



## FAQ'S

### When is the store open?

The store is open Monday thru Thursday from 9:00 to 3:00. Additionally, at the start of each term we are open the Friday before and the Friday after the first day of classes from 9:00 to 1:00. Online shopping is available from [The Hub website](#) 24/7.

### What forms of payment can I use at The HUB?

The HUB accepts cash, check, VISA and MasterCard. We can also process Apple Pay and Google Pay. If you have accepted an award of Student Financial Aid or a Sponsorship you may also use your ATC student ID card to make purchases during allowable dates.

### How do I use my student financial aid in the store?

You will need to bring your ATC student ID card to make SFA purchases at The Hub. The magnetic stripe on your Student ID is used to debit from your available SFA funds.

### When can I use my student financial aid to purchase textbooks and supplies?

SFA funds can be used for purchases in The Hub during the open SFA spending dates for each term. Refer to the ATC academic calendar for the beginning and ending dates per term. After you have accepted your SFA awarded funds and all fees have been processed for your registered classes+, then your available balance is available to use for purchases in the bookstore. Processing times may take up to 72 hours.

### Can I use my student financial aid for online orders?

Yes, online orders can also accommodate SFA payments. At checkout, select "Student Financial Aid" as your payment method. You'll then enter your seven-digit ATC student ID number as your SFA account number. The process will also require a backup form of payment with a credit or debit card.

### How do I use a sponsorship voucher as payment for textbooks or supplies?

Vouchers must first be processed at the Cashier's office in the 100 Building. Once processed, bring your ATC student ID card to The HUB to make an in-store purchase. Vouchers are only eligible for textbook purchases. If you believe your supplies are also covered, please contact the Cashier's Office.

## **If I can't visit the store in person, how can I get my books?**

The [Hub website](#) provides online shopping 24/7 and there are 2 options for how you can receive your order. You can select UPS shipping for a flat rate delivery charge of \$14.99, or you can select Locker Pickup with a \$1.00 convenience fee. The ATC Lockers are located in the covered breezeway of the 900 building.

## **When can I expect my package if I choose UPS shipping?**

Orders placed Monday thru Thursday by noon, will be processed within 4-6 hours. Allow for longer processing times during rush weeks at the beginning of a term. Once processed, UPS pickup usually occurs the next business day and can take up to 2 days for delivery. You will receive an email notification with a tracking number once your order has been picked up by UPS.

## **How does Locker pickup work?**

After The Hub processes your online order, we will submit your package information for locker pickup. You will receive a text and/or email with a secure locker pickup code confirming your package is ready for pickup. The lockers are located in the covered breezeway of the 900 building. At the locker kiosk, you will enter your locker pickup code and the locker containing your package will open automatically. Retrieve your package and close the door

## **My course material uses an access code. How will I receive it?**

Access codes are single use codes for access to digital course materials. They are sold individually and most have concealed scratch off labels. They can be purchased in person at The Hub or through our online website. Online orders will be delivered through locker pick up or UPS shipping.

## **How can I return an access code if I did not use it?**

You will need to bring the unopened and unused access card to The Hub with your original receipt within 14 days of purchase. Our full refund and exchange policy can be found [HERE](#).

## **Will the bookstore buy my textbooks back?**

Textbook buyback is available all year through a national wholesale vendor. Visit The HUB website to follow the online buyback process. You will need to enter the ISBN # found on your textbook near the barcode. If your book is eligible for buyback you will be given the value and instructions for shipping directly to the wholesale vendor.