

CONTACT
LEARNING

HOW-TO GUIDE

for getting your textbooks and IIE Rosebank College branded clothing



It has never
been so **EASY...**

Simply follow
these **five steps**



1 Once your registration is finalised by IIE Rosebank College, you will receive an email with a personalised link to Rosebank College Books. Just click on this link and you will automatically be signed in to the Rosebank College Books portal.

2 Review your contact details and proceed to the RC branded clothing page. Pick your items (if any) and then click "Next".

3 Your shopping cart will now be populated with the prescribed books that you

require (based on your registered modules) together with the clothing that you chose. Review and proceed.

4 Choose either "Courier" or "Collect from the Pretoria store". If you opted for "Courier", enter your delivery address where someone will receive the parcel. **Note:** no deliveries will be made to campuses.

5 Make payment (EFT, Instant EFT, Credit card, Debit card or Mobicred) and expect delivery of your books within 1 to 3 business days - it's that simple!

WHAT YOU NEED TO KNOW

At Wize Books, we strive to provide the best possible experience when it comes to our clients purchasing their textbooks. Over and above the best service in the country, we aim to impress you with exceptional pricing as well. Our dedicated website for IIE Rosebank College students will prepopulate your shopping cart for the upcoming semester based on your registered modules and academic history.

Our dedicated Customer Service Agents are ready to assist you and provide focused attention if required by you as our valued client. However, you can check out our FAQs on the next page before contacting us - the answer to your question(s) will in all likelihood be covered here and will, therefore, save you time and effort.

Kindly contact your student administrator at your IIE Rosebank College Campus to ensure that your registration has been finalised and then allow up to 24 hours from registration to receive the email with your personalised link to log into the Rosebank College Books portal. If you have already contacted IIE Rosebank College and have waited for 24 hours, but have still not received the personalised login email, kindly get in touch with our Customer Services team via telephone **012 362 5885** or email enquiries@rosebankcollegebooks.co.za providing your student number, correspondence from IIE Rosebank College and your contact details for us to assist and point you in the right direction. The Rosebank College Books portal will only allow registered students to log in, so get your registration finalised today!

FREQUENTLY ASKED QUESTIONS (FAQs)

1 I registered with IIE Rosebank College and now need to order my books. What now?

As soon as your registration has been finalised and captured by IIE Rosebank College, you will receive an email with a personalised link to Rosebank College Books. When you click on this link, you will automatically be signed in to your Rosebank College Books portal.

2 I am registered with IIE Rosebank College but have not received an email with a personalised link. When trying to log onto www.rosebankcollegebooks.co.za the site keeps on reporting that my student and ID numbers are invalid.

This is because we have not yet received your registration details or your registration has not been finalised by IIE Rosebank College.

Kindly contact your student administrator at your relevant IIE Rosebank College Campus to ensure that your registration has been finalised and then allow up to 24 hours from registration to receive the email with your personalised link to log into the portal. If you have already contacted IIE Rosebank College and have been waiting for 24 hours, but still have not received the personalised email, please get in touch with our Customer Services team via telephone 012 362 5885 or email enquiries@rosebankcollegebooks.co.za providing your student number, correspondence from IIE Rosebank College and your contact details for us to assist.

3 I am a new student at IIE Rosebank College and do not know which books I need.

Great news, your shopping cart will be prepopulated with all your prescribed material for the relevant semester. Kindly log into the Rosebank College Books portal at www.rosebankcollegebooks.co.za to check that the codes next to each title match the modules that you registered for. Alternatively, you can contact your student administrator at IIE Rosebank College to confirm the modules and corresponding last 4 digits of the ISBN numbers

4 I logged onto the website but don't see my shopping cart.

You clicked the email link or logged in using your student number/ID number. At the bottom of the page, click on the action button "Proceed to place Order". If you do not see this button at the bottom of the page, click on "Place Order" in the top menu on the right which will take you step by step to place your order.

5 I need a quotation for my bursary/company first as they will be responsible for paying for my books.

The best will be to finalise your registration with IIE Rosebank College as then it will take you a few seconds to obtain an exact and accurate Pro-forma invoice/



quotation addressed to your sponsor/corporate which is exactly what they will need.

Just click on the received email link and proceed to place your order, **KINDLY ENSURE THAT IN STEP 1** you select "Invoice Company" and fill in your sponsor/bursary giver/company details and VAT Number. Please select EFT as your payment option. After finalising your order you will receive a Pro forma invoice/quotation, made out to your sponsor/bursary giver in PDF format which will enable you to forward this document to them for payment. This will make it super easy for you, for your sponsor and for Wize Books.

If you have not yet finalised your registration with IIE Rosebank College and need an estimate (this will only be an estimate with your final amount in all likelihood to be less) for bursary or budgeting purposes, you will need to contact IIE Rosebank College or finalise your registration in order to get your unique link to allow you to get an accurate quote in less than a minute as explained above.

6 When will I get my books?

When placing your order, you will see the estimated lead times till dispatched indicated in GREEN or RED colour next to each title in Step 2. The lead times in GREEN indicate products in stock. However, if the lead times are shown in RED, it means that the book is out of stock/we are awaiting the book from the publishers. If all your books are in stock, your order should take 1-3 business days to be delivered to a main/city centre after we have received payment. Please note, however, that delivery times are area/location-dependent and therefore delivery to outlying areas may take longer.

7 I am struggling with making a payment via credit card - it reports that my "card payment failed".

We accept credit cards, cheque cards and some debit cards. Should your payment be unsuccessful the first time, you can log back in and click on "Order History"

from the top menu, look for the order you wish to pay and click on “Make Payment”. This should allow you to make a payment for a specific order. Should this also be unsuccessful, please inquire with your bank to activate 3D secure or kindly repeat the process using a different card.

8 I do not have Internet Banking or a credit card – how do I pay?

If you do not have Internet Banking or a credit/debit card, then do not stress. You can also use Instant EFT. Alternatively, place the order choosing EFT in Step 4. This will then generate a pro forma invoice for you, indicating the amount to pay, the EXACT reference to use and our ABSA Bank details. Take this document and visit any ABSA Bank branch to do a direct cash deposit into our account.

IMPORTANT: Be mindful to ensure the ABSA Bank cashier uses **only** your order number as the reference for the cash deposit to avoid any delays in allocating your payment.

9 I used the wrong reference when paying for my books.

Don't stress! Just email us your proof of payment together with your name, surname, cell number and the **CORRECT** order number. When sending the email, kindly email it to pop@rosebankcollegebooks.co.za with subject “Incorrect Reference used when I made the payment” and stipulate in the body of the email “Attention Wize Books – Jeanette”. This will enable us to quickly allocate your payment to your order to get your parcel released.

10 Goodness, I have placed my order but I used the wrong delivery address.

Don't stress about this! We have added the feature that enables you to amend your delivery address while the order is not yet picked. Just log in to the portal, click on “Order History” at the top. Look for the relevant order, and click on “View Details”. Scroll to the “Delivery Address” section and click on the pencil icon. This will allow you to instantly change your address.

Note: Should your parcel already have received its waybill, you will not be able to amend its delivery address and additional charges will apply to re-route your parcel.

11 My course has started, and I have not yet received my books.

Always make sure that you place your order as soon as possible once the portal is open. This will ensure that you receive your books timeously and don't have any issues. We preorder enough books before the semester starts, but we are dependent on publishers and growth in student numbers at IIE Rosebank College that sometimes outweighs our expectation. The publisher might have a delay that is totally out of our control; however, be assured that we will do our part in engaging and chasing up on receiving the stock. We want to serve EVERY student with the best service south of the North Pole, but this will require you, the student, to give us that opportunity.



12 How will I know that my order is ready for collection or has been dispatched?

We will keep you informed throughout the process – all the way from placing your order, receiving payment for your order, dispatching of your order, any delays from publishers on your order and after-sales feedback. That said, you will receive a notification to your personal email address and cell number that you provided when you placed your order. Should you wish to collect in store (at the Pretoria store), a security PIN will be sent to you once the order is ready to be collected. You can then come to the store with your 5 digit PIN and collect your books. Without this 5 digit PIN you will not be able to collect your parcel. No exceptions will be made.