

# FREQUENTLY ASKED QUESTIONS

## DESTINY

### **I am unable to print barcodes. What should I do?**

*Barcodes are sent to the district coordinator, who disseminates them to the schools for state-issued textbooks. Consumables are not barcoded.*

### **I am trying to barcode my books, but when I try the system says they are lost. They are not lost. What do I need to do so I can barcode the books?**

*Search for the title: Select “**Catalog**” tab, then select “**Textbook Search**” from the subtabs on the left side of the page. Search for the material with the state identification number or keyword. When the title page displays, click on “**Copies**” in the top right-hand corner. Click on “**Found**” and follow the prompts. They can then be assigned barcodes.*

### **Do I need to include the PowerSchool enrollment when I place my order?**

*PowerSchool enrollment is required each time a regular order is submitted. Enrollment is not required for elementary and middle school orders during a Preorder however it is always required for high school orders. Email your PowerSchool enrollment to [textbookorder@ed.sc.gov](mailto:textbookorder@ed.sc.gov)*

### **This textbook sounds interesting, can I order it for my students if I do not have any enrolled in the correlating course?**

*No, if there are no students enrolled in the course, you cannot order materials. If you're interested in reading a copy of the text or would like a sample, contact the publisher.*

### **I have some books that were listed as “missing”, but they are not missing. Can I update my inventory and correct errors after inventory has been closed?**

*No, once inventory is closed, you cannot go back into inventory.*

- *If the materials are barcoded, you will need to go to the “**Circulation**” tab then select “**Check In Text**”, then scan the books in.*
- *If the books are not barcoded, go to **Catalog** then **Textbook Search**. Insert the State ID. Click on the **Copies** tab. (The status of the material will show). Click on **Found** and follow the prompts.*

### **According to Destiny, my textbook order shipped three weeks ago, but I have not received it. Where is my order?**

*If you have not received your order, the items may be on backorder. Also, check to see the format (print book or digital) of the text. If it is in digital format, you should contact the publisher if you have not received the digital access codes.*

### **I purchased a bundle of instructional materials. The barcode prompt does not appear on my order. Why doesn't the prompt to barcode the textbooks appear?**

*Because the bundle is still intact, to get the barcode prompt to appear, you must **unbundle** the instructional materials. Instructions for unbundling your instructional materials can be found [here](#).*

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**I received my order, but there are some books missing. What do I do?**

Complete a [shipping error form](#) for the titles that are missing.

**NOTE:** *Shipping errors must be reported within 30 days of receiving the order.*

**I am trying to check out books for individual students, but the students' names are not shown in Destiny. What do I need to do to get the student in the system?**

*The Office of Instructional Materials does not manage student uploads to Destiny. Students are added to Destiny via automatic upload, contact the ~~district coordinator~~, PowerSchool coordinator at your school or the district PowerSchool coordinator.*

**I have 7 new teachers that I cannot scan class sets out to because they are not in the system.**

*The Office of Instructional Materials does not manage student uploads to Destiny. Teachers are imported by the PowerSchool coordinator. PowerSchool coordinator at your school or the district PowerSchool coordinator.*

**I am the new textbook coordinator. How do I get a username and password for Destiny?**

Submit an email to [textbookorder@ed.sc.gov](mailto:textbookorder@ed.sc.gov) requesting user information.

**I have a few books that are still showing as lost in my inventory. These books were transferred to another school. What do I do?** *Contact the other school. Access Destiny and transfer the books to the other school. Using the Transfer Books click "upload" and follow the prompts. Contact the recipient to ensure they receive the materials in Destiny so they are removed from your school's inventory.*

**Can I order the teacher edition? I don't see it listed as a choice.** *Please contact the publisher and request a copy. Publisher contact information can be found [here](#).*

**I need to delete a title from an order that has been submitted.**

*Once an order has been **submitted**, it can be edited by clicking the Revive button in the submitted order. Once the changes are made you can save and submit your order again. Once an order has been **approved**, it cannot be edited.*

**My class is larger than it was last year. I am short 12 books. How can I order 12 more for my students?** *Place an order for the additional books, submitting your PowerSchool enrollment to support the request for additional materials.*

**We need more textbook stickers. Can you provide us with some?** *Contact your district coordinator.*

**I pulled up the ledger and it says we owe over \$19,000. Is this amount correct or is there something I need to do on my end to fix this?** *Yes, the amount is correct. The amount represents lost textbooks. To fix this, account for them in Destiny - you must locate the lost books, access Destiny, and log them as found.*

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**I missed the pre-order deadline, and I am trying to submit an order for the materials, but I am unable to do so. When I try to add the materials, I get an error that they must be submitted through the pre-order. However, there is no pre-order button available. Can you please close the pre-order window and open these materials up for regular orders?**  
*No, once the pre-orders are finalized, you can place an order approximately a week after the pre-order window has closed.*

**I need to order Earth Science and Environmental Science books, but they're pre-order only. How do I order them?** *You have to access the “pre-order” tab to place a pre-order under Catalog→Order Textbooks.*

**I just received new science books today. The old ones (science) are still in my catalog, but they have a \$0 replacement cost. Does this mean I can dispose of them?**  
*Yes, you can dispose of them, if they are zeroed out in Destiny. Before disposing of old textbooks, make sure you have the new materials. Titles can be replaced after they have been deleted from Destiny.*  
*Do not dispose of any materials until you have the newly adopted materials in your inventory. Titles will be replaced by the Office of Instructional Materials. Do not add any titles in Destiny.*

**Our textbook order may have been cancelled in Destiny. What do we need to do to get the remainder of our textbooks?**  
*You have to place another order and submit your PowerSchool enrollment to [textbookorder@ed.sc.gov](mailto:textbookorder@ed.sc.gov).*

**I am trying to order instruction materials, but when I search for the book, the results show that it is restricted. Why is it restricted?**  
*It may be restricted because you may not be permitted to order it. If you are trying to order 1-year or 3-year instructional materials, most times you are not permitted to order them. Please contact [textbookorder@ed.sc.gov](mailto:textbookorder@ed.sc.gov) if you require further assistance.*

**These books are still showing in our inventory. When can they be discarded since they can't be returned to the State?**

*Books will remain in inventory until the books are out of adoption and OIM staff deletes the titles from Destiny. Books can be discarded if they have been removed from Destiny.*