


## PACIFIC BOOKSTORES PURCHASE GUIDE

<b>ONLINE SALES</b>	
<b>ONLINE ORDER (BOOKSHOP) (Home Delivery OR Self Collection)</b>	<ol style="list-style-type: none"> <li>1) Please visit our website - <a href="https://www.pacificbookstores.com/">https://www.pacificbookstores.com/</a></li> <li>2) An account is necessary for ordering</li> <li>3) Please place order early. Home Delivery and Self-Collection slots are available on first-come-first-serve basis</li> </ol>
<b>ONLINE SALES PERIOD</b>	<b>6 Nov to 15 Dec 2023 (All Levels) (Subject to slot availability)</b> - For collection from 2 Dec to 28 Dec 2023
<b>HOME DELIVERY CHARGES</b>	<b>Local delivery charge of \$14.60</b>
<b>SELF COLLECTION HOURS</b>	<b>Kindly refer to the Dates and Time stated online</b>
<b>PAYMENT OPTIONS</b>	PayNow (QR code), Credit/ Debit Cards  NTUC Care Fund (e-voucher), CDAC (e-voucher)
<b>CANCELLATION/EXCHANGE POLICY</b>	<ol style="list-style-type: none"> <li>1) All purchases are final and no cancellation.</li> <li>2) No refunds allowed and only exchange will be entertained.</li> </ol>
<b>FAQS</b>	<a href="https://www.pacificbookstores.com/faqs">https://www.pacificbookstores.com/faqs</a>
<b>ONSITE SALES (IN SCHOOL)</b>	
<b>WALK IN PURCHASE HOURS @ PRIMARY SCHOOL</b>	<ol style="list-style-type: none"> <li>1) Primary 1 Admin Day (16-18 Oct 2023) - Via the appointment slots school has allocated.</li> <li>2) Year End Sales Period (2 Dec 2023 till 29 Dec 2023) - Kindly refer to the Date and Time as stated on the booklist</li> </ol>
<b>PAYMENT OPTIONS</b>	PayNow (QR code) NTUC Care Fund (e-voucher) CDAC (e-voucher) Cash
<b>CUSTOMER SERVICE CONTACT</b>	<b>HOTLINE: 69298012</b> (Mon to Fri 9.00am to 5.00pm excluding eve of public holidays) EMAIL: <a href="mailto:sales@pacificbookstores.com">sales@pacificbookstores.com</a>

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 6 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 ▼

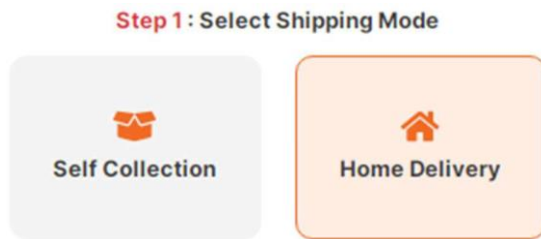
Select Student Level (Next Year) ▼

Select Mother Tongue ▼

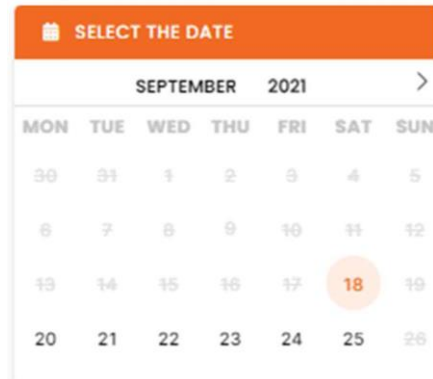
Entitle for FAS? ▼

Financial Assistance Scheme (FAS) Code

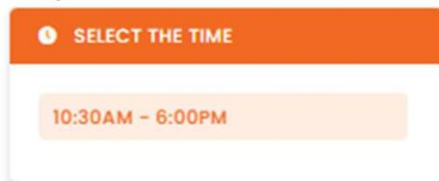
5) Select Shipment Mode



Step 2 - Select 'Date'



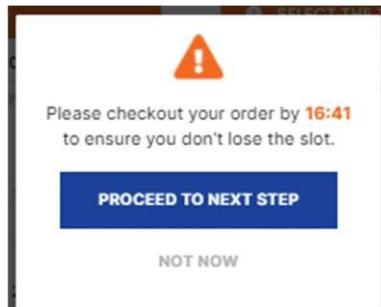
Step 3 - Select 'Time'



Step 4 - 'Click Next Step'

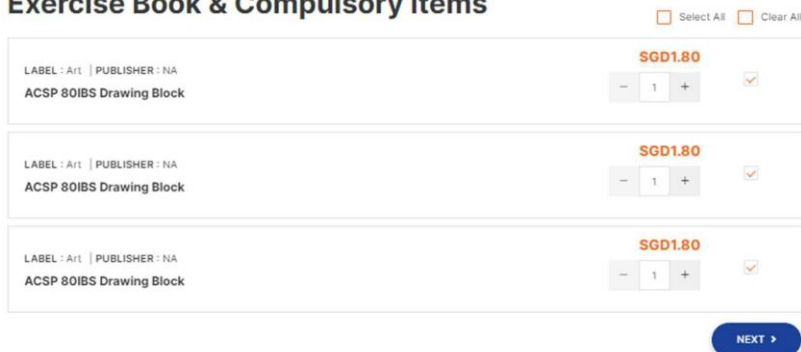


Step 5 – Complete your order and checkout before the session expires within the 60 minutes.



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

**Cart #1** [Edit](#) [Remove](#)

SCHOOL NAME : Anchor Green Primary School  
STUDENT LEVEL : PRIMARY 1  
MOTHER TONGUE : Chinese

BOOK NAME	Price	Action
ACSP 80IBS Drawing Block	SGD 1.80	✕
ACSP A3 20 Pocket - My Art Portfolio	SGD 8.50	✕
Pilot Twin Permanent Marker Black	SGD 1.50	✕
Bostik Glue Stick 8g	SGD 1.20	✕
A3 Art Bag	SGD 7.50	✕
A4 Whiteboard Set	SGD 4.80	✕

### Order Summary

Home Delivery 18 September 2021 10:30AM - 6:00PM

Subtotal SGD49.00

**Total SGD49.00**

Please checkout your order by **9 September 2021, 4:44 PM** to ensure you don't lose the slot.  
Time remaining : **49 minutes 0 seconds**

[PROCEED TO NEXT STEP](#)

[Add New Cart](#)

- 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

PAYNOW PAYNOW

Credit Card VISA

A processing fee of 1% will be charged for using credit card.

### Order Summary

Subtotal SGD 88.70

Shipping SGD 14.60

**Total SGD 103.30**

Inclusive GST (8%) SGD 7.65

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

### 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 \*

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](#)

For PAYNOW payments, please refer to the QR code on the payment page, 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.

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: 6929 8012 (9am to 5pm, Monday to Friday)

Email: [sales@pacificbookstores.com](mailto:sales@pacificbookstores.com)