

**Introduction to
First Day Complete
at the BSC Bookstore!**



First Day Complete @ BSC

- Required textbooks are INCLUDED with tuition!
- Student follow instructions on an email sent 30 days before class starts to place their order
 - Reminder email sent every other day until order is placed
- Receive an email when order is ready
 - Be prepared to show us the email or have info from it. It's how we find your order!
- All books that can be rented are rentals
 - We will send multiple reminders throughout the term for this
 - Best thing to do is bring back ALL your books and we can go through them for you!
- If the student changes their schedule, they will get another email
 - “Changes to your Course Materials”
 - Again, reminder email every other day until order is placed
- If the student is getting emails from the bookstore, then there is probably SOMETHING they need to do!



First Day Complete Email Examples

Program Announcement Email

Goes out 35 days before term starts.

That mean JULY 20th for the Fall Term!



Read on to learn about [Program Name]

[View Online](#)

[Program Name]

YOUR [TERM NAME] COURSE MATERIALS



Welcome to [Program Name]!

Hi [First Name],

With [Term Name] approaching, we have important information regarding your course materials included in [Program Name]. Read this email to learn what actions are required to get your course materials.

What's Next?

1

Selection Begins

Around [Student Selection Start Date], we will send you an email so you can review your materials and select pickup or delivery to get them. At that time, your action is required; you must make a selection to get your course materials.

2

Pickup or Delivery

All your course materials will be prepared for you. We'll email you to let you know they're ready for in-store pickup or when they've shipped (based on your selection).

3

Rental Returns

When the term is coming to an end, we will send you helpful reminder emails to return your rental course materials.

Your Courses for [Term Name]:

Course ID/Section: [Class Code]
Course Name: [Course Name]
Course Material Summary: [Adoption Title]

Course ID/Section: [Class Code]
Course Name: [Course Name]
Course Material Summary: [Adoption Title]

We look forward to getting you everything you need simply, easily and stress free. If you have any questions regarding your course materials, contact your bookstore team at [\[Support Phone Number\]](#) or [\[Support Email Address\]](#).

Think one of your courses is missing from the list? If you are enrolled in a course which does not have any course materials, that course is not listed here. If your enrolled course does not show any included materials, your instructor may not have chosen any required materials yet. Contact your Bookstore Manager with any further questions.

This email was sent to: [Email Address].

This email was sent from a notification-only address that cannot accept incoming email.



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First Day Complete Email Examples

[SubjectName], important info about your course materials [View Online](#)

[Program Name]

ACTION REQUIRED



Pickup or Delivery?

Hi [First Name],

It's time to tell us how you want to get your [Term Name] course materials included in [Program Name]. It only takes a minute. Don't delay: You must make your selection to receive your course materials.

MAKE MY SELECTION ↻

Follow These Three Easy Steps

- 1 Review Your Materials**
Review the physical and digital materials included with your courses. You can also view recommended items and make additional selections.
- 2 Select Pickup or Delivery**
Choose how you want to get your course materials, via free in-store pickup or shipped directly to you. **This step is required.**
- 3 Submit & Finish**
You will get an email when your order is ready for pickup or when it ships!

You must make your selection to receive your materials. Your course materials will NOT be ready if you do not complete step 2.
[Make Your Selection Now >](#)

We look forward to getting you everything you need simply, easily and stress free. If you have any questions regarding your course materials, please contact your bookstore team at [\[Support Phone Number\]](#) or [\[Support Email Address\]](#).

Selection Email

Goes out 30 days before term starts.

That mean JULY 25th for the Fall Term!



BSC


Birmingham-Southern College

First Day Complete Email Examples

Your [Term Name] course materials have changed [View Online](#)

[Program Name]

ACTION REQUIRED



Review Your Courses & Materials

Hi [First Name],

There is a change affecting your course materials for [Term Name]. You must follow the steps below to receive the updated materials for your course(s).

What should I do?

- 1 Review**
Review your courses and course materials using the button below.
- 2 Confirm**
Confirm the change(s) and make any necessary choices such as pickup or delivery.
- 3 Return**
Return any materials you have already received for dropped or canceled courses to the bookstore as soon as possible to avoid incurring additional charges or a possible hold on your student account.

Do not delay! You must follow these steps to receive your included materials for [Term Name].

[REVIEW MY MATERIALS](#)

We look forward to getting you everything you need simply, easily and stress free. If you have any questions regarding your course materials, contact your bookstore team at [\[Support Phone Number\]](#) or [\[Support Email Address\]](#).

Change in
Materials
Email

Goes out 1 – 3 days after
a schedule change



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