

FAQ: Using Excess Financial Aid for Book Purchases

- **When can I go to the Follett campus bookstore or online to purchase my books?**

Students can begin using their available excess aid credit about a week before the term starts at the Follett bookstore in Hubbard Hall or online at twu-shop.com. Books can be purchased online and picked up at the bookstore also. Call the bookstore at 940.898.3103 with any questions. Dates will be available on the Bursar's website.

- **Do I need to complete the Book Advance Request Form?**

No, students that have accepted financial aid awards that are in excess of all university charges when submitted to the Follett bookstore will have a credit balance available at the bookstore.

- **Where can I see how much available aid is for books and supplies?**

Students should be able to see their available credit in Student Self-Service where charges and financial aid awards are visible. Students will need to drill-down into the Financial Aid section to see if they meet requirements to receive all the awarded aid.

- **Will my bookstore purchases be added to my University charges in my student account in the Bursar's Office?**

Yes, the Bursar's Office will import all eligible bookstore purchases and credits into your student account to allow financial aid to pay for those purchases. Charges will be added after the period closes and before financial aid refunds begin.

- **Can I make other purchases such as Apple devices, clothing, or candy in the bookstore with my credit?**

No, the excess financial aid can only be used for eligible educational charges such as books and supplies.

- **If I return a purchase to the bookstore for a credit during the early period, will credit be sent to the Bursar's Office?**

Yes, purchases and credits will be reported to the Bursar's Office and applied to your student account.

- **Will I receive a refund of my excess financial aid if I don't use it at the bookstore?**

Yes, students that choose not to use their excess financial aid for bookstore purchases will be refunded their eligible amount when refunds start processing after late registration closes.

- **Can someone tell me when I'll get my refund?**

No, the Financial Aid Office nor the Bursar's Office can give specific refund information to students. Semester refunds start after late registration ends and continue throughout the semester as aid is released by the Financial Aid Office.

- **If I don't want to use my aid at the bookstore or online, can I use the excess aid for purchasing books online at Amazon or other textbook websites?**

You will have to wait for your refund or use other resources for buying books early if you don't use the TWU bookstore. This process only allows students to purchase books before school starts or during the first week of classes at the Follett bookstore or online

- **If I attend the Dallas or Houston campus, can I use my excess aid in one of those locations?**

Yes, students at these campus locations can use their excess aid online at [twu-shop.com](https://www.twu-shop.com) only. There is no storefront in those cities to purchase books.

