



## PACIFIC BOOKSTORES PURCHASE GUIDE

ONLINE ORDER (Home Delivery OR Self Collection)*strongly encourage	Please visit our website <a href="https://www.pacificbookstores.com/">https://www.pacificbookstores.com/</a>
LAUNCH DATE FOR ORDERING	3rd November 2022 (Sec 2 - 5) 16th December 2022 ( Secondary 1 ONLY)
LAST DAY OF ONLINE ORDERING	15th December 2022 (Sec 2 - 5) 24th December 2022 ( Secondary 1 ONLY)
HOME DELIVERY	Local delivery charge of \$13.80
SELF COLLECTION HOURS	Hourly Selection Available on Monday to Friday ( 9am - 3pm) *The collection slot has to be selected when making online purchase. *Self collection will be from school
PAYMENT OPTIONS	PayNow (QR code)  Credit/ Debit 
CANCELLATION/EXCHANGE POLICY	1) All purchases are final and nocancellation will be accepted. 2) No refund allowed and only exchange will be entertained.
ONSITE PURCHASE (BOOKSHOP)	1) You may purchase from school bookshop on the dates shown in the reverse side of the booklist. Please note that there may be long queue and longer waiting time required. 2) You may book walk in appointment through our link or apps below. 3) Priority queue will be given to those with appointment.
BUSINESS OPERATION HOUR	Mon - Fri (9am-3pm)
PAYMENT OPTION	PayNow (QR code) Cash
E-APPOINTMENT	Book appointment through link <a href="https://Register.ezy-queue.com">Register.ezy-queue.com</a> OR Download Apps (Android/iOS) <a href="#">PBS EzyQ</a>
CUSTOMER SERVICE CONTACT	HOTLINE : 69298012/65592269 (9am to 5pm, Mon to Fri) EMAIL : <a href="mailto:sales@pacificbookstores.com">sales@pacificbookstores.com</a>

# User Guide for Online Purchase of School Textbooks for Year 2022

As we resume our transition towards living with COVID-19 and still doing so in a careful and controlled manner. Pacific Bookstores would like to propose the following procedures for the year end book sale to all our valued customers to ensure a smooth and pleasant purchase experience.

We encourage parents to make their purchase via our new online platform (<https://www.pacificbookstores.com>) This platform will enable you to purchase with the option of Home Delivery or Self-Collection. Please find the guided procedures for your purchases.

## HOME DELIVERY and SELF COLLECTION

- 1) Visit our website (<https://www.pacificbookstores.com>)
- 2) Go to 'Register / Login' on the top right hand corner
- 3) All customers will need to create and register for an account



- 4) Upon logging in, customer are required to fill up the below fields to proceed for purchase
  - 1) Select Education Level
  - 2) Select School
  - 3) Select Student Level (Next Year)
  - 4) Mother Tongue

A screenshot of the registration form. It consists of four orange dropdown menus stacked vertically. The first menu is labeled 'Select Education Level', the second 'Select School', the third 'Select Student Level (Next Year)', and the fourth 'Mother Tongue'. Each menu has a small downward arrow on the right side.

- 5) Select Shipment Mode

### Step 1 : Select Shipping Mode

A screenshot of the shipping mode selection screen. It shows two large buttons side-by-side. The left button is light blue with a shopping bag icon and the text 'Self Collection'. The right button is light orange with a house icon and the text 'Home Delivery'.

### Step 3 - Select 'Time'

A screenshot of the time selection screen. It has an orange header with a clock icon and the text 'SELECT THE TIME'. Below the header is a single light orange button with the text '10:30AM - 6:00PM'.

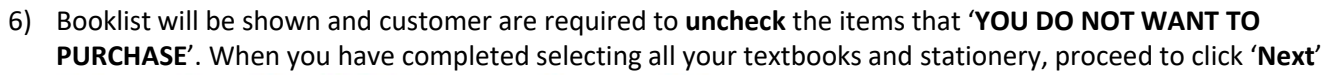
### Step 2 - Select 'Date'

A screenshot of the date selection calendar. It has an orange header with a calendar icon and the text 'SELECT THE DATE'. Below the header is a calendar for September 2021. The days of the week are listed at the top: MON, TUE, WED, THU, FRI, SAT, SUN. The dates 30, 31, 1, 2, 3, 4, 5 are in the first row. The date 18 is highlighted in orange in the third row.

### Step 4 - 'Click Next Step'

A screenshot of a large blue button with the text 'PROCEED TO NEXT STEP' in white capital letters.

Step 5 – Complete your order and checkout before the session expires within the 60 minutes.

