

**To order Uniform items; you will need to login to UCQ’s intranet to access the form.**

**Make sure your password is up to date.**

**Any questions or problems with your login, email IT at [ucqit-l@mailman.ucalgary.ca](mailto:ucqit-l@mailman.ucalgary.ca).**

**\*IT will respond to requests during working hours only and in the order that requests are received\***

- 1) Follow the link to access the online Uniform Order Form:  
<https://www.ucalgary.edu.qa/current-students/academics-undergraduate-program/bookstore>  
or navigate to:  
Current Students > Bookstore from the UCQ homepage, then under Other Bookstore Items click “Uniform Order Form”
- 2) Enter your UCID# and password (see above for login issues).
- 3) Click “Add New Item” to place a new order
- 4) Complete all required fields. Select **all** the items you wish to purchase in **ONE** form.
- 5) Click “**Save**” to submit your order. If you click ‘Close’ your order will **NOT** be submitted or processed
- 6) **Do NOT edit or delete the form**, you will be able to make changes when you pick-up your order.
- 7) Check the SharePoint to ensure that your order appears. As long as your order appears, it has been submitted successfully. If it does not appear, please try again.
- 8) When your order is filled, you will receive an email that your order is ready for pick-up. Once you receive this message you can come anytime during the Bookstore open hours. Do **NOT** come to campus until you receive this email.
- 9) Orders will be completed in the order they are received.

