

**CSUN**<sup>®</sup>

ASSOCIATED  
**STUDENTS**



## **MATADOR EXCHANGE USER GUIDE**

Welcome to Matador Exchange! Matador Exchange is CSUN's own digital marketplace, exclusively open to CSUN students. The Matador Exchange is a market where you can buy and sell items within the CSUN community. Find or sell items from electronics to sports equipment, and textbooks to school supplies. Matador Exchange seeks to encourage students to divert unnecessary waste from the landfills. Use this guide to help you get started!

## **Matador Exchange User Guide**

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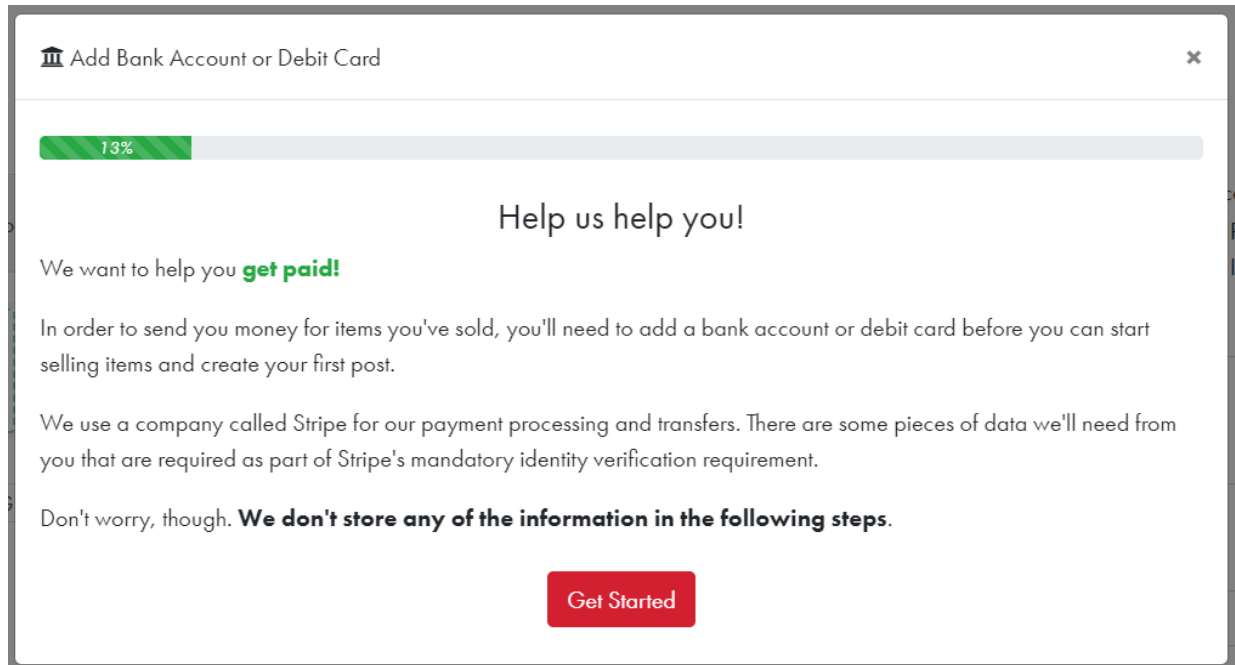
**Help**

## **Ways to access Matador Exchange -**

1. CSUN Associated Students website
  - a. Navigate to <https://www.csun.edu/as>
  - b. Under the Services tab, select Matador Exchange
  - c. Sign in with your CSUN credentials
  
2. CSUN App
  - a. Download/open the CSUN APP
  - b. Sign in with your CSUN credentials,
  - c. Expand the drop down menu in the top right corner
  - d. Scroll down about half way and click Matador Exchange
  
3. Instagram
  - a. Follow @CSUNAS\_Sustainability on IG!  
[https://www.instagram.com/csunas\\_sustainability/](https://www.instagram.com/csunas_sustainability/)
  - b. Click the link in our bio
  - c. Select the link to Matador Exchange
  
4. Bookmark it
  - a. Add Matador Exchange to your web browser bookmarks for quicker access!

## Setting up Your Profile -

1. In the top right corner, you will see your name, click to view your profile.
2. You may change your profile picture or leave the auto generated design.
3. Under the Settings Tab you will see that your name and email can not be changed, but you may personalize a bio that others can see when they view your profile.
4. Before you create your first post, you will be prompted to link a bank account or add a debit card to be able to receive payments or make purchases on the platform.



