

# VU Marketplace: Sellers

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Log in at <https://marketplace.vanderbilt.edu/> using your VUnet ID and password.

At any time, clicking on the Vanderbilt University icon in the top left corner will return you to the Marketplace home page.

## Your Department/Organization's Marketplace Profile

1. Click on your name in the top right corner of the Marketplace homepage.
2. From the options, select the name of your department/organization.  
*If your department/organization does not appear, then the Marketplace does not recognize you as its officer. Contact the Dean of Students to update the organization's record (department officers should contact [psi@list.vanderbilt.edu](mailto:psi@list.vanderbilt.edu) for assistance).*
3. Click on 'My Profile.'
4. You have several options here:
  - a. Change Picture
  - b. For Sale – Review the items that you're currently selling.
  - c. Sold Items – Review and report on the items that you've sold.
  - d. Refunds – Review pending refund requests.
  - e. Settings – Add a description of your department/organization to the Bio field. To change the name or email address settings, contact Dean of Students (or, department officers should contact [psi@list.vanderbilt.edu](mailto:psi@list.vanderbilt.edu).)

## Selling an Item

1. Follow steps 1 and 2 above.
2. In the title bar, click on 'Start Selling.'
3. Select the appropriate category for your post from the tabs in the upper left corner of the window.  
**Due to an agreement with Ticketmaster, event tickets cannot be sold on the VU Marketplace.**
4. Complete the fields as required/appropriate and add a photo when possible.
5. Credit/debit sales are automatically assessed a 5% transaction fee. Commodore Card sales are assessed a 0.5% fee. **Keep this in mind when determining your pricing.**
6. **Apply sales tax to physical goods.**
7. Provide a thorough description of your item. Indicate whether you need the buyer to provide additional information after placing their order (e.g., shirt size, personalization, etc.).
8. Once your item is posted, you can share its direct link with VU students as needed.
9. As the organization/department officer, you may edit or delete your post at any time by clicking on the post and selecting 'Edit Post.'

## Communications and Purchase Confirmations

Your email address is the primary contact for your organization/department. Students may contact you with questions about items you're selling, to get a status update on a purchase, or to request refunds. Additionally, you'll receive an email confirmation each time someone purchases one of your posted items or requests a refund.

## Refunds

**Credit/debit:** Buyers have 30 days from the transaction date to request a credit/debit refund through the Marketplace. You'll receive an email when a buyer has requested a refund, and you'll need to review the request in your Marketplace profile under the Refunds tab. You must provide a reason if you reject a request. That information will be emailed to the buyer. If you accept a request, the funds will be returned to the credit/debit card 5-10 business days and the student will receive an email update. Buyers will be refunded their full transaction amount, including transaction fees (see 'Selling an Item #5 above').

**Commodore Card:** Buyers must email the seller to request a refund for a Commodore Card transaction. If you approve the request, email [studentorganizations@vanderbilt.edu](mailto:studentorganizations@vanderbilt.edu) (for student orgs) or [psi@list.vanderbilt.edu](mailto:psi@list.vanderbilt.edu) (for departments) and include the transaction number, buyer name, total refund amount, and the reason for the refund.



## **VU Marketplace: Sellers**

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### **Support**

If you are a student organization leader experiencing Marketplace issues, contact the Dean of Students office by emailing [studentorganizations@vanderbilt.edu](mailto:studentorganizations@vanderbilt.edu).

If you are a departmental leader experiencing Marketplace issues, contact Process and Solution Implementations by emailing [psi@list.vanderbilt.edu](mailto:psi@list.vanderbilt.edu).