


PACIFIC BOOKSTORES PURCHASE GUIDE

ONLINE SALES

ONLINE ORDER (BOOKSHOP) (Home Delivery OR Self Collection)	<ol style="list-style-type: none"> 1) Please visit our website - https://www.pacificbookstores.com/ 2) An account is necessary for ordering 3) Please place order early. Home Delivery and Self-Collection slots are available on first-come-first-serve basis
ONLINE SALES PERIOD	3 Nov to 15 Dec 2023 (All Levels) (Subject to slot availability) (For collection from 22 Nov to 28 Dec 2023)
HOME DELIVERY CHARGES	Local delivery charge of \$14.60
SELF COLLECTION HOURS	Kindly refer to the Dates and Time stated online
PAYMENT OPTIONS	PayNow (QR code), Credit/ Debit Cards  NTUC Care Fund (e-voucher) , CDAC (e-voucher)
CANCELLATION/EXCHANGE POLICY	<ol style="list-style-type: none"> 1) All purchases are final and no cancellation. 2) No refunds allowed and only exchange will be entertained.
FAQS	https://www.pacificbookstores.com/faqs

ONSITE SALES (IN SCHOOL)

WALK IN PURCHASE HOURS @ PRIMARY/ SECONDARY SCHOOL	Kindly refer to the Dates and Time stated on the booklist
PAYMENT OPTIONS	PayNow (QR code) NTUC Care Fund (e-voucher) CDAC (e-voucher) Cash
CUSTOMER SERVICE CONTACT	HOTLINE : 69298012 (Mon to Fri 9.00am to 5.00pm excluding eve of public holidays) EMAIL : sales@pacificbookstores.com

If you intend to apply / are applying for Financial Assistance with the school, please do NOT make any purchase first. Please wait for the school to inform you of your application status.

User Guide for Online Purchase of School Textbooks

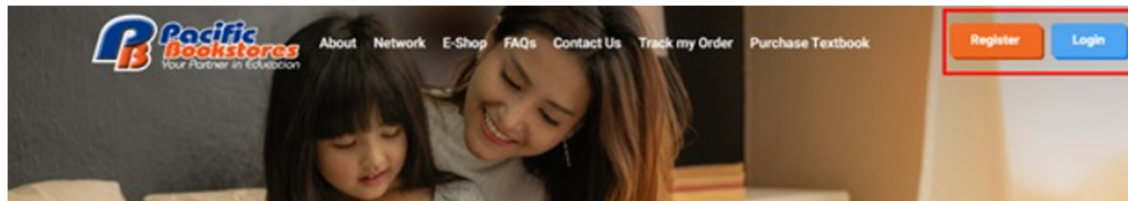
As Singapore has lifted all covid-19 measures but we would still encourage school to do in a careful and controlled manner. Pacific Bookstores would like to propose the following procedures for the year end book sale to all our valued customers to ensure a smooth and pleasant purchase experience.

We encourage parents to make their purchase via our online platform (<https://www.pacificbookstores.com>) with effect from 3 November 2023 (for all levels) to 15 December 2023.

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 **NEW** 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

Select Below

Select Education Level ▼

Select School ▼

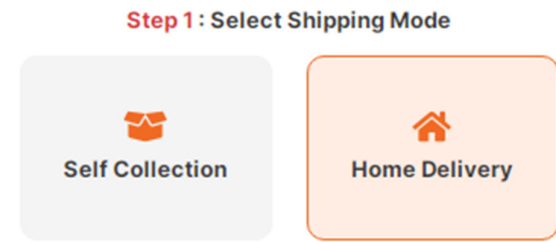
Select Student Level (Next Year) ▼

Select Mother Tongue ▼

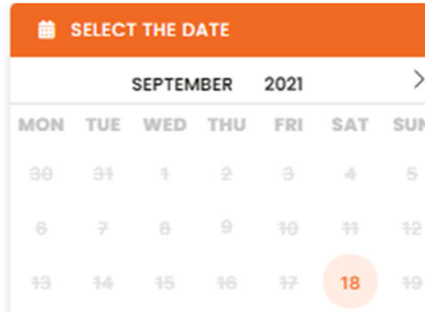
Entitle for FAS? ▼

Financial Assistance Scheme (FAS) Code

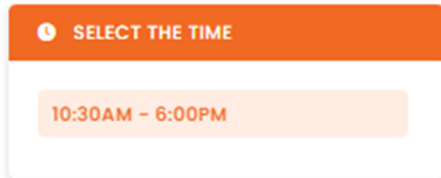
5) Select Shipment Mode



Step 2 - Select 'Date'



Step 3 - Select 'Time'



