

Step By Step Rental Returns

Below are the steps to take in generating a return label and packing list for your rental return.

1. Log on to the eFollett.com website and visit your Bookstore
2. Click the Your Account link found at the top right bar of the page
3. Click the View Your Order History link at the bottom of the page
4. When looking at your order history, click the Order# link for the item that is to be checked-in; the Order Details page displays (this page will display the rental due date)
5. Click the Check Rental Status button; the Rental Status page displays
6. Click the CHECK-IN - Return your rental textbooks box under the Open Rental items field; the quantity of open items checkboxes display
7. Review the QTY Open box
8. Enter the amount of books to be checked-in on the Quantity to CHECK-IN box
9. Click the Process Order button; the Rental Check-in page displays
10. Review the address fields to make sure your return address is correct, then click Continue
11. A Thank You! page displays; click the Create A Shipping Label and Packing Slip button
12. Enclose the Packing List with the items being returned
13. Pack the items securely and affix the FedEx label to the outside of the package
14. Drop-off your return at any FedEx Store or Drop-box

If you need further clarification or assistance, please let us know.

1-800-621-4088 Customer Service.