

VU Marketplace: Guide for Sellers



The VU Marketplace is housed in the GET app. You can download the mobile app via this [link](#), or you can access GET online with your VU credentials [here](#).

Any registered student organization or sports club that is interested in selling items on the Marketplace should start [here](#).

Process and Solution Implementations (PSI) manages all departmental merchandise and experience sales on the GET app. Visit [here](#) for more information.

Selling Items on the Marketplace

Unfortunately, there is not a way to link directly to your items in GET. You'll want to provide your customers with instructions on how to find your item on both computers and mobile devices. Here's a sample:

PC/Mac:

1. Log in as a VU or a guest customer here: <https://get.cbord.com/vanderbilt/full/prelogin.php>
2. On the top menu, click on Order.
3. Click on the List View button to see an alphabetical list of merchants:



4. Scroll through the list and select [merchant name].
5. Under 'Menu,' select [org/department name] and then select the item.
6. Follow the prompts to place your order.
7. You can pay via Commodore, credit, or debit card.
8. Once your order has been processed, you'll receive an email confirmation.

Mobile App:

1. Log into the GET mobile app. Instructions for downloading the app are here: <https://www.vanderbilt.edu/cardservices/GET.php>
2. On the lower menu, click on Order.
3. Use the Search bar to find and select [merchant name].
4. Select [org name] and select the item you'd like to purchase.
5. Follow the prompts to place your order.
6. You can pay via Commodore, credit, or debit card.
7. Once your order has been processed, you'll receive an email confirmation.

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.
- Student orgs and sports clubs can email sarratt@vanderbilt.edu to request transaction reports. Department sellers can contact psi-list@vanderbilt.edu. Be sure to specify the item, date range, and any other data points that you need. Please allow approximately two business days to receive your report.

Refunds

Buyers have 30 days from the transaction date to request a refund.

VU customers: Your customers from the VU community can request a refund [here](#). The form will be routed to you for review and approval before a refund is issued. If you deny the request, you'll need to provide a reason on the form, which will be shared with the customer. The link to the refund form will be included in all order confirmation emails. The Card Office will process approved refunds. Once complete, both you and your customer will receive an email confirmation.

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Guest customers: Your external (non-VU) customers will need to contact you directly to request a refund. To minimize delays, we strongly advise you to include a contact email in your item description. If you approve a refund request, please complete the same refund request form, [here](#), on behalf of your customer. The Card Office will process approved refunds. Once complete, both you and your customer will receive an email confirmation.

Support

Student orgs and sports clubs needing Marketplace support can email sarratt@vanderbilt.edu.

Department sellers needing Marketplace support can email psi-list@vanderbilt.edu.