☐ Select All ☐ Clear All

7) When you arrive at the 'Purchase Details' page, check that all your items are correct. If all items are correct, click on proceed to next step.

<b>Cart #1</b>		<a href="#">Edit</a> <a href="#">Remove</a>	
<b>SCHOOL NAME :</b> Anchor Green Primary School <b>STUDENT LEVEL :</b> PRIMARY 1 <b>MOTHER TONGUE :</b> Chinese			
BOOK NAME			
ACSP 80IBS Drawing Block	SGD 1.80	x	
BOOK NAME			
ACSP A3 20 Pocket - My Art Portfolio	SGD 8.50	x	
BOOK NAME			
Pilot Twin Permanent Marker Black	SGD 1.50	x	
BOOK NAME			
Bostik Glue Stick 8g	SGD 1.20	x	
BOOK NAME			
A3 Art Bag	SGD 7.50	x	
BOOK NAME			
A4 Whiteboard Set	SGD 4.60	x	

- 8) For Home Delivery option, customer will need to fill the shipping information. A shipping/delivery charge of \$13.80 will be added. Select your preferred mode of payment: Credit Card / PAYNOW and click 'Place Order Now'

### Shipping Address

Postcode	Unit No.	<input type="checkbox"/> Do not have Unit No.
Address 1		
Address 2		
Singapore		

### Payment Method

- ☐ Pay Now 
- ☐ Credit Card   
There is 2% charge of admin fees.

### Order Summary

Subtotal	SGD49.00
Shipping	SGD13.80
<b>Total</b>	<b>SGD62.80</b>
Inclusive GST (8%)	SGD 4.65

**APPLY**☐ I agree to the terms & conditions**PLACE ORDER NOW**

- 9) Customer to check the ordering information is correct. Click 'Proceed to Payment' to checkout

### Order Summary

EDUCATION LEVEL :

**Primary**

SCHOOL NAME :

**Pioneer Primary School**

ORDER ID :

**1001**

FIRST NAME :

**UI**

CONTACT NUMBER :

**0123456789**

PAYMENT METHOD :

**Pay Now**

ORDER STATUS :

**Pending**

STUDENT LEVEL :

**PRIMARY 3 (STANDARD)**

MOTHER TONGUE :

**Chinese**

LAST NAME :

**C**

EMAIL ADDRESS :

**adi**

ORDER DATE &amp; TIME :

**16 September 2021, 10:13**

### Delivery Info

 Delivery Method	<b>Home Delivery</b>
 Delivery Date	<b>27 September 2021</b>
 Delivery Time Slot	<b>10:00AM - 6:00PM</b>

### Order Summary

Subtotal	SGD299.35
Shipping	SGD13.80
<b>Total</b>	<b>SGD313.15</b>
Inclusive GST (8%)	SGD 23.20

**PROCEED TO PAYMENT**

\*Note - all order payment currency will be paid by  
\*Singapore Dollar (SGD)\*

### Shipping Address

ADDRESS 1 :

**14, LTC BUILDING C**

ADDRESS 2 :

**ARUMUGAM ROAD**

POSTCODE :

**409959**

CITY :

**SINGAPORE**

COUNTRY :

**SINGAPORE**

DELIVER BY :



**YAMATO**

10) For Credit Card payments, you will have to complete your credit card / debit card details

## PACIFIC BOOKSTORES PTE.LTD

Secure payment 

Card number \*




Expiry month \* Expiry year \*

MM

YY

Cardholder name \*

Security code \*

 3 digits on back of your card

Order details

Order for PBS100006039

**TOTAL SGD: \$20.20**

The next screen you see may be payment card verification through your card issuer.

[Cancel](#)

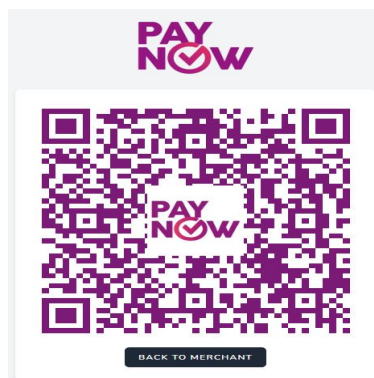
[Pay now](#)

11) For PAYNOW payments, please scan the QR code to proceed for payment.

Step 1. Login to your banking app

Step 2. Select Scan & Pay on your banking app

Step 3. Scan QR code using banking app to make payment.



12) You will receive a confirmation email once you have successfully made your payment. An invoice will be attached together with your confirmation email. Alternatively, you may also print your invoice from Pacific Bookstores website under your User Account -> Orders