

User Guide for Online Purchase of School Textbooks

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 6 November 2025 to 13 December 2025 (Sec 2- Sec 5).

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

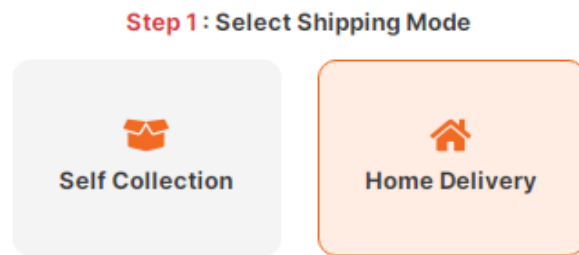


- 4) Upon logging in, customer are required to fill up the below fields to proceed for purchase
 - 1) Select Education Level
 - 2) Select School
 - 3) Select Student Level (Next Year)
 - 4) Mother Tongue

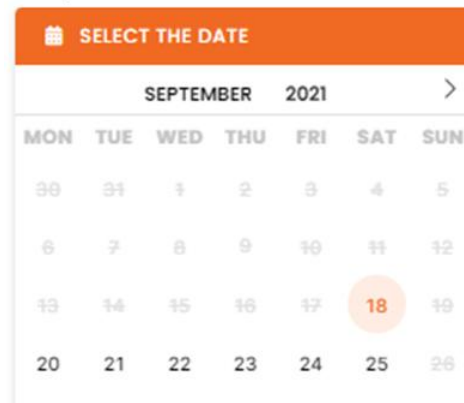
Select Below

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 2 - Select 'Date'



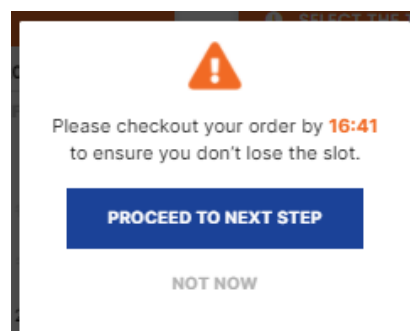
Step 3 - Select 'Time'



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

☐ Select All
 ☐ Clear All

LABEL : Art PUBLISHER : NA ACSP 80IBS Drawing Block	SGD1.80 <input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> <input checked="" type="checkbox"/>
LABEL : Art PUBLISHER : NA ACSP 80IBS Drawing Block	SGD1.80 <input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> <input checked="" type="checkbox"/>
LABEL : Art PUBLISHER : NA ACSP 80IBS Drawing Block	SGD1.80 <input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> <input checked="" type="checkbox"/>

- 7) When you arrive at the 'Purchase Details' page, check that all your items are correct. If all items are correct, click on proceed to next step.

Purchase Details

Cart #1

SCHOOL NAME : Anchor Green Primary School
 STUDENT LEVEL : PRIMARY 1
 MOTHER TONGUE : Chinese

BOOK NAME ACSP 80IBS Drawing Block	SGD 1.80	×
BOOK NAME ACSP A3 20 Pocket - My Art Portfolio	SGD 8.50	×
BOOK NAME Pilot Twin Permanent Marker Black	SGD 1.50	×
BOOK NAME Bostik Glue Stick 8g	SGD 1.20	×
BOOK NAME A3 Art Bag	SGD 7.50	×
BOOK NAME A4 Whiteboard Set	SGD 4.60	×

Order Summary

Home Delivery
 18 September 2021
 10:30AM - 6:00PM

Subtotal SGD49.00

Total SGD49.00

Please checkout your order by **9 September 2021, 4:44 PM** to ensure you don't lose the slot.
 Time remaining : 49 minutes 0 seconds

- 8) For Home Delivery option, customer will need to fill the shipping information. A shipping/delivery charge of \$14.90 will be added. Select your preferred mode of payment: Credit Card / PAYNOW and click 'Place Order Now'

Shipping Address

☐ Do not have Unit No.

Payment Method

☐ Pay Now
 ☒ Credit Card

PAYNOW
 VISA
 MASTERCARD

There is 2% charge of admin fees.

Order Summary

Subtotal SGD49.00

Shipping SGD13.80

Total SGD62.80

Inclusive GST (8%) SGD 4.65

☐ I agree to the terms & conditions

- 9) Customer to check the ordering information is correct. Click 'Proceed to Payment' to checkout

Order Summary	
EDUCATION LEVEL : Primary	STUDENT LEVEL : PRIMARY 1
SCHOOL NAME : Al Tong School	MOTHER TONGUE : Chinese
ORDER NO : PBS1000872	LAST NAME : Ac
FIRST NAME : U	EMAIL ADDRESS : a
CONTACT NUMBER : 22223333	ORDER DATE & TIME : 19 September 2023, 13:22
PAYMENT METHOD : PAYNOW	
ORDER STATUS : Pending	

Delivery Info	
Delivery Method	Home Delivery
Delivery Date	26 September 2023
Delivery Time Slot	9:00 AM - 6:00 PM

Order Summary	
Subtotal	SGD 88.70
Shipping	SGD 14.60
Total	SGD 103.30
Inclusive GST (8%)	SGD 7.65

[Proceed To Payment](#)

- 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

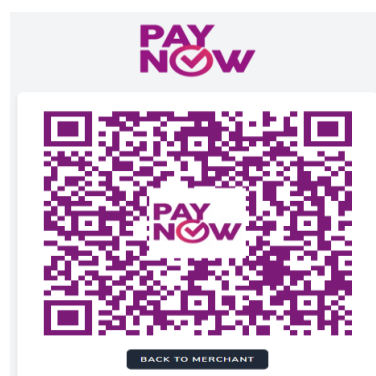
TOTAL SGD: \$20.20

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.



- 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: 6269 8012 (9am to 5pm, Monday to Friday)
Email: sales@pacificbookstores.com