

BOOK ORDERING

The Middlesex School MBS Direct Bookstore is now open for families to purchase or rent textbooks for the first semester.

Please log into My BackPack to view the *courses* in which we have enrolled your child for the fall of 2020. **Please note, while the *courses* are accurate, the *schedule* is not.** For the sake of simplicity, we have not shown courses that are required but are not for credit (e.g. Writing Workshop, Mindfulness, Plaque, etc.). The actual times at which the courses will meet are subject to change. Please do not make any plans based on the scheduling of courses found in My BackPack prior to the start of classes in September.

With the list of courses from your child's record, go to www.mxschool.edu and click on the "MBS Direct bookstore" link under the Parents tab at the top of the page. The required books for each course are listed by the course number and name that appears on your child's courses found in My BackPack. See Frequently Asked Questions below for helpful hints on the necessary school supplies and the purchasing or renting of books.

MBS Direct accepts any major credit card for billing purposes and will ship your student's books either to your home or to Middlesex School (where they will be available for pick-up during registration). *When selecting an address for delivery, please keep the ever-changing travel/quarantining restrictions and plans in mind and have the books delivered so the student will have the best chance of having them for the first day of classes.* Middlesex has arranged for free shipping on all MBS Direct orders shipped to the student's home or to the School (1400 Lowell Road, Concord, MA 01742). [**Please note:** *While MBS Direct has not made changes to the shipping options available in the virtual bookstore, an increase in people shopping online may result in longer than normal delivery times. Because of uncertainty in the UPS delivery schedule, MBS Direct cannot guarantee the published delivery dates listed on the virtual bookstore and we encourage families to purchase books early to help to ensure their arrival in time for classes in September.*] MBS Direct will allow students to return any text per the publisher's rules on "use" (some books are shrink wrapped and cannot be returned after the wrap has been broken) for up to 30 days after the beginning of Middlesex classes. For students on campus, Middlesex School will facilitate that return. Otherwise, returns can be processed through the Return Center link found within your order from your MBS account.

MBS Direct has an inventory of used books and books for rent. If a department indicates that used books may be purchased for a course, please feel free to acquire or rent either a used or new copy. Please do not acquire or rent used copies of books from any vendor when a used copy is not an option for purchase from MBS Direct.

While we recommend that you use MBS Direct for your purchase of texts, you may investigate other book sellers to acquire the necessary titles. If you do buy from another agent, please be absolutely certain that the text you purchase has the proper ISBN; any variation in this number may make the book unsuitable for use in our curriculum and your child will be responsible for purchasing the correct copy. As mentioned above, used books, while possibly available, are not permitted for some classes. If you purchase books from a vendor other than MBS Direct, please abide by the used book policy established for that course in order to avoid the need to purchase another copy of the required book. Additionally, if you choose to use another bookseller, be certain you understand the company's return policies as Middlesex cannot be responsible for those variables.

YOU MUST PURCHASE BOOKS BY SATURDAY, AUGUST 15th. On this date, course information will NOT be available on My BackPack for use with the Middlesex School MBS Direct bookstore. Students who have not ordered books by this date may not have books when classes begin.

FAQs

Who establishes and manages my account at MBS Direct?

Each family is responsible for creating and managing an individual account on MBS Direct. The only exception to this would be a family whose financial aid package includes books (see below). [Students will need to know the account login information \(username and password\) in order to receive Guaranteed Buyback pricing when selling books back at the end of the school year.](#)

What if my financial aid package includes books?

We will contact families of students receiving additional financial aid for books and provide separate instructions regarding how to acquire books.

What if I don't have a My Backpack account?

You will need to follow the link to download, fill out, and return the ["2020-2021 MX ParentPortal AUP Form."](#) The form can also be found under [Quick Links](#) on the Parents Resource page. Once this form is received, the School will activate your account and forward log-in instructions to the email you have provided. Through My Backpack, parents not only have access to student schedules, but they also have access to student attendance records, the directory and School account detail activity.

What school supplies should I purchase for my student?

Unlike some schools, Middlesex does not create an extensive list of supplies for each student as each course has different requirements. A student may need binders, notebooks, pens, and pencils for classes. If additional supplies are needed, they can purchase them at the on-campus School Store or order them online.

What is the textbook rental option that is mentioned in the Book Ordering instructions?

Rental books may be available for some titles. If this option is available, it will be listed in the purchasing options along with rental duration and return due dates.

As an international family, are there any additional steps I should plan for in ordering my child's books?

*No. International credit cards **are** generally accepted by MBS Direct. To avoid shipping delays, we do recommend that books be shipped to Middlesex rather than home if you plan to be on campus in September.*

What if there are extra books added to a course during the semester that my child needs to acquire?

