








***Students will ship their rental returns back to the bookstore (or in-person where eligible) at their own expense through a carrier of their choice.**

To initiate a rental return online, the student must complete the following steps:


Step 1: Sign into the existing account associated with the rental account.

  Shop  Textbooks   Store  Sign in  Bag (0)

Sign In

Sign in to access your account.

[Forgot Password?](#)


SIGN IN 

[Create Account](#)

Step 2: Upon sign in, “Rentals” page and “Rental History” is displayed when the customer scrolls down the page.

The student selects either the **Return by Mail** button or the **Return All Rentals by Mail** link.

Note: Both options open the Return by Mail modal.



Shop

Textbooks

Search Keywords or ISBN

→StoreMy AccountBag (0)

< My Account

Rentals

[Read Rental FAQ's >](#)

Looking to return, buy, or extend your rental? You can see available options in [Rental History](#).

Rental Account Information:

Karthik Menon
1510 Valley Lake Dr
Schaumburg IL, 60195 US
kmenon@follett.com
888-888-8888
[Edit](#)

Rental Collateral:

eFollett Bookstore
Visa ending in 0007
[Edit Existing](#) | [Add New Collateral](#)


Rental Agreement:

eFollett Bookstore
[Details](#)

Rental History


9916 Central New Mexico Community College-Main

[Return All Rentals by Mail](#)



Status: Complete | Rented Online
English for Follett
Selection: Rent New
ISBN: 9789781234569
Rental Due: 5/30/20

\$171.04



Status: Active Rental | Rented Online
English for Follett
Selection: Rent New
ISBN: 9789781234569
Rental Due: 9/5/20
Failure to return a rental item on-time will result in non-return charges and processing fees of \$77.06 to the card associated with the rental account.

[RETURN BY MAIL →](#)

[Buy >](#)

Step 3: The Return By Mail model displays all rentals eligible to return.

Rentals already returned, charged non-return fees, extended, or converted to purchase are not displayed.

The student selects the rental books they wish to return and clicks **CONTINUE**.

The screenshot displays a web interface for returning rental books. A modal window titled "Return By Mail" is centered on the screen. The modal includes a close button (X) in the top right corner. Below the title, it instructs the user to "Select the rental books you would like to return." and provides a note: "Note: If open, you can also return your rentals to your bookstore. Check your store hours for availability." The modal is for "9916 Central New Mexico Community College-Main". It lists a selection of "English for Follett" with details: "Selection: Rent New", "ISBN: 9789781234569", and "Rental Due: 9/5/20". A checkbox is checked next to the book icon. Below the selection, there is a link "Why don't I see all my rentals?" with a help icon. At the bottom of the modal are "Cancel" and "CONTINUE" buttons. The background shows a "Rental History" section for "9916 Central New Mexico Community College-Main" with a table of rentals. The table has columns for "Status", "English for Follett", "Selection", "ISBN", "Rental Due", and "Amount". Two rows are visible, both with a status of "Returned" and an amount of "\$171.04". A "Return All Rentals by Mail" link is at the top right of the background page.

Rental History
9916 Central New Mexico Community College-Main

[Return All Rentals by Mail](#)


Status	English for Follett	Selection	ISBN	Rental Due	Amount
Returned	English for Follett	Rent New	9789781234569	9/5/20	\$171.04
Returned	English for Follett	Rent New	9789781234569	9/5/20	\$171.04

Return By Mail

Select the rental books you would like to return.

Note: If open, you can also return your rentals to your bookstore. Check your store hours for availability.

9916 Central New Mexico Community College-Main

☒  **English for Follett**

Selection: Rent New
ISBN: 9789781234569
Rental Due: 9/5/20

[Why don't I see all my rentals?](#) ⓘ

[Cancel](#) **CONTINUE**

*School listed used as an example only

Step 4: The student selects their return address from the drop down menu or selects the **Enter a New Address** link.

The screenshot shows a 'Return By Mail' modal window. At the top, it says 'Return By Mail' and 'Your Return Address'. Below this is a dropdown menu with the address '2230 Hassell Road' selected. There is a link 'Enter New Address' below the dropdown. At the bottom of the modal are two buttons: 'Cancel' and 'CONTINUE'. The background shows a 'Rental History' table with two rows for 'English for Follett' rentals, each with a price of \$171.04. A 'RETURN BY MAIL' button is visible at the bottom of the rental history section.

Rental Item	Status	Selection	ISBN	Rental Due	Price
English for Follett	Complete	Rent New	9789781234569	5/30/20	\$171.04
English for Follett	Active Rental	Rent New	9789781234569	9/5/20	\$171.04

The screenshot shows the same 'Return By Mail' modal window, but now it is asking for a 'New Return Address'. The form includes fields for 'First Name', 'Last Name', 'Address', 'Address 2 (Optional)', 'City', 'Select State' (a dropdown menu), and 'Zip Code'. There is also a link 'Select Country/Territory/Region' next to 'United States'. At the bottom of the modal are two buttons: 'Cancel' and 'CONTINUE'. The background shows the same 'Rental History' table as in the previous screenshot.

Rental Item	Status	Selection	ISBN	Rental Due	Price
English for Follett	Complete	Rent New	9789781234569	5/30/20	\$171.04
English for Follett	Active Rental	Rent New	9789781234569	9/5/20	\$171.04

The student reviews the Helpful Tips and then clicks **GET PACKING SLIP**.


The student reviews the Helpful Tips and then clicks **GET PACKING SLIP**.

Step 6: The **GET PACKING SLIP** button opens a new window. The student reviews the Shipping Instructions and prints the packing slip.

PRINT**CLOSE WINDOW**

PLEASE NOTE: You must include the Packing Slip with the books you are shipping. Thank you.

PACKING SLIP


PID0000000000000677841

Return Date: June 11, 2020
Returned By: test test
2230 Hassell Road
Hoffman Estates IL,
60169
US
Ship To: 9916 - 402 Central New
Mexico
725 University Blvd SE
Test Address Line 2
Test Address Line 3
Albuquerque NM, 87106
US
Email: kmenon@follett.com

RETURN BY MAIL

ISBN Due Date	Author:	Title	Edition:	Publisher	Qty
9789781234569 9/5/2020	Flores	English for Follett	13th	Atlantic Mo	1

Shipping Instructions

1. You may use any carrier of your choice, shipping is at your expense. Check with your carrier on weight or size restrictions for your package.
2. Print two copies of this Packing Slip. Place one copy in your box with the rental(s) to be returned - we cannot process your return without your packing slip!
3. Remove any other labels, addresses, or barcodes from the box.
4. Bring the other copy of this Packing Slip to your carrier to ensure your shipping label will have accurate Ship To and Return Addresses.
5. Take note of your tracking # (if provided by carrier).
6. To avoid late charges, please have your rental(s) shipped by your rental due date.
7. You will receive an email confirmation when your rental(s) are received by your store. You may disregard any automated reminder emails you receive while your shipment is in transit.

PRINT**CLOSE WINDOW**

***Students will ship their rental returns back to the bookstore (or in-person where eligible) at their own expense through a carrier of their choice.**