**Where is the Bookstore?**

To access the bookstore, log in the [MyRegent portal](http://myregent.regent.edu). You can also search for textbook information for all classes as you make registration decisions. MBS Direct offers competitive pricing, upfront guaranteed buyback offers, rental options, financial aid credit, 24/7 customer support, and free ground shipping at the start of each term.

**How do I order my books?**

Log in to the [MyRegent portal](http://myregent.regent.edu) then select the student tab; under the Popular Links you will find the link to “Bookstore Online (MBS)”. For guests and prospective students who do not have access to MyRegent portal, you can access the MBS Direct Online Bookstore [http://bookstore.mbsdirect.net/regent.htm](http://bookstore.mbsdirect.net/regent.htm).

Be sure to order your course books early and plan accordingly! Can take 1 – 2 Weeks to ship.

**How do I use Financial Aid?**

If you have an anticipated financial aid refund, you will receive an email from Regent letting you know how much of your anticipated refund you can use as a credit/voucher in the online store. You will also receive an email from MBS Direct Online Bookstore containing a voucher code that you must have in order to access the funds for your online purchase. Please note that financial aid credits will not be available any earlier than 28 days in advance of a semester or session. The schedule of earliest dates of availability is available on the [financial aid website](http://financialaid.regent.edu). Actual dates of availability depend on the particular session and the timing of a student’s financial aid application being finalized.

**Can I still use Military Aid (Vocational Rehabilitation, Virginia Army National Guard, Undergraduate Military Book Credit) to purchase my books?**

Yes! For complete details on how to use your military-related benefits, please visit this [website](http://military.mbsdirect.net).

**How do I get customer support assistance?**

MBS Direct offers 24/7 customer support! You can contact them by email at [vb@mbsbooks.com](mailto:vb@mbsbooks.com) or 800-325-3252.

**I can’t find my course in the blackboard store? My syllabus and the books listed on the blackboard store do not match?**

Contact Jeannie Davis; textbook liaison for help. [jade@regent.edu](mailto:jade@regent.edu) or 757-352-4107.

**My employer pays for my textbooks. (Or, a disability agency pays for my textbooks.) How can I make arrangements for a third party to be billed for my order?**

Contact MBS third party billing, the number to call is 800-325-3252 and ask for a price quote. Once they receive the price quote for the needed books; give this to your employer and they can place a credit card order through the MBS Direct Online Bookstore or submit the order with a check by mail.

Please submit mail orders to MBS Direct, 2805 Falling Leaf Lane, Columbia, MO 65201.
Textbook FAQs

How long does it take to receive my Books once ordered?

We suggest that orders be placed at least 2 weeks before classes begin to assure timely shipping and avoid the last minute sold out situations.

What does NO Text require mean?

No textbook will need to be purchased for this course.

What does No material available at this time mean?

The textbooks for this course have not yet been chosen and student should check back at a later time.

What if the course I am registered for does not show up in the MBS Direct Online bookstore cart?

Use the search for course link to look up the courses you are registered to take. Textbook lists are available even before syllabus are posted on blackboard. If you still cannot locate your class contact Jeannie Davis, jdavis1@regent.edu or 757-352-4107.

Student can have books ship to their home in time to bring with them when they return campus, or they can have their order shipped to their housing address. What if student does not know their campus address?

Their text books can be shipped to the student services office (1000 Regent Univ. Dr., SC 201, VA Beach, VA 23464) for pick up once they arrive on campus. Please email student service office (stusrv@regent.edu) to alert them of the shipment.