

Frequently Asked Questions

How do I become a Scholastic Book Club Customer?

Teachers, or parent volunteers, can join Book Club by registering online at scholastic.com.au/register

Does Scholastic accept Credit Card payments?

Yes. Customers may pay using MasterCard and Visa. Minimum transaction is \$1.00.

How do Teachers buy from Book Club? Can Teachers have their own Book Club Account. How do they set this up?

Yes, Teachers can order from Book Club. We recommend having two accounts: one as an Educator for school orders, placing orders via the Book Club Ordering Platform, and a separate LOOP account when ordering for your family using a personal email address. The reason being that the LOOP platform is strictly for parent orders, and doesn't offer the same level of benefits for schools. The benefit of ordering via the Educator platform is that orders are submitted immediately, unlike LOOP orders which are all submitted together. Additionally, ordering as an Educator produces a Tax Invoice for Scholastic Rewards. Create an account by registering at scholastic.com.au/register

How do Teachers buy from Teacher Essentials?

Teachers can use their Book Club Ordering Platform to order from Teacher Essentials. Simply choose the Teachers Essential catalogue cover instead of the Book Club catalogue cover. To access both catalogues, you will need to create an Educator profile online at scholastic.com.au/register

Can Teachers have their own School Essentials account. How do they set this up?

Teachers can use their Book Club Ordering Platform to order from our popular School Essentials. Simply create an Educator profile online at scholastic.com.au/register

Can Teachers earn rewards for themselves?

Yes, Teachers have the choice of accumulating Scholastic Rewards for themselves, or for their school account. Teachers can choose this option during the initial account set up process. If you want to change it later, go onto the Book Club Ordering platform and under the 'Rewards' tab there will be an option to update these settings.

How do I know when my Scholastic Rewards will expire?

To check on your Scholastic Rewards, log into your personal account and select the **MY REWARDS** tab. You will see the Scholastic Rewards available and the expiry date of your current Scholastic Rewards.

How do I place an order and use rewards as payment?

To place an order using your rewards, simply log into the Book Club Ordering platform as an Organiser or Educator, make your product selections as usual and go through to your cart. There will be an option to 'use Vouchers & Rewards' – select this option and skip past the prompt for vouchers. By hitting 'next,' you will be diverted to the correct page to select how many rewards you'd like to redeem.

How long do I keep an Issue open for?

When you log in to your account and select ORDER, a screen will pop up showing the currently open issues. There is a KEY DATE—we recommend that you submit all your orders on or before that date so that issues don't overlap as the second Issue of each term is on a tight deadline for delivering books by the end of the term. However, it is completely up to the school to determine open and closing dates that work for them.

Where can I find the closing date?

The Key Date can be found printed on the Book Club News flyer and the Book Club Platform. Only the Book Club Organisers can see this date.

Will the system tell me when I have an order to put through?

When you log into the Book Club ordering platform as an Organiser, take note of the notifications in the top right-hand corner. When there are new LOOP orders, a flashing tick will alert you. Once the agreed-upon deadline for your school is reached, follow the prompt for 'process orders online', then 'close LOOP'.

Do I get a notification that my delivery is on its way?

Yes, once orders are dispatched from our warehouse the Book Club Organiser will receive an email from our delivery partner with consignment numbers. The delivery partner will then send regular email and text updates on the estimated delivery time and date.

What if a parcel is missing from my delivery?

Occasionally, not all cartons are delivered at the same time. If you are short one or more cartons, please wait a further 2-3 days for the remaining carton to arrive. If not received after that, please contact Customer Service on **1800 021 233**.

What if an ordered book becomes unavailable?

If replenishment stock is scheduled to reach Scholastic soon, the item will be placed on backorder and sent out as soon as possible. You will be informed of such a situation on the Tax Invoice. If we are unable to supply a title, a credit voucher is sent in lieu of the product.

What are credit vouchers?

Credit vouchers are given in the form of physical or digital vouchers with codes for inputting when:

- An item is out-of-stock, or an item is missing from a package
- A customer is not satisfied with a product
- An item is returned for credit

What do I do if there's a problem with my order or something I don't understand?

Contact our friendly Customer Service team on **1800 021 233**.

What resources are available to help me promote Book Club?

Scholastic create regular promotional resources, such as social media tiles, for Book Club Organiser to use and share. Find and download from here: [scholastic.com.au/book-club/book-club-organisers/toolkit/](https://www.scholastic.com.au/book-club/book-club-organisers/toolkit/)

What other professional resources can I access through Book Club?

With each Issue of Book Club, you will receive a copy of Teacher Essentials, giving you practical, up-to-date classroom resources at discounted prices. Materials are often grouped under special themes to help assist your lesson planning. We also publish a one-stop-shop once per year called School Essentials – learn more here: [school essentials.com.au](https://www.school essentials.com.au)

Why does Scholastic sell products other than books?

We know that reading doesn't come easily to all children, and this can make reading books intimidating. By including other forms of reading in our catalogue, such as activities requiring instruction manuals, we believe these can act as a gateway to leisurely reading. We also include journals and stationery items, as writing is an essential skill that enhances literacy.

How is Scholastic implementing green practices?

Our Book Club catalogue can be recycled. To make this possible, we print our Book Club catalogues in Australia by PEFC and FSC approved printers. The ink used in printing contains renewable content, such as soy and vegetable oils. The paper in our catalogues is 100% PEFC certified and sourced from plantation forests only. We only use 100% recycled material for packaging, such as air pillows and cardboard. We aim to limit usage of single-use plastics wherever possible, and use EcoPure bags wherever possible. Scholastic believe that minimising our environmental impact is our responsibility, which drives us to continually investigate ways to reduce our carbon footprint.

Can we run Book Club without paper catalogues?

Experience has shown us that having a physical catalogue that children can read through is the best way to make purchases a child's choice. Moving the catalogues to a digital space loses the child's interest and puts the choice into the parents' hands. A child's likelihood to engage in reading is highly dependent on whether or not they have chosen the reading materials themselves. We understand the environmental impact of having paper catalogues; that's why we've made our Book Club catalogues recyclable.

Are all books appropriate for primary school children?

Yes, our catalogue contains age-curated books sectioned appropriately for each age group. At the very back of the catalogue, there are teen reads for children 10+, but they are clearly marked as 'teen reads', and we pixelate covers that aren't appropriate for a younger audience.