



# VU Storefront: Guide for Sellers

Departments and schools can list items for sale, including merchandise and experiences, on the VU Storefront.

Process and Solution Implementations (PSI) manages VU Storefront listings.

*Please note: The VU Storefront is separate from the VU Marketplace, where student organizations and sports clubs sell their dues and merchandise. Groups that are interested in selling items on the VU Marketplace should start [here](#).*

## Accessing the VU Storefront

### App

The preferred way to access the VU Storefront is via the Transact Mobile Ordering app, downloadable for both iOS and Android.

Look for this icon:



Once the app is downloaded, select Vanderbilt University. Vanderbilt users will be prompted to log in via SSO. Non-VU users may set up a guest account to make purchases.

### Online

The VU Storefront can also be found here: <https://weborder.transactcampus.com/292>.

## Selling Items on VU Storefront

To request a new listing on the VU Storefront, submit this form:

<https://vanderbilt.kualibuild.com/build/space/favorites/my/drafts/68a75ba192e54b0281084777/view>

Once your item is listed, you can provide your customers with a website link for easy ordering. App users can navigate to the VU Storefront and then to your store to find your listing and complete the purchase.

Your customers can pay via credit card or Commodore Card.

## Finance and Reporting

- Your revenue, minus credit/debit transaction fees, will be credited to your COA. Similarly, any refunds or voids will be debited from that COA.
- When setting up your listing, you'll specify how often you'd like to receive transaction reports. If you have an off-schedule reporting need, please contact [psi-list@vanderbilt.edu](mailto:psi-list@vanderbilt.edu) and specify the date range and type of data that you need. Allow approximately two business days to receive your report.

## Refunds

Buyers have 30 days from the transaction date to request a refund. Exceptions will be made on a case-by-case basis.

Your customers can request a refund by emailing [storefront@vanderbilt.edu](mailto:storefront@vanderbilt.edu). They must include their order details, including the order number, along with a justification for the request. PSI will confirm your approval before processing a refund. If you receive a request directly from a customer, please forward the email along with your approval to [storefront@vanderbilt.edu](mailto:storefront@vanderbilt.edu), and we will process the refund. **If your item is non-refundable, be sure to indicate that in your listing.**

## Support

Department sellers needing VU Storefront support can email [psi-list@vanderbilt.edu](mailto:psi-list@vanderbilt.edu).