

WP Campus Store FAQs

Q. I need to purchase books for Spring classes, how can I order?

- Please visit www.wilpatersonshop.com or visit us in-store during business hours.

Q. How do I shop online with Financial Aid, Book Deferment, Pioneer Express, Pioneer Express Meal Plan, Scholarship, President's Grant, EOF and VA funds?

1. Shop online at www.wilpatersonshop.com
2. Under Textbooks: Choose your term (Spring, Summer, Fall), course & section for each course enrolled in.
3. Choose the materials you would like to purchase; add to cart.
4. At checkout: Choose the drop-down box and find the applicable aid (VA, Pioneer Express, Book Deferment, etc.)
5. You will be asked to enter your Student ID number (855).
6. Complete the purchase.

If you encounter any error message related to Student ID, please contact us immediately at bookstore@wpunj.edu or bs-kingt@wpunj.edu

Q. I think I have money on my account, but I am not sure which account?

- Please log into your GET app to see if funds are available or contact Financial Aid.

Q. My student ID number is not working, and I cannot check out, what should I do?

- Please contact us at bookstore@wpunj.edu or bs-kingt@wpunj.edu

Q. I am trying to use funds from two different accounts, but I receive an error message, what should I do?

- Split tender is not allowed online. If you must use two forms of payment to complete your transaction, please visit us in-store during normal store hours.

Q. When should I order my Spring textbooks and what is the return process?

- **Place your order as soon as possible, for ship to home option. This ensures a contact free delivery of your course materials.**
- Whenever possible order digital books for instant access to the materials. No wait time for delivery!
- Order as early as possible to ensure you get USED copies to help save you money!
- Rent your textbooks to save up to 80% off the price of a new book!
- **Last Day to return Spring textbooks for full refund is January 31, 2025. A 48-hr. return policy in effect after this date (if returning by mail, package must be postmarked by the return date above)**
- Last Day to check-in **RENTED** textbooks for **Spring books is 05/15/25.**
- You can also ship back your books to the following address, please include contact information. The package must be postmarked by the due date of May 15, 2025 for Spring. Please retain the tracking information for your records. William Paterson University
Campus Bookstore, 300 Pompton Road, Machuga Student Center, Wayne NJ 07470

Please visit our web page at [WP Campus Bookstore & Market Place](#) for more information.

Q. I purchased a digital textbook, how do I access it?

- when purchasing **online**, the digital credentials will be sent in an email **after purchase is confirmed**.
- when purchasing **in-store**, the digital credentials **will be on your receipt. Please do not throw out, as these cannot be reprinted**.
- **Brytewave/Redshelf** is our digital provider. You can always log into RedShelf.com with your email and password to view materials.
- If you forgot your email or did not initially set it up, click on “forgot password” to re-set.

Q. My course includes the course materials (Digital Resource ACCESS Program), how do I access them?

- If you are enrolled in an **ACCESS course** that includes your textbooks, you will receive an email a week prior to the start of classes or one day after you register for the class (for late registration only), welcoming you to the ACCESS Program.
- The customer portal email is sent to your William Paterson email or the email listed with the school as primary contact. Please follow the instructions to create your account in Redshelf.
- **If you do not receive an email or delete the email by mistake, log into RedShelf.com with the primary email account and click on “forgot password” to re-set and gain access to the materials.**
- **If the materials are from another vendor, please follow the directions in the email you receive.**
- All faculty teaching an **ACCESS course** will have the information listed on their syllabus.

For more information on this program, please visit [WP Digital Access Program](#)

Q. How do I Order Technology Items?

- A technology order can be placed in-store or online at www.wilpatersonshop.com.
- Orders typically take 2-4 weeks to arrive based on availability.
- When placing an in-store order, please have the information ready for our store team. Your order will be logged and placed within 2 business days. Please keep a copy of your receipt, whether digital or paper. If you do not receive an update in 14 days, please contact us immediately at bs-kingt@wpunj.edu.
- Online orders may take extra time in processing, based on availability.
- You will receive an email or phone call when the item arrives.
- **Please note: If using financial aid to purchase, funds are not deducted until the item is ready to be shipped.**

For customer service issues, please contact Teri King at bs-kingt@wpunj.edu