

## OOD/Workers Comp Provider FAQ

- **How will our OOD/Workers Comp students get their books?**

OSU Marion has partnered with the OSU Newark Campus Bookstore OSU-Newark.bncollege.com to service our students. Unless students drive 1.5 hours to our location, they will need to order on our website. Our order guide directs students to select standard ground as their shipping method as UPS standard ground is one day service anywhere in Ohio. Our website indicates allowing 24-48 hours for processing, not including weekends. We currently fulfill 90-95% of our orders before the end of the first week of class including those students that waited to order the first week of class.

- **Where should the vouchers be sent?**

The vouchers need to be sent to me at [cgasser@bncollege.com](mailto:cgasser@bncollege.com) and preferably before classes start. We will always serve your students regardless of when the vouchers are sent to us, but we currently service roughly 7000+ students across five campuses in a two-week period with limited staffing and vouchers sent during that period can take 24-48 hours to input before the student can order on our website. If the voucher is not added before the student orders, the order will fail, and the student will need to reorder.

- **What information do you need on the voucher?**

We will need in addition to the provider data, the students name, Voucher ID #, Voucher Date, Itemized list (or at least what is covered) and dollar amounts (Please use the new price. We will always do our best to provide a used copy if available and come under the quote, but if we are out of used and the used price is listed, we will not be able to process the order until the modification is submitted and provided to us to account for the increase in cost which can cause delays. We will also need the date parameters for when the charge can take place. Ex Valid 8/1/24-12/16/24

- **Will our Invoices look different?**

Invoices, which will be generated at the beginning of any fiscal month where a charge against the account is made by a student, will still be delivered by Barnes & Noble Education. The only difference is that the School on the Invoice cover will read **School:**

**Central Ohio Tech Coll.** The remittance address, whether using AFT or sending a check to our address in Philadelphia, will remain the same.

- **How will rentals be handled?**

Rentals will need to be returned to the Newark Campus Bookstore no later than 5 days after the last day of finals. THERE WILL BE NO PHYSICAL LOCATION IN MARION TO RETURN THE RENTALS TO. Unless driving to Newark, most students will need to print off the UPS rental return label from our website that is not included in the cost of the rental.

- **Who do we reach out to for any questions, concerns or issues?**

For any questions or concerns, please don't hesitate to reach out to me. My name is Christopher Gasser, I am the store manager for this location and have been with B&N for almost 30 years. If I don't have the answer, I will get the answer for you. My assistant's name is Kyle Kennedy. I can be reached at 740-755-7677 or emailed at [cgasser@bncollege.com](mailto:cgasser@bncollege.com). We are absolutely committed to assisting your OOD/Workers Comp students and will typically get back to you with a response within 24 hours. While there may be some unanticipated outcomes as we transition, we are resolved to fix any that should occur. We truly appreciate your partnership as we establish this new relationship servicing your institution.