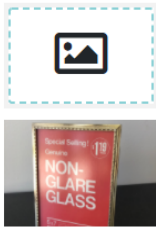
5. After verifying your information and adding a bank account or debit card, you're all set to use Matador Exchange!

## Start Selling / Create a Post -

1. You can create a new post by selecting the “**Start Selling**” tab at the top of the page, or click the red “**Add a New Post**” button on your profile page.
2. **Photos:** Add pictures so others can view what item you are selling and to verify the condition it is in. Make sure the picture is clear and the item is well lit. You may upload JPEG or PNG images from your device, images linked from a URL, Instagram, Dropbox, Facebook, or Google images.
3. **Quantity:** If you have multiples of the same item, enter the quantity here then make sure to adjust the **Max Purchase Quantity**.
  - a. Note: People do have the ability to claim again, but only the max quantity each transaction.
4. **Price/Price Options:**
  - a. If you are posting the item as free, select the “**Item is free**” box.
  - b. If you are posting something with a price and are set on the price you posted, select the “**Price is fixed**” box.
  - c. If you are open to negotiation on price, do not select either box, and on the buyer's end, they will see a red, “**make an offer**” option if they want to negotiate the price you posted.
5. **Category/Condition:** best select what category your item falls under.
  - a. These are filters that buyers can apply when searching for items to narrow their search
  - b. Anything Branded AS Sustainability should be categorized under “Sustainability Center Items”
6. **Location:** This is the location where you will meet with the buyer to give them their items
  - a. Location is limited to “On Campus” or “Dorms”, then “Advanced Location” allows you to specify what building to meet at.

## Add a Post to the Marketplace

Add Photos to Your Post



Use JPEG or PNG images

Title \*

Quantity \*

Price Per Item \*

Price Options  
 Price is fixed  
 Item is free

Description \*  
  
47 of 255 characters

Min. Purchase Quantity \*  Max. Purchase Quantity \*

Category  Condition

Location  Advanced Location

[Add to Marketplace](#)

Example of Creating a Post

## Edit a post -

1. Click on your post you want to edit and select “Edit post”. Make sure to save your changes.
  - a. Edits can only be made to a post if the item hasn’t been sold/claimed yet.
  - b. If there are any changes to the item, you may contact the buyer under the **“Messages”** tab at the top of the page.
  - c. If you are unable to find your post:  
 Go to your profile >


## Search a Post -

1. On the home page, there is a search bar you may use to find specific items.
2. Results from the search bar will include posts that are both still available for sale and have the search term included in the “Title” of the item.
3. Clicking the red “Search” button in the Search bar will result in all available items.
4. There are specific filters available to help narrow a search, without needing specific search terms that will appear under the search bar after an initial search is applied.

## Messages -

1. At the top of the page there is a messages tab, this is where your conversations with buyers/sellers about a post can be found.
2. Messages are labeled as the title of the item being sold.
3. A message thread can be started in three ways:
  - a. An auto generated message is sent for the buyer to the seller, when a buyer purchases the item. This notifies the buyer of the sale.
  - b. An auto generated message is sent for the buyer to the seller, where a buyer makes an offer. This notifies the buyer of the counteroffer.
  - c. From a posting, a prospective buyer can directly message the seller with any questions they may have about the post without needing to make an offer or buy the item.
4. **Messages** is where you can arrange a meet up date and time that work for both the buyer and seller.

## Notifications -

1. The notifications icon, in between the Messages tab and your Profile is represented by this bell symbol: 
  - a. You will receive notifications when someone buys/claims your item, to message them, use the **Messages** tab.

## Help -

Have any issues, comments or concerns with the Matador Exchange Website? Fill out our form and we can help you out! The form is located on the CSUN AS website, under the Services tab. Select the Matador Exchange option and fill out the form!

Happy exchanging!  
Matador Exchange Team