


PACIFIC BOOKSTORES PURCHASE GUIDE

ONLINE SALES

ONLINE ORDER (BOOKSHOP) (Home Delivery OR Self Collection)	Please visit our website and User Guide for Online Purchase before placing order: https://www.pacificbookstores.com
ONLINE SALES PERIOD	6 Nov to 15 Dec 2023 (All Levels) (Subject to slot availability)
HOME DELIVERY CHARGE & DELIVERY DATES	Local delivery charge of \$14.60 Kindly refer to the Dates and Time stated online
SELF COLLECTION DATES & HOURS	Kindly refer to the Dates and Time stated online
PAYMENT OPTIONS	PayNow (QR code), Credit/ Debit Cards  NTUC Care Fund (e-voucher) , CDAC (e-voucher)
CANCELLATION/EXCHANGE POLICY	1) All purchases are final and no cancellation. 2) No refunds allowed and only exchange will be entertained.
FAQ	https://www.pacificbookstores.com/faq
CUSTOMER SERVICE CONTACT	HOTLINE : 69298012 (Mon to Fri 9.00am to 5.00pm excluding eve of public holidays) EMAIL : sales@pacificbookstores.com

If you intend to apply / are applying for Financial Assistance with the school, please do NOT make any purchase first. Please wait for the school to inform you of your application status.

User Guide for Online Purchase of School Textbooks

As Singapore has lifted all covid-19 measures but we would still encourage school to do in a careful and controlled manner. Pacific Bookstores would like to propose the following procedures for the year end book sale to all our valued customers to ensure a smooth and pleasant purchase experience.

We encourage parents to make their purchase via our online platform (<https://www.pacificbookstores.com>) with effect from **6th November 2023 (for all levels) to 15 December 2023**.

P1 parents are advised to make their online purchase only in early Dec 2023 pending the availability of prices for books marked Not Fixed yet (NFY) to avoid multiple delivery/self collection.

This platform will enable you to purchase with the option of Home Delivery or Self-Collection. Please find the guided procedures for your purchases.

HOME DELIVERY and SELF COLLECTION

- 1) Visit our website (<https://www.pacificbookstores.com>)
- 2) Go to 'Register / Login' on the top right hand corner
- 3) All **NEW** customers will need to create and register for an account



- 4) Upon logging in, customer are required to fill up the below fields to proceed for purchase
 - 1) Select Education Level
 - 2) Select School
 - 3) Select Student Level (Next Year)
 - 4) Mother Tongue

Select Below

Select Education Level ▼

Select School ▼

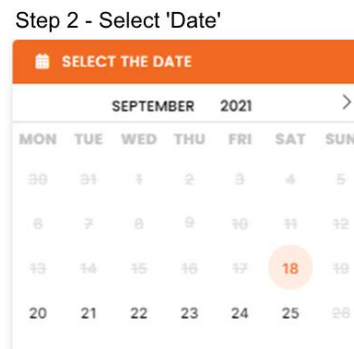
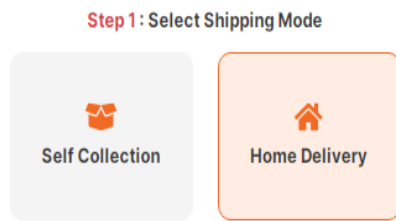
Select Student Level (Next Year) ▼

Select Mother Tongue ▼

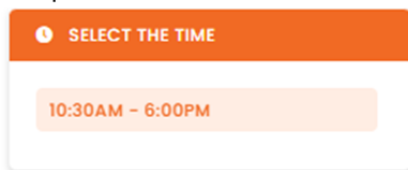
Entitle for FAS? ▼

Financial Assistance Scheme (FAS) Code

5) Select Shipment Mode



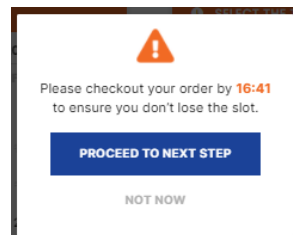
Step 3 - Select 'Time'



Step 4 - 'Click Next Step'

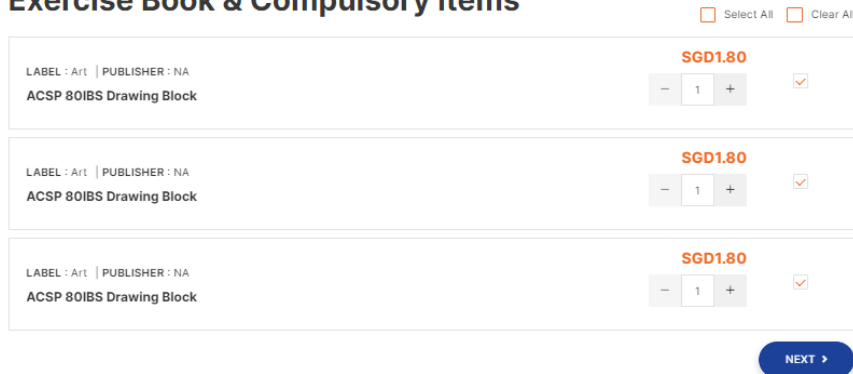


Step 5 – Complete your order and checkout before the session expires within the 60 minutes.




6) Booklist will be shown and customer are required to **uncheck** the items that **'YOU DO NOT WANT TO PURCHASE'**. When you have completed selecting all your textbooks and stationery, proceed to click **'Next'**

Exercise Book & Compulsory Items




10) For Credit Card payments, you will have to complete your credit card / debit card details

PACIFIC BOOKSTORES PTE.LTD

Secure payment 

Card number *




Expiry month * Expiry year *

MM ▼ YY ▼

Cardholder name *

Security code *

  3 digits on back of your card

Order details

Order for PBS100006039

TOTAL SGD: \$20.20

The next screen you see may be payment card verification through your card issuer.

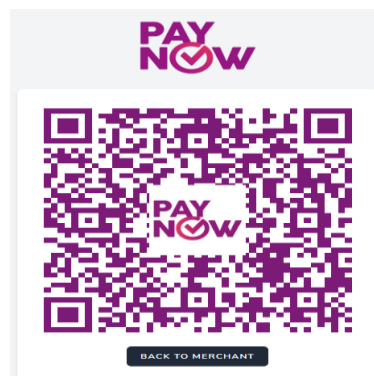
[Cancel](#) [Pay now](#)

11) For PAYNOW payments, please scan the QR code to proceed for payment.

Step 1. Login to your banking app

Step 2. Select Scan & Pay on your banking app

Step 3. Scan QR code using banking app to make payment.



* All images are for illustration purposes only

11) You will receive a confirmation email once you have successfully made your payment. An invoice will be attached together with your confirmation email. Alternatively, you may also print your invoice from Pacific Bookstores website under your User Account → Orders.

12) All purchases are final and no cancellation. No refund allowed and only exchange will be entertained within 7 days upon purchase.

13) Customer service contact

Hotline: 69298012 (9am to 5pm, Monday to Friday)

Email: sales@pacificbookstores.com