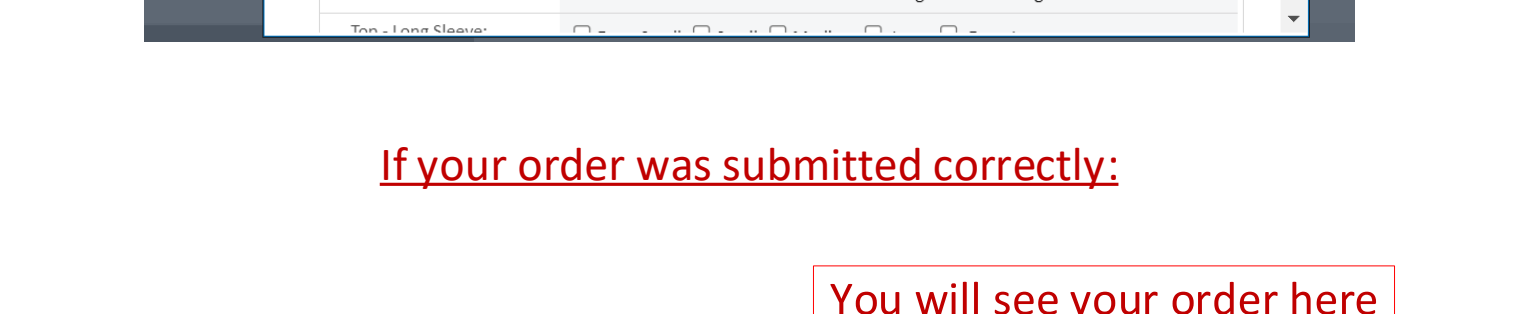
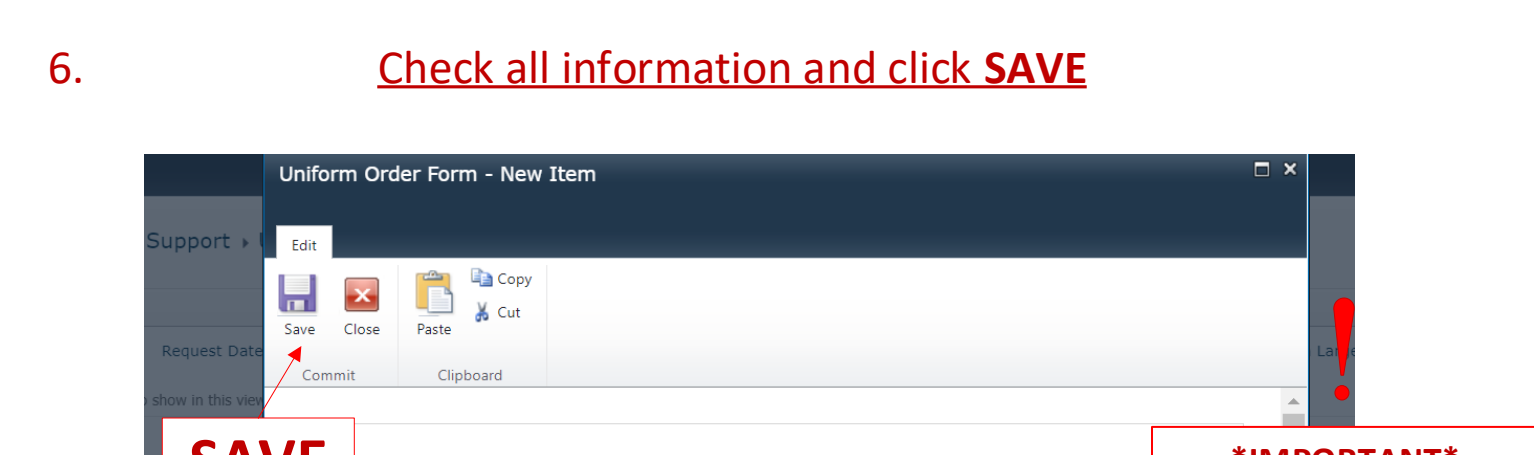
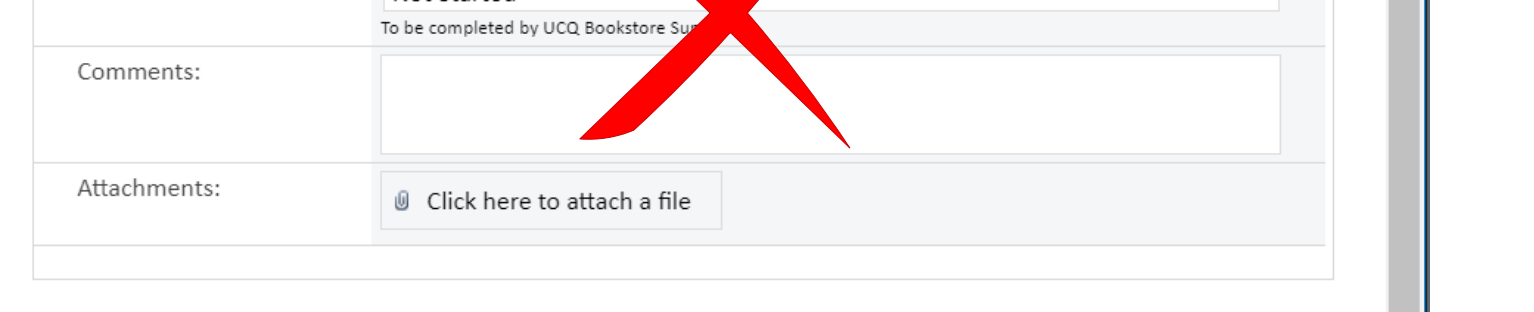
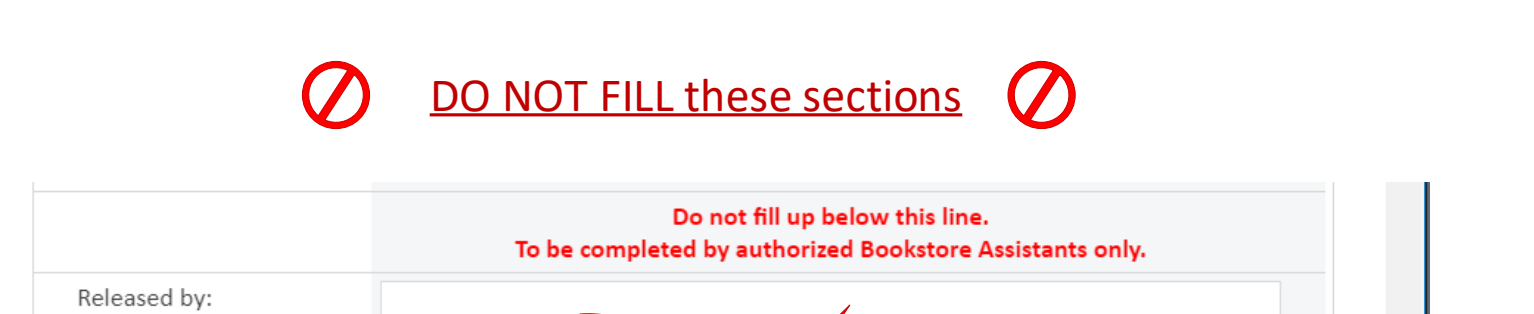
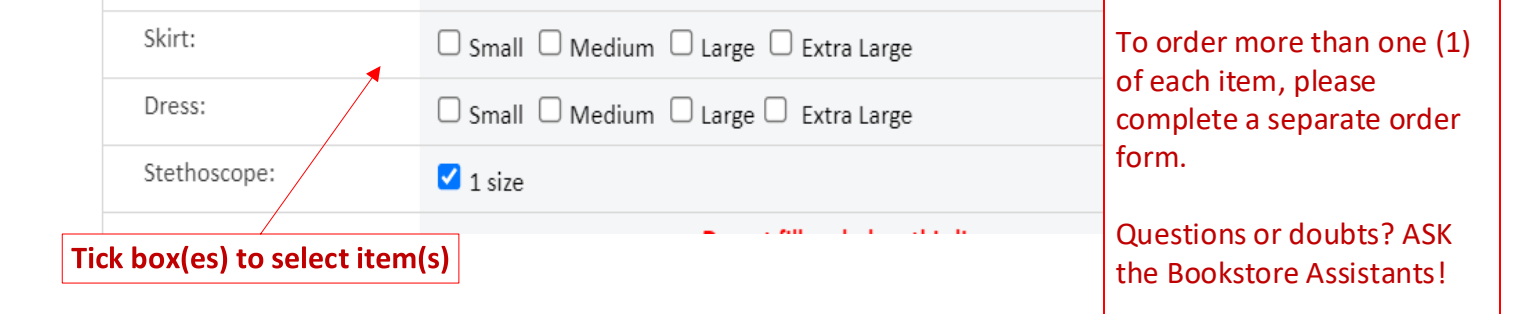
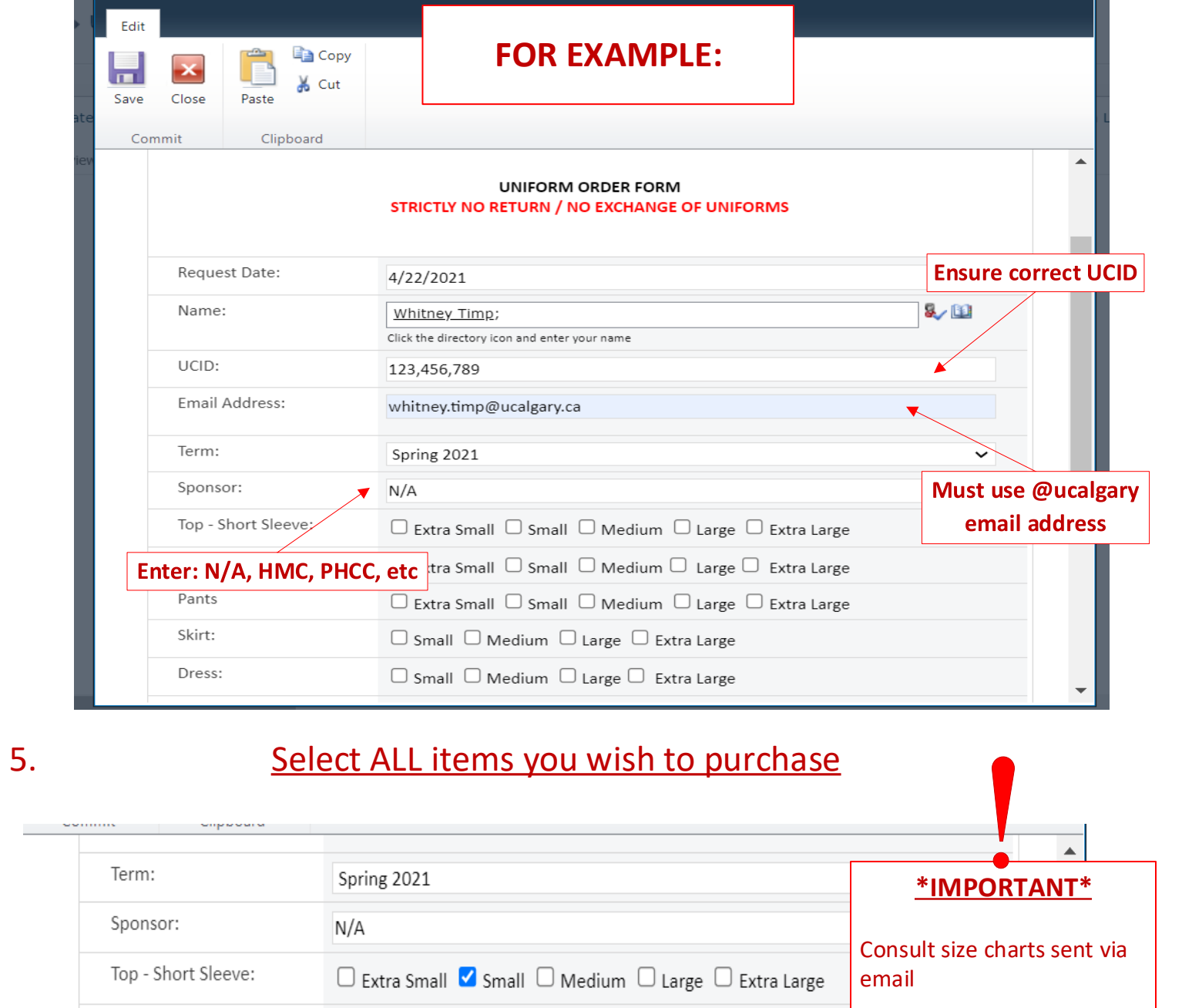
