

## **DOC Reader Troubleshooting (Frequently Asked Questions)**

### **How do I purchase my DOC reader?**

Purchase your DOC reader online through the University Readers Course Materials Store: [www.universityreaders.com/students](http://www.universityreaders.com/students). If you have never purchased a reader from University Readers online, you will need to first create a free registration account. Do this by clicking the **“Create an Account”** link in blue above the login box. You will need to select “California” as your state, “University of California – San Diego” as your school (NOT “University of California – San Diego – Rady”), and from there enter your contact information and create a login name and password. Please make sure contact information (especially your email address) you enter is accurate and in use as University Readers will use this information for sending your order and pickup confirmation emails and your DOC reader. **PLEASE USE YOUR EMAIL ADDRESS FOR BOTH BILLING AND SHIPPING EMAIL – NEVER USE YOUR PARENT’S EMAIL!**

After registering once, simply login with your new name and password the each time you visit the University Readers Course Materials Store thereafter. Readers are arranged online alphabetically by course. Scroll down until you see your DOC reader, add the quantity you need to your cart, and if ready proceed to the checkout. If you have difficulty ordering online for any reason, please call University Readers at 1-800-200-3908 for assistance.

### **If I reserved my textbooks through the Textbook Reservation Service, do I still need to buy my reader online?**

Yes. University Readers is not partnered with Textbook Reservation Service so your textbook request through TRS will not include your DOC reader.

### **Can I buy the DOC reader at the Bookstore, Soft Reserves, or Groundworks?**

No. University Readers is an independent company and not affiliated with the UCSD Bookstore, Soft Reserves, or Groundworks. None of these places will carry your DOC reader.

### **Is University Readers on-campus?**

No. University Readers is located roughly one mile north of UCSD in Sorrento Valley at:

**3970 SORRENTO VALLEY BLVD., SUITE G  
SAN DIEGO, CA 92121**

University Readers is accessible from both I-5 and I-805 and a map to their location is found here: [www.universityreaders.com/map](http://www.universityreaders.com/map).

### **I am on the University Readers website, but don’t see the DOC reader listed anywhere. How do I find it?**

If you are in the online store but don’t see the DOC reader listed, you have likely registered your account under the wrong university. It is important you select “University of California

– San Diego” as your institution because you will only be allowed to view readers for the school you select. If you think you registered under the wrong school (you’ll also know because it won’t say “University of California – San Diego” in bold at the top left side of the page), simply email [webmaster@universityreaders.com](mailto:webmaster@universityreaders.com) with your login name and the words “UCSD,” and we’ll correct your account.

### **How much will my DOC reader cost?**

The cost of your DOC reader is listed on the same line as the DOC reader in the online Course Materials Store. In addition to the price of your reader, you will need to pay California State Tax and depending on the delivery method you select, a delivery fee. No delivery fee is charged if you pick up the reader at University Readers; a \$1.99 delivery fee is charged for deliveries made to campus pick-up locations, and a \$3.99 delivery fee is charged for readers shipped to students living off-campus. All fees are discounted especially for UCSD students from University Readers’ standard \$4.49 delivery fee.

### **Why is my DOC reader so expensive?**

The bulk of the cost of your DOC reader comes from royalty fees paid to publishers for reprinting the journal and newspaper articles or excerpts from books your professors have selected to include in the DOC reader. It is required by federal law to obtain copyright clearance and so these fees are ineluctable. University Readers negotiates on your behalf to obtain the lowest copyright fee possible and all fees are paid directly to the publisher. The remainder of your DOC reader’s cost is derived from binding and printing costs and labor performed to publish your reader.

### **What does “Email Me When Ready” mean?**

Clicking this link means University Readers will email you a notification the moment your DOC Reader is ready for online purchase. It essentially places you on an e-waiting list for the DOC reader so that you don’t have to continuously check the University Readers website to see if your DOC reader is available.

### **Why does my DOC reader still say “Email Me When Ready”?**

Any reader that has “Email Me When Ready” next to it in the online Course Materials Stores means that reader is still being produced and printed and is not available for sale. University Readers is well-aware of start dates for DOC courses and works as expeditiously as is possible to have your DOC reader ready before the first day of the academic quarter.

### **How do I pay for my reader?**

University Readers accepts all major credit cards, debit cards, and electronic check, and the payment process is similar to that of any other major online store, such as [amazon.com](http://amazon.com) or [barnesandnoble.com](http://barnesandnoble.com). If paying by credit card, you will need to indicate the card type (American Express, Discover, MasterCard, or Visa), Account Number, and Expiration Date. If paying by electronic check, you will need to give your Bank Name, Account Number, Account Type (Checking or Savings), and 9-Digit Routing Number. Please be assured the University Readers Course Materials Store is a secure site protected by 1,024-bit high encryption.

