UMass Lowell Book Voucher FAQ

Why did I qualify for a book voucher?

Your anticipated financial aid package exceeds your financial obligation to the University for this current semester, qualifying you for the bookstore voucher program. The voucher is an available line of credit at the UMass Lowell/Follett River Hawk Shop to be used for textbooks and course related supplies.

When can I use my book voucher for Spring 2016?

Spring 2016 vouchers will be valid between Tuesday, January 5, 2016 through Monday, February 1, 2016. There will be no extensions.

How can I use the book voucher at the bookstore?

To take advantage of your voucher, simply visit the River Hawk Shop located in University Crossing, first floor. For hours of operation, please visit their website at www.uml.bkstr.com. You must present a picture ID to use your voucher.

How can I use the book voucher if I am an online student?

If you are an online student, you can order books from the UMass Lowell/Follett Bookstore website www.uml.bkstr.com using your voucher as method of payment and have your books shipped to you following the same dates of service noted above.

What if I choose not to use my book voucher?

If you opt not to use your voucher you do not need to do anything. If you do not use the voucher, your account will not be charged.

Does using a book voucher change my total financial aid award?

Using a book voucher does not change the total of your financial aid awards. It is not an additional award. A book voucher is simply a way to access your financial aid for bookstore purchases. The exact amount you charge at the bookstore will be added to your Spring 2016 Sis account. Your financial aid will be applied towards these charges and the balance will be deducted from your financial aid refund, should you qualify.

What if changes are made to my financial aid package?

If your financial aid package changes for any reason (i.e.: declining a portion of your financial aid package), you are still responsible for all charges incurred at the bookstore.* If loans are part of your financial aid package and you will be declining the loans, please call The Solution Center at 978- 934-2000 to verify that you still qualify for a bookstore voucher. Please note: students who withdraw may return books in good condition with a receipt by January 26, 2016 to the bookstore.

*If your financial aid/loans are reduced for any reason, you must personally accept full responsibility for all charges made to the bookstore. Failure to repay the University in full may result in withholding the University services and/or ability to register for the upcoming semester. Outstanding obligations will be referred to a collection agency and the student assumes liability for all associated collection costs.