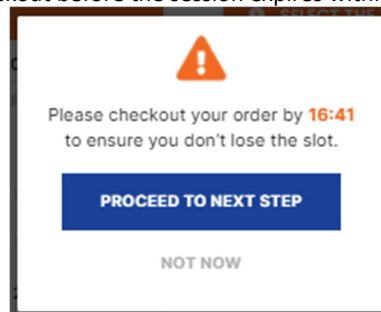
Step 4 - 'Click Next Step'



Step 5 –

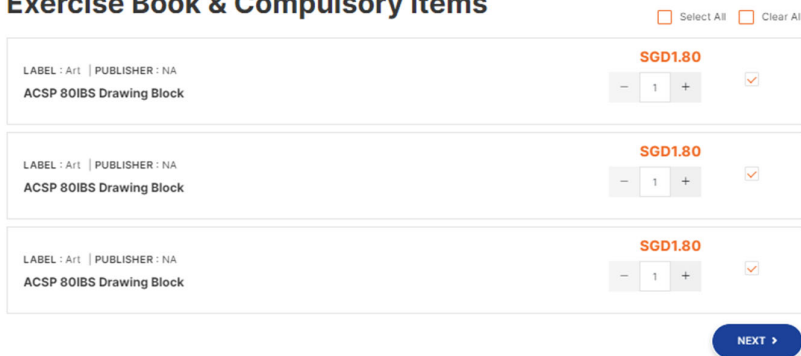
and checkout before the session expires within the 60 minutes.

Complete your order



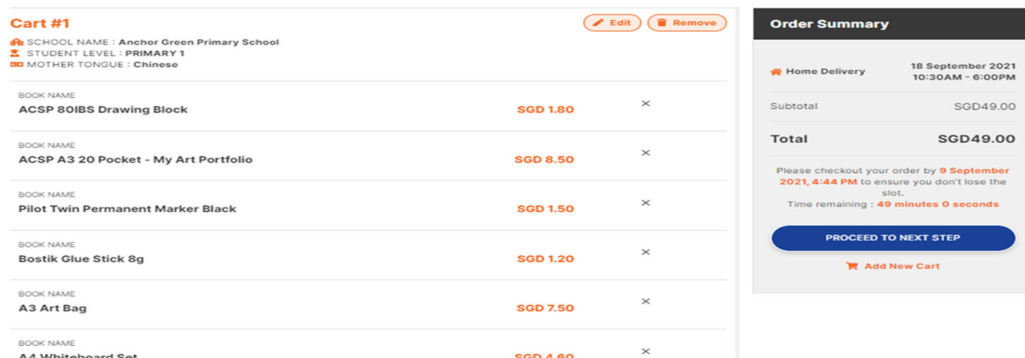
- 6) Booklist will be shown and customer are required to **uncheck** the items that 'YOU DO NOT WANT TO PURCHASE'. When you have completed selecting all your textbooks and stationery, proceed to click 'Next'

Exercise Book & Compulsory Items



- 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.

Purchase Details



- 8) For Home Delivery option, customer will need to fill the shipping information. A shipping/delivery charge of \$14.60 will be added. Select your preferred mode of payment: Credit Card / PAYNOW and click 'Place Order Now'

Shipping Address

Postcode Unit No. Do not have Unit No.

Address 1

Address 2

Singapore

Payment Method

Pay Now **PAYNOW**

Credit Card **VISA** **M.C.**

There is 2% charge of admin fees.

Order Summary

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

Enter promo code **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	STUDENT LEVEL: PRIMARY 1
SCHOOL NAME: Al Tong School	MOTHER TONGUE: Chinese
ORDER NO: PBS1000872	
FIRST NAME: U	LAST NAME: Ac
CONTACT NUMBER: 22223333	EMAIL ADDRESS: a
PAYMENT METHOD: PAYNOW	ORDER DATE & TIME: 19 September 2023, 13:22
ORDER STATUS: Pending	

Delivery Info

Delivery Method	Home Delivery
Delivery Date	26 September 2023
Delivery Time Slot	9:00 AM - 6:00 PM

Order Summary

Subtotal	SGD 88.70
Shipping	SGD 14.60
Total	SGD 103.30
Inclusive GST (8%)	SGD 7.65

Proceed To Payment

- 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 PBS10006039

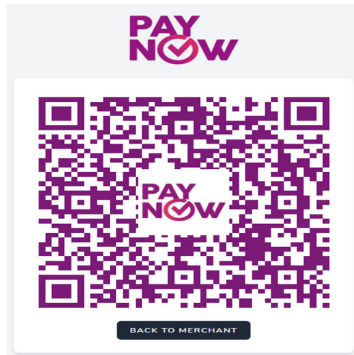
TOTAL SGD: \$20.20

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.



* All images are for illustration purposes only

- 11) 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.
- 12) All purchases are final and no cancellation. No refund allowed and only exchange will be entertained within 7 days upon purchase.
- 13) Customer service contact
Hotline: 6269 8012 (9am to 5pm, Monday to Friday)
Email: sales@pacificbookstores.com