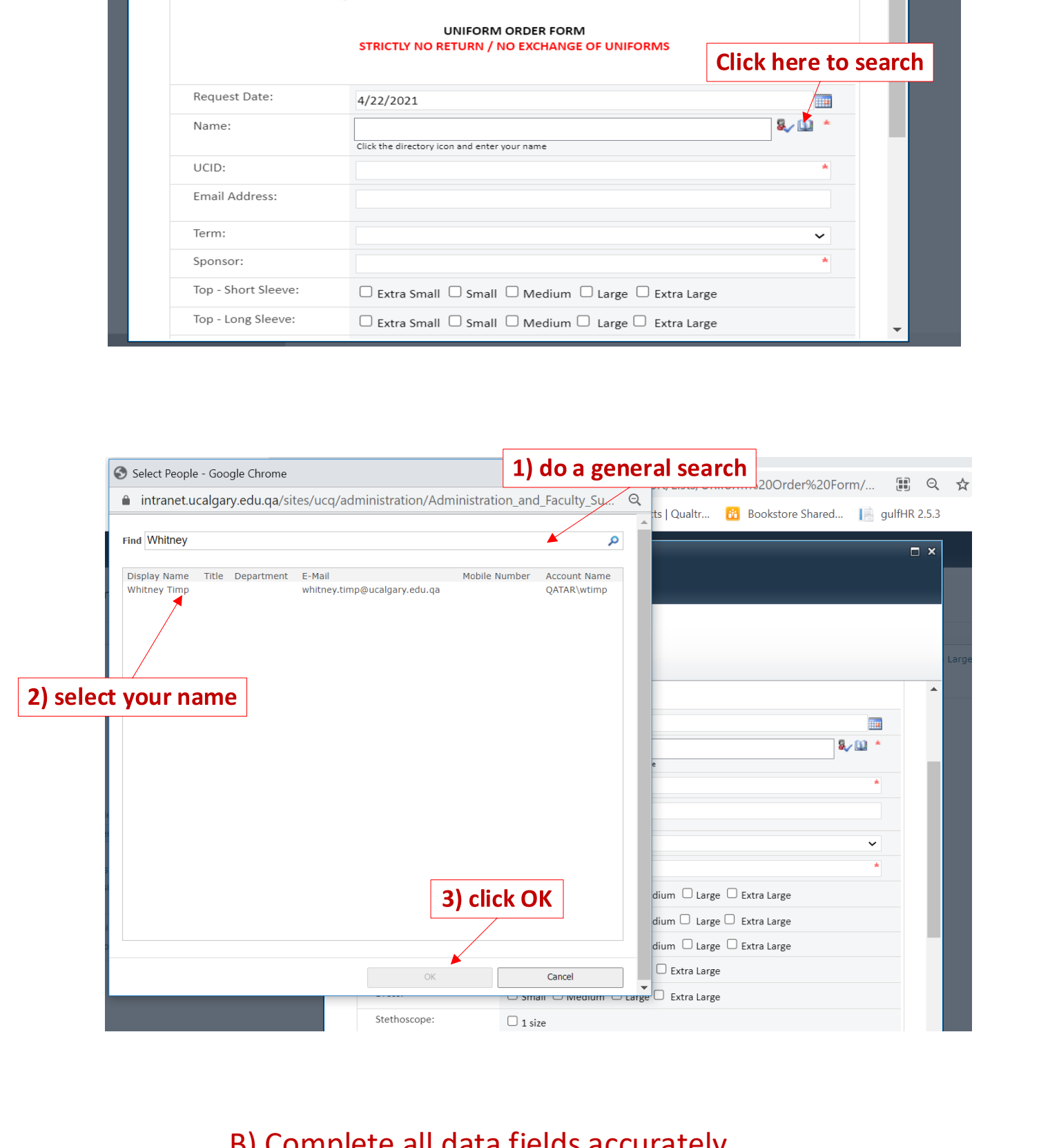
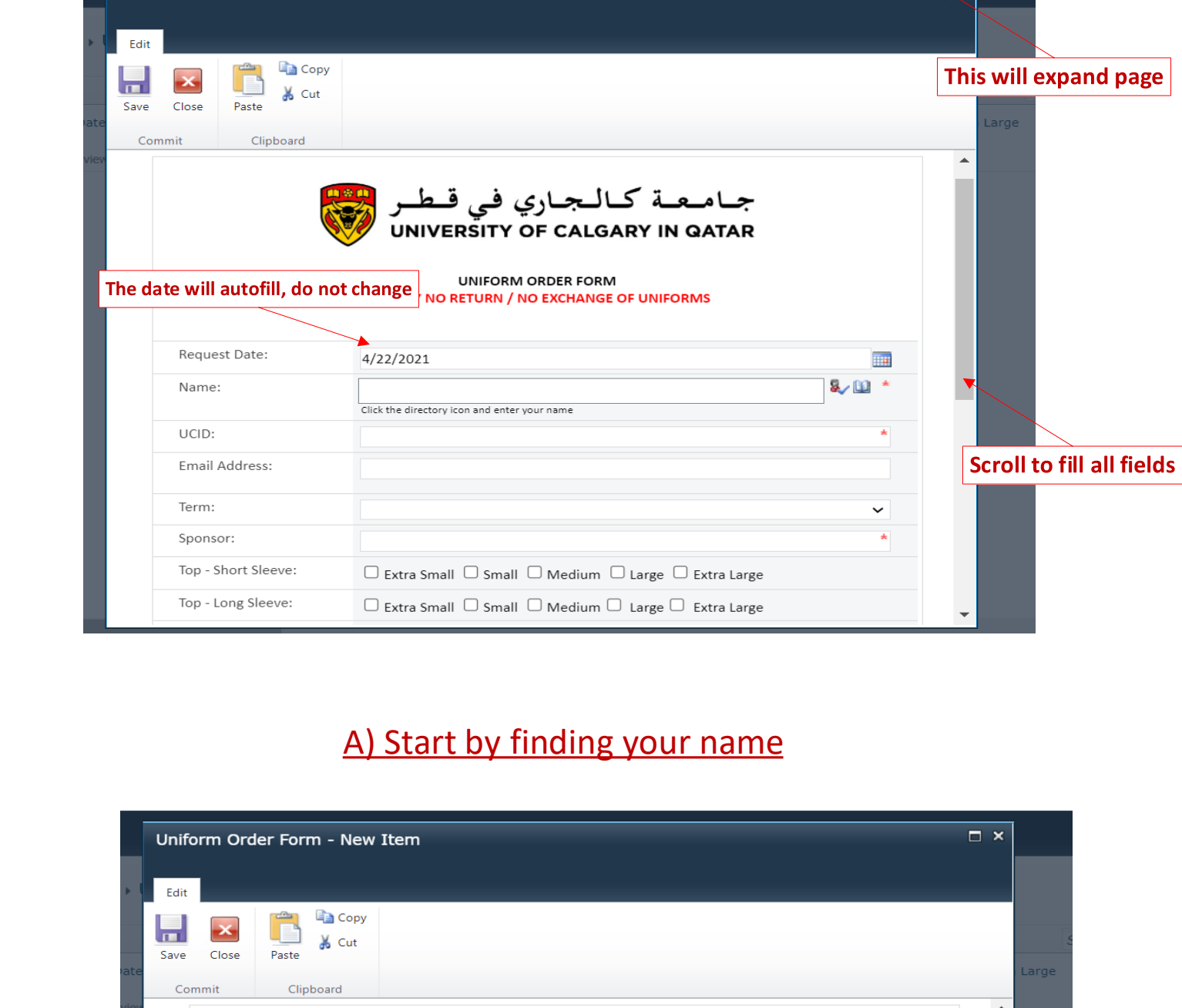
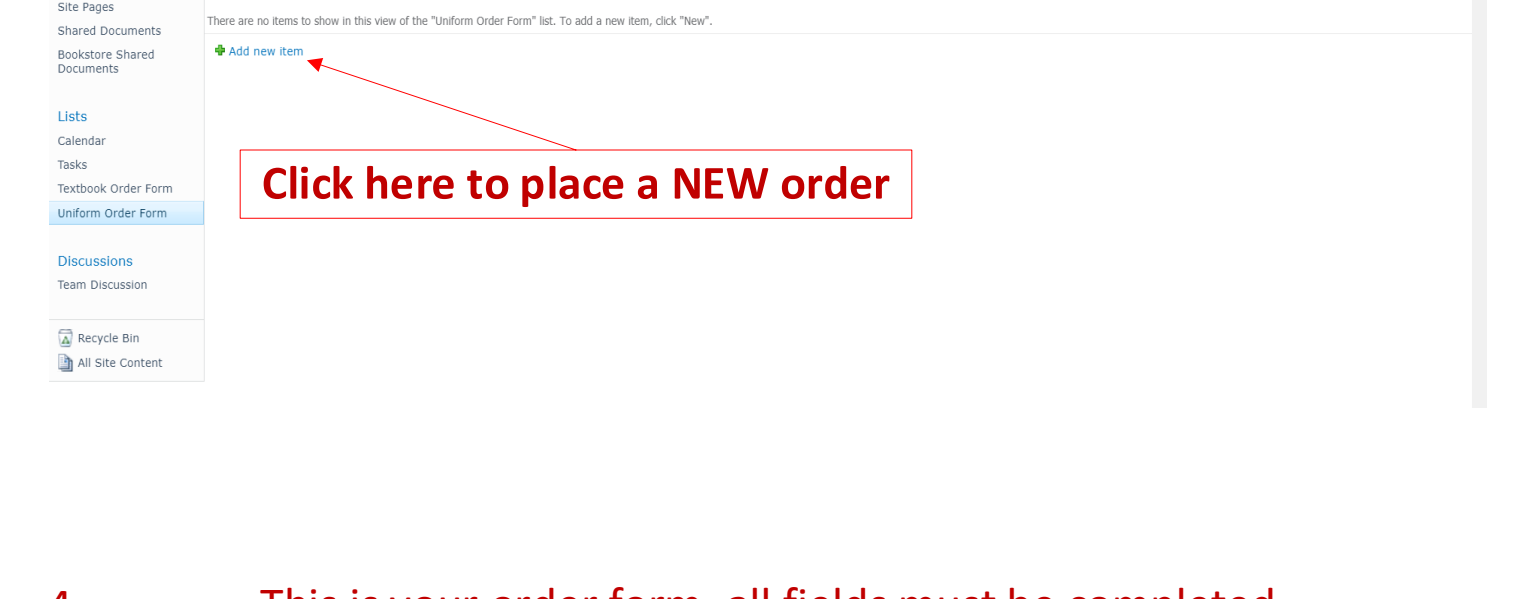
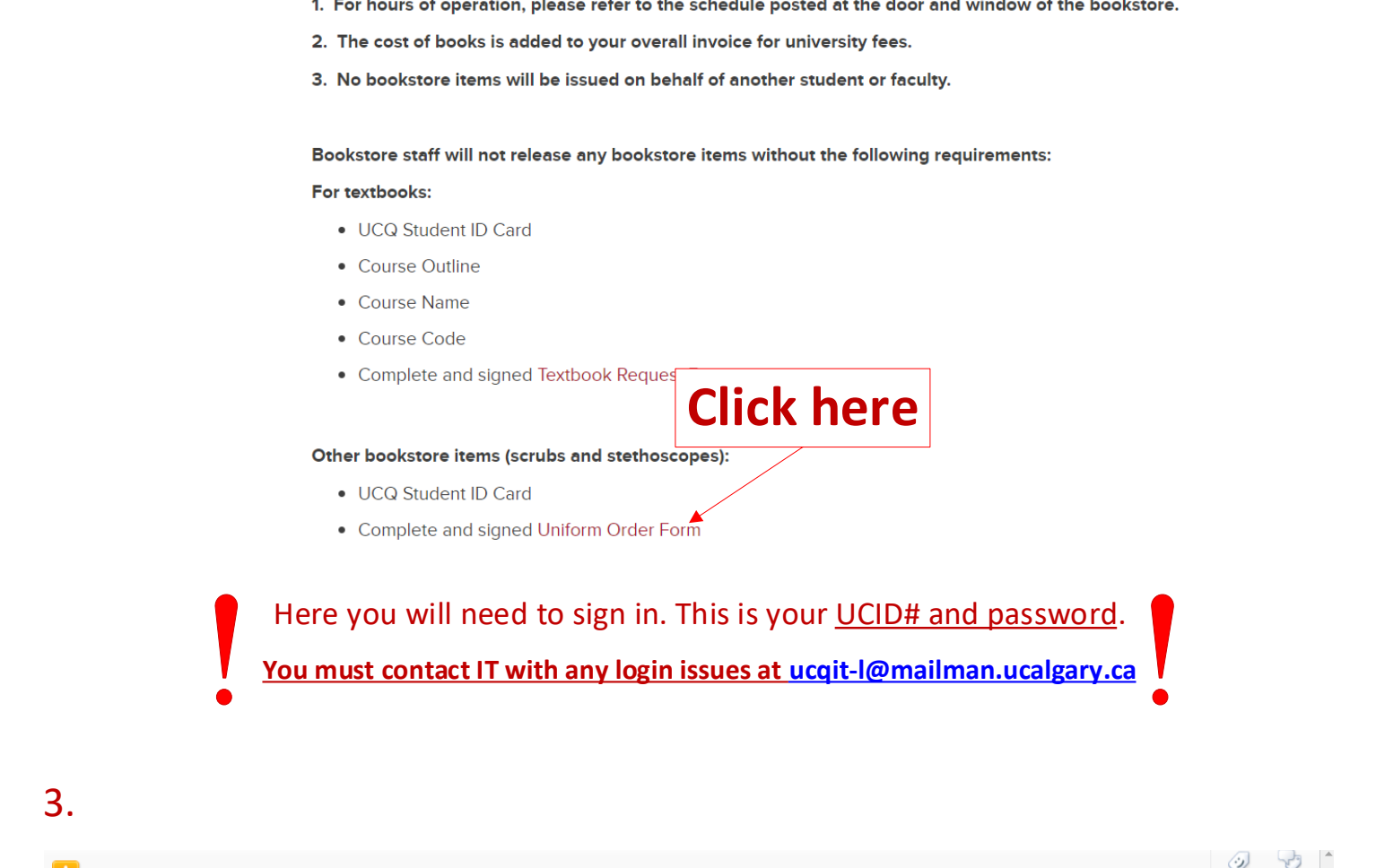
**IMPORTANT! Return/Exchange Policy:**

Uniform items are **NOT** eligible for return.

**\*Due to CoVid restrictions students are not allowed to try on items. Therefore the Bookstore will allow one exchange per clothing item as long as it meets the below requirements. To exchange an item you must:**

- 1) Item must be in PERFECT condition, only used for try-on purposes
- 2) Contact the Bookstore within 1 week (7 days) of purchase
- 3) Inform the Bookstore of the item and new size needed
- 4) Receive confirmation from the Bookstore your new order is ready for pick-up and attend the appointment with exchange item

1. UCQ Bookstore Online Orders: Step-by-Step



**Questions or doubts about which books to order?**

The **Bookstore Assistants** are experts! They are available during working hours to help and offer advice!

Please contact them via phone or email at:

**UCQ Bookstore Assistants**

Phone: +974 4406 5251

Email: [ucqbookstore@ucalgary.qa](mailto:ucqbookstore@ucalgary.qa)