Also, your full credit card and/or bank account information is not permanently stored on our servers to further ensure your safety.

### **What if I don't have a credit/debit card or bank account?**

Please contact University Readers at 1-800-200-3908 or email [help@universityreaders.com](mailto:help@universityreaders.com) for assistance.

### **What are the delivery options for my reader?**

If you live off-campus in the greater San Diego Area, you have the option of 1-4 day USPS Priority Mail ("UCSD Students Rule!" \$3.99 per book) or FedEx Standard Overnight (1-2 Days, starting at \$15.50) shipping. University Readers recommends the "UCSD Students Rule!" option as it is a discounted priority mail and usually arrives to your residence nearly just as quickly as overnight shipping. You will receive a tracking number for your package via email with either shipping method.

If you live on-campus, the University Readers website will recognize your on-campus address based on the zip code and street address. After purchasing your reader online, you will receive a Pick-Up Confirmation Slip via email that will contain a link directing you where and when to pick up your reader on campus. You will need to bring this confirmation slip and a photo ID to collect your reader. A friend can pick up the reader for you as long as he or she has your pickup slip. A schedule of pickup locations and times is found here: <http://www.universityreaders.com/ucsd/>. There is a \$1.99 delivery fee for on-campus deliveries and confirmation slips are typically emailed 1-2 business days (OFTEN SAME DAY!) after you place your order online.

You also have the option of retrieving your reader directly at the University Readers office (address above). To do so, call University Readers at 1-800-200-3908 to reserve your reader over the phone instead of ordering online. University Readers will hold your reserved reader for 24 business hours before returning it to their stockroom. Please call before going to University Readers to ensure they have a copy of the DOC reader for you. There will be no shipping and handling fee added to your reader if you pick it up at their office yourself.

### **What shipping address should I put?**

List a shipping address for a location at which you currently reside. If you live on-campus, list your 9450 Gilman Drive #92xxxx address where "92xxxx" is your 6-digit mail code. If you live off-campus in an apartment, make sure you give your apartment number in addition to the street address and make sure you put your name inside your mailbox to ensure proper delivery—this is very important! Please review your order to double-check the billing and shipping addresses are both complete and correct.

### **When will I receive my pickup slip? (On-campus deliveries only)**

Pick-Up Confirmation Slips are typically emailed within 1 business day after you place your order online, sometimes even same day! Pick-Up Confirmation Slips are NOT the same as

Order Confirmation Slips, so please make sure the first part of the body of the email says, "This is your Pick-Up Confirmation Slip."

### **Where do I pick up my reader? (On-campus deliveries only)**

On-campus pick-up locations are listed here: <http://www.universityreaders.com/ucsd>.

### **Why do I have to pay a delivery fee if I pick up the reader on-campus?**

Though you pick up the reader, University Readers still incurs a cost fulfilling your order at their warehouse, transporting it to UCSD, and in staffing the 6 pick-up locations on-campus, one for each college. The \$1.99 delivery fee covers some of the cost of this labor.

### **When will I receive my reader?**

Orders placed online are routinely processed within 24 business hours and shipped out 1-2 business days after that. After you place your order online, the University Readers E-Commerce Team will review your order and payment, validate your shipping address as a deliverable address, and then process your order. Once you place your order online, you will receive an email confirmation that your order went through (this is NOT the same as the Pick-Up Confirmation Slip email for students that live on-campus) and an immediate 2<sup>nd</sup> email containing a link to a PDF download of the first few readings in your course pack. Whether you live off-campus or on-campus, you should have your DOC reader in your hands within 2-3 business days after ordering it.

### **I live off-campus. Can I pick up my reader on campus?**

No. On-campus delivery is a service provided only for students who live on-campus.

UCSD students who live off-campus have two options for receiving their reader:

1. Order online and University Readers will mail you your DOC reader.
2. Order your DOC reader over the phone and pick it up at University Readers' office.

### **I need my DOC reader today. How do I get it?**

If you have the means, go directly to University Readers to purchase and obtain your DOC reader. Otherwise, University Readers recommends you order online. In doing so, you will receive a PDF download of 20 percent of the DOC reader that contains reading assignments from the first two weeks of class. This download will cover any urgent reading assignments as long as you order your DOC reader in a timely manner.