



BookTrust

Program FAQs

How can I access additional Scholastic Flyers?

You can request print copies, or access digital copies of all book clubs flyers from Scholastic's website at <https://clubs.scholastic.com/all-flyers/>. The Book Trust team also creates a monthly 'Book Look' featuring books sorted by price, which can be found on our website at <https://www.booktrust.org/teachers/> under the Resources section.

What if my student didn't use their full \$7.00 stipend this month?

If a student does not use their full \$7 stipend, the remaining dollars cannot be spent later or on another student. Each student receives \$7 each month and cannot save or share their stipend amounts. *Any amount over \$7 in an individual student's order is not paid by Book Trust.* It is your responsibility to pay the amount over the \$7 stipend directly to Scholastic, whether you collect the money from your student's family or pay for it out of pocket.

Can I still order if I missed the monthly deadline?

The monthly ordering window begins on the first day of the month and closes on the final day of the month (i.e., between September 1st – September 30th). Book Trust strongly recommends that orders are placed by the 15th of each month. This makes it easier to ensure you will receive an order each month, and it allows for plenty of time before the end of the month to resolve any problems that might arise. Orders must be placed each month before the last day of the month at 5:00 pm Central Time. Late orders will be reflected in the next month, and your students will therefore have missed a month's order.

What if I ordered this month's books at the end of last month?

Orders placed outside of the month for which they were intended are not covered by Book Trust. Be sure to place your order before the last day of the month at 5:00 pm Central Time. Book Trust pays for only one classroom order per month.

Can I order multiple copies of a book if several students chose the same title?

If several students choose the same title, enter the book's item number for each student who chose that book. Type each student's name individually and key in the item number for the chosen book (*i.e.*, James #45B7, Brianna #45B7, Miguel #45B7). Do not order multiple copies under one student's name.

I placed an order for my students on the "Teacher Order" tab, is that OK?

Book Trust only receives order information for orders placed on the "Student Flyer Orders" tab of Scholastic's website. **Orders placed on any other tab, by mail, or by phone are not billed to Book Trust and are your responsibility to pay.**

I accidentally ordered two copies of a book, what should I do?

If you made an error in placing an order, please contact Scholastic at 1-800-SCHOLAS as soon as possible. They may be able to facilitate a return so that you are not financially responsible for the amount over Book Trust's stipend amount. Book Trust only pays up to a \$7 stipend for each student each month.

My student was not here on choice day, can I still order for them this month?

Yes, if a student is absent on the day you chose books, it is okay to place an additional order for that student, if it is still within the same calendar month.

What should I do if books are missing from my order?

If you are missing books when your book box arrives, please contact Scholastic at 1-800-SCHOLAS and let them know you received an incomplete order. They should be able to work with you to replace any missing or out-of-stock titles.

Why is there a balance on my Scholastic account?

Book Trust pays for monthly orders by the 15th of the following month, so it is normal for teachers to receive invoices from Scholastic for their most recent order. To view your most current balance and payment information, log in to your Scholastic account and navigate to the "My Account" tab. If you are still unsure, please reach out to support@booktrust.org.

When will Book Trust pay for my order?

Book Trust pays for monthly book orders by the 15th of the following month. For example, Book Trust will pay for your September book order by October 15th. You may see a balance reflected on your account within this period; that is completely normal! **If you notice a balance on your account after the 15th, please contact us at support@booktrust.org**
Remember Book Trust will only pay \$7.00 per student each month.

What should I do if my Scholastic account is locked?

Scholastic may have locked your account if you have a large balance. If you have placed personal orders in addition to Book Trust orders, please contact Scholastic at 1-800-SCHOLAS to resolve your account. If you believe Book Trust has missed a payment for a previous order, please contact us at support@booktrust.org.

Why didn't Book Trust pay for my order?

If you placed an order last month and Book Trust did not make a payment to your account by the 15th of the current month, there may have been a problem with the way the order was placed. Please contact us at support@booktrust.org for assistance. Note that we may request you send us the email order confirmation you received from Scholastic for the order in question.

Do I need to do anything if Scholastic changed my customer number?

Scholastic may issue you a new customer number if you need to update any of your account information. In the event that your customer number changes, please send your new customer number to Book Trust at support@booktrust.org so that we can update our records and prevent any missed payments to your account. Your Scholastic Customer Number is how Book Trust receives and pays for your students' monthly orders.

What can I do with my Scholastic Bonus Points?

Book Trust teachers get to keep and use all the Scholastic Bonus Points earned with their Book Trust orders throughout the year. Bonus Points never expire and can be redeemed on Scholastic's website for either personal or classroom use at any time. Book Trust has no affiliation with your Bonus Points. For support redeeming them, please contact Scholastic.