If a teacher notifies a student that a new book is necessary for a course, you or your child will find the book available in the Middlesex MBS Direct bookstore. Ordering will work the same as the initial book order. For personal security, credit card information will not be stored on your account with MBS Direct, so you will need to coordinate the purchase with your child. The book will arrive within a few business days of the order (no additional shipping charges.)

What if there are no books paired with a course?

Purchase no books at this time for the course.

How will my child get second semester books?

Once second semester courses are available, the purchasing and shipping process will be the same as in the first semester.

What if I believe my child is in the wrong course?

1. In cases where a significant change was made to a student's course requests, the student or parent was contacted via email. Please check to see if there is a message explaining the need for the change.
2. In cases of senior English courses, many of the courses were oversubscribed or the student's top choices did not fit into the student's program. There will be no changes to senior English sections until Friday, September 4th. Please order the books that are paired with the English section in which your child is enrolled and if we are able to make a change at the start of School, we will help facilitate the exchange of books. Please do not call or email to request changes to senior English courses prior to the start of school.
3. If your son or daughter has been studying math or language this summer hoping to move to a different level than the one listed, that change will be made after the appropriate assessment and conversation with the child occurs, usually as School opens in September. A number of students, new to the school and returning, may change courses as School begins. Please order the books that are paired with the course in which your child is currently enrolled. We will help facilitate an exchange of books if a student changes levels as School begins if the purchase was from MBS Direct.
4. If a student changes his or her mind and would like to request a different course or add an extra course, requests for these changes must be made by the student to the Academic Office after Friday, September 4th.

We have deliberately waived the MBS Direct traditional shipping fee to make sure that the few course changes that might occur in the fall are easily executed. Thus, if you are not entirely certain that a course is the correct one, you may still purchase the book early for your child and we can exchange it, if necessary, in September.

For MBS Direct site questions, please call MBS Direct's Customer Contact Center at (800)-325-3252. International orders, please call (573)-441-9179.

Please note: *Families could experience a longer than normal wait time when they reach out to the Customer Contact Center. To help ensure service, The Center is extending their current customer service hours to Monday through Friday from 8 a.m. to 8 p.m. CT and handling overflow email responses from 8 p.m. to 8 a.m. CT.*

For My BackPack questions, please contact the technology helpdesk (helpdesk@mxschool.edu).

To report course placement errors, please contact Michael Schaeberle (mschaeberle@mxschool.edu).

HOW TO ORDER FROM MBS Direct

1. Go to www.mxschool.edu and click on the “MBS Direct bookstore” link under the Parents tab at the top of the page.
2. Click the “Let’s Get Started” button on the Middlesex MBS Direct bookstore site.
3. Click the “Your Term” link and then the “Fall of 2020-2021” link. This will bring a set of departmental check boxes. Click the box before each department for which your student may need a book. This will create a list of course numbers and titles in each department
4. Click the checkbox in front of each course in which your student is enrolled. When completed, click the “View Your Materials” arrow at the bottom of the page to see the books needed for the course(s).
5. Select the materials you wish to purchase for each course. *You may see a Marketplace Sellers option. These alternate purchasing options are from outside resellers and NOT from MBS Direct. Please realize that they may have different shipping arrangements and return policies than those of MBS Direct.* Click “Add Selected to Cart” button below each book you wish to purchase. If you need to add or change courses, you can do so by clicking the “Add or Change Courses” link in the lower left of the page. When completed, click the “Proceed to Checkout”
6. You may be offered an opportunity to add additional materials for the classes for which you purchased books. **The additional materials are a suggestion of the RETAILER and not Middlesex School and are NOT necessary for the course.** You can click the “No Thanks, Continue to Checkout” button to bypass the additional materials.
7. Review your order. You may add or remove books as needed by clicking either “add More Items” at the top or bottom of the page or the remove “x” at each book. The checkout page also will show you the Guaranteed Buyback money that will be received if you choose to sell your books back to MBS Direct. Click the “Check out now” button.
8. If you have an existing account with MBS Direct, please login using your MBS Direct email address and password. If you are a new customer, create a new account. Accounts can be created by parents who will be able to provide a student’s name for the order shipped to the school at a later step in the ordering process. *The student will need to know this account information in order to take advantage of MBS Direct’s Guaranteed Buyback pricing at the end of the school year.*
9. If shipping the order directly to the School, please use the student’s name and 1400 Lowell Road, Concord, MA 01742 as the shipping address on the Shipping & Billing Address page.
10. Follow the prompts to complete the purchasing process.

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