



Reference Sheet for Student Group Online Sales

Website: <http://studentshop.nd.edu>

Contact: Belinda Thompson

Contact Info: 101 LaFortune 574-631-5028 thompson.134@nd.edu or studentshop@nd.edu

Frequently Asked Questions:

<p>What is Student Shop ND?</p>	<p>Student Shop ND is an initiative of the Student Activities Office. Working with ND Marketplace, Notre Dame’s coordinator of campus e-commerce, Student Activities has created an on-line showroom where officially recognized Notre Dame student clubs, organizations and residence halls can showcase their products to fans and supporters throughout the United States.</p>
<p>Why should my group use Student Shop ND instead of just selling off our own website using Pay Pal or some other online payment service?</p>	<p>The University recently adopted a new policy regarding e-commerce and the accepting and processing of all online credit card transactions that affects all student groups and departments. All groups are required to use ND Marketplace (of which Student Shop ND is a part) for all e-commerce and online credit card transactions. Pay Pal and other such accounts are no longer permitted. Student Shop ND provides a reasonably priced outlet for student groups to sell their merchandise online and comply with the University’s policy.</p>
<p>Can my group create its own online store?</p>	<p>Yes, your group can work through ND Marketplace to create an individual store. If you choose this route, keep in mind that your group will incur the annual fees and transactions fees, be responsible for site maintenance and take on the obligation to ship the items to purchasers. It is in your group’s best interest to utilize Student Shop ND.</p>
<p>How can my group sell something on Student Shop ND?</p>	<p>If your group is officially recognized by the University of Notre Dame, you begin the process by filling out a Goods and Services Application, as well as a New Product Request Form. Requests are reviewed on a case by case basis. Due to the nature of e-commerce, not all requests will be approved for posting on the site.</p>
<p>What type of items can be sold on Student Shop ND?</p>	<p>Currently there are t-shirts, sweatshirts, hats, scrubs, polo shirts, posters, CDs and a few other miscellaneous items on the site. On-line registrations can also be handled by Student Shop ND. If you have a question regarding a specific item, please call or e-mail.</p>

How quickly can I get my items posted on Student Shop ND?	Once Brian Coughlin, Director of Student Activities, has approved the Goods and Services Application and the New Product Request Form is submitted, it takes two to three business days to get items posted.
Does merchandise sold on Student Shop ND have to be officially licensed?	Yes. All merchandise sold on Student Shop ND must be officially licensed by the University of Notre Dame.
Is my group responsible for delivering/shipping the merchandise?	No, Student Shop ND fulfills all orders. Customers have two options for receiving their items. Off campus customers must pay for shipping. Items are shipped Priority Mail through the United States Postal Service. On campus customers have the option of paying for shipping or picking the item up at the LaFortune Information Desk and Box Office.
Who takes the pictures of the merchandise?	Your group may provide a digital image of each item to be used or Student Shop ND can take a digital photo to be used on the site.
Is it expensive to sell items on Student Shop ND? Do I pay a monthly fee to have my group's items posted? How much will it cost me?	No and no. Student Shop ND was created to make it reasonable for student groups wishing to sell products online to do so. Student groups are charged a 10% fee on each transaction. This fee covers the staff time to keep the site updated, fulfill orders and answer correspondence and it helps cover the annual fees for the site and the credit card transaction fees.
How does my group get paid for items sold on Student Shop ND?	Your group's University account number will be credited at the beginning of each month for the previous month's sales minus the 10% fee. A monthly statement is sent to your group so you can keep track of how much merchandise is being sold and how much money you are making.
How much merchandise does my group need to provide to Student Shop ND?	How much merchandise you provide is up to each individual group. You may only have a few of each item or size or you may have several. Student Shop ND can store a reasonable amount of merchandise for each group, but does reserve the right to limit the amount of each item you provide due to some storage limitations.
Where is our merchandise going to be stored?	All merchandise is stored in a secure room in the LaFortune Student Center.
Does Student Shop ND advertise?	Only on a very limited basis. It is the responsibility of the group to advertise that their products are on Student Shop ND to their supporters. Of course, when someone is shopping for someone else's merchandise on Student Shop ND, they may also see and buy yours.
Can our group put a link to the Student Shop ND website?	Of course, in fact, it's encouraged. Some groups have created catalogs on their websites which link products directly back to Student Shop ND for payment.