VU Marketplace: Student User Guide

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

Once you've logged in, you can access your account profile by clicking on your name in the top right corner.

Clicking on the Vanderbilt University icon in the top left corner will return you to the Marketplace home page.

Linking Your Commodore Card

To make purchases using your Commodore Card, you must first link the card to your account.
1. From the Marketplace home page, click on your name.
2. Click on 'Banks and Cards.'
3. Under 'Spending Money,' click on 'Link Another Account.'
4. Click on the 'Connect Student Points' tab, then click the 'Link Student Points' button.
5. You'll be redirected to the CBORD site, which is the company that manages your Commodore Card. Use your VUnet ID and password to link your card.
   ***Vanderbilt is requiring all students to enroll in Duo, a multifactor authentication service, to securely access this information. If you receive an error and have not yet enrolled in Duo, please consult your email for guidance on this process.
6. Your card balance should now appear in the 'My Linked Accounts' section of your profile.

Linking Your Credit Card
1. Follow steps 1-3 above.
2. Under the 'Add Credit/Debit Card' tab, enter your credit card information.
3. Click 'Link Card.'
4. You will now be able to use your credit/debit card for Marketplace purchases.

Viewing Items for Sale

You can view all Marketplace items for sale by scrolling down the homepage or by keyword or category search. Alternatively, a seller may simply send you the direct link to the item you'd like to purchase.

You have several options within a post:

> **Share** – This feature allows you to share a direct link to the item with another Vanderbilt student. You'll need to copy and paste the link into a separate communication.

> **Add to Wishlist** – This feature allows you to bookmark the post for future reference. You'll be able to see these posts in the 'Wishlist' section of your profile.

> **Flag** – Use this feature if you believe the post violates Vanderbilt's content standards. This will trigger a review by the Campus Marketplace team. Vanderbilt Marketplace will retain a log of all flagged posts.

> **Message** – Typing a question and clicking 'Send Message' will push an email to the organization that posted the item.

Purchasing an Item

When you've found the item you'd like to purchase, click the 'Buy Now' button. You can select or add a payment method and the quantity you'd like to purchase. Vanderbilt recommends using your Commodore Card when possible, though the transaction will be declined if you don't have enough funds on that card.

Once your purchase is complete, your transaction confirmation will appear as a notification (bell icon) in the top right corner of the window. Shortly after your purchase, you'll receive an emailed receipt.

Refunds

Credit/debit: You have thirty days from the purchase date to request a refund. In your profile, select the 'Bought Items' tab, then select 'Request Refund' beside the appropriate transaction. Select a reason for the refund and provide any supporting details. Clicking the 'Submit Refund Request' button will alert the seller of your request, and you'll receive an email with the seller's response. If the seller approves your request, funds will be credited to the payment method in 5-10 days.

Commodore Card: You must email the seller to request a refund for a Commodore Card transaction. Be sure to include the transaction number, item description, transaction amount, and reason for your request. The seller will reply with their approval/denial of your request. If approved, funds will be credited to your Commodore Card.

Support

For questions regarding an item you've purchased, your first course of action is to contact the seller. You can find the seller's contact information on your email receipt or by looking up the purchase in the 'Bought Items' section of your profile.

For issues related to the Marketplace or your account, contact the Dean of Students office by emailing studentorganizations@vanderbilt.edu.

For assistance with your Commodore Card, contact Card Services by emailing commodorecard@vanderbilt.edu or calling (615) 322-2273.