what makes a book acceptable or unacceptable. Our staff will decide if a book is acceptable when the books arrive at our facility. It is not your responsibility to reject books students bring. Here, we clarify our acceptance standards in case you receive questions.

These are the four most common reasons a book is deemed unacceptable:

1. Severely damaged binding or a broken spine — visibly loose from the front and back cover.
2. Fluid damage — water, coffee, tea or other liquid that has caused a book’s pages to become warped/ brittle.
3. Excessive writing/ highlighting — limited writing and highlighting is acceptable.
4. Missing or torn pages and/ or cover — any missing or torn pages or covers make a book unacceptable.



**Step 6: Add books and quote to bag, then seal the bundles**

Place the quote face up in the shipping bag — not inside the books — along with the respective books. Include one quote per bag. Throughout the buyback process, keep students’ books and quotes together in the EZ Drop bags. As you place books and quotes in bags, stack the books and remove excess air.

DAMPER ACADEMY EZ Drop Buyback Quote

Buyback Date and Time:  
 Campus: Academy EZ Drop-BuBack  
 Thursday, February 16 - Friday, February 16, 2018  
 8:00am - 2:00pm  
 Located in the Cafeteria

For: GABRIELE JACKSON  
 2017 WALKER  
 COLUMBIA MO 65203-4813  
 US

Search: g.jackson@damperacademy.com

Quote Date: 02-08-18  
 Quote #: 00119-020817  
 Reference #: 11082775  
 Quote Expires: 02-08-18

EZ Drop Textbook Buyback Guide				
City	Author	Title	Edition	Value
WILLIAMSON		Environmental Science Prep	12	107.75 EA
COLUMBIA	Parsons	WILSON: Graph Approach (HS)	7th Ed	217.50 EA
<b>Total</b>				<b>\$185.25</b>

All your school's on-site EZ Drop buybacks, you can conveniently sell back your student's books.  
 1. Print a few copies of this quote and bring them and the textbooks on the date listed above.  
 2. Show them at our center and we'll package and mail to the center.  
 3. Once received, your books will be processed and a check will be mailed within 3-4 weeks.



### Step 7: Pack sealed bundles into shipping boxes

Consolidate individual EZ Drop bags into your assembled boxes. Stack the book bundles and fold any loose plastic so that a column of books is created inside the box. Once you have created a column, drop it into one side of the cardboard box.

At minimum, you can fit two bags of books in each cardboard box. With careful packing, you can fit four or more bags in each box. A full box is more economical to ship, and it makes the box stronger, protecting the books in transit. When you have filled a box with shipping bags, seal it with an additional piece of packing tape across the top. After each box is sealed, place an orange label on a front corner of the box.



The final step in preparation for shipping cannot be done until all boxes are packed and are ready. When all boxes are sealed and labeled, count them and write “1 of 23,” “2 of 23,” “3 of 23,” etc, on the provided shipping label.

### Step 8: Contact Us

When all boxes are sealed and secured in the EZ Drop Buyback room, contact your BNC K-12 account manager. Tell him or her how many boxes will be shipped. We will email you a bill of lading (BOL), and a shipping company to pick up the cartons. If you have fewer than 10 cartons, we will send UPS shipping labels via email.



### Step 9: We receive your bundles

As shipments arrive at our facility in Columbia, Missouri, we process each bag and perform final verifications before payment. Damaged or missing books are addressed with the student.

Unacceptable books are held no more than two weeks while the student decides if they wish to pay the return shipping to

retrieve those items. Book standards are clearly communicated when the student creates his or her quote.

Once each bag is verified and received, an email is sent to each student stating that the shipment was received and that a check has been mailed.

### Frequently asked questions

#### What if a student arrives without a finalized quote?

- A finalized quote is necessary for the buyback process. Without a valid quote, the student won't know what books are being bought back and we won't know who to pay for the books received. If a student arrives without a quote or with an incomplete quote that lacks a name and address, direct him or her to a place where they can go online and create a new quote, or where they can access the quote that has already been emailed to them. They must have a printed copy of the quote when they return to the buyback location.

#### What if a student has more books than what is listed on the quote?

- If a student has more books than what is listed on the quote, he or she should access a computer and create a new quote so that they are certain we buy back the additional books. They can choose to create a new quote for their entire number of books or a second quote for the additional title(s). If they break up their transaction into two separate quotes, they will receive two checks.

#### What if a student is missing books listed on the quote?

- If a student does not bring all books listed on their quote to the buyback, you need not do anything. Students are not paid for books that are not submitted, even if those books are listed on their quote.

#### What if a student's book is missing a component?

- When a student's books arrive at the facility, we check for required components. If a student submits a book missing a component such as a CD, audiotapes or a study guide, we pay the market price for what is submitted.



### **What if a student has more books than can fit in an EZ Drop bag?**

- To properly receive each order and issue checks correctly, every EZ Drop bag filled with books must contain a quote. If a case occurs where all books from one quote cannot fit in a single bag, make a photocopy of the quote and place a copy in each bag.

### **What if a student forgets books or can't make it to the drop-off?**

- If a student cannot bring in books before the on-site buyback concludes, encourage him or her to go to [www.mbsdirect.net](http://www.mbsdirect.net) after EZ Drop Buyback has ended. At that time, students can participate in the traditional online buyback process, complete with free shipping.

### **What if a family misplaces a quote?**

- Students should access the “My Account” section of the Online Bookstore to reprint the quote. To maintain Customer Loyalty, they must reprint the quote rather than create a new one. To maximize the buyback amount, families should only create a quote when it is absolutely necessary. If families receive a Guaranteed Buyback price, this will remain intact no matter what the situation.\*

*\*Note: If you create a partial quote for books previously purchased from the online bookstore, or if you have lost a Guaranteed Buyback quote, you must wait 24 hours to ensure Guaranteed Buyback funds.*

*\*Buyback services provided by MBS Service